**WELCOME DESK HOST**

**Theatr Clwyd**

Job Description

Family: Experience

Reports to:

Grade: OP1

**Job Purpose**

The Welcome Desk Host works to support the operational team in providing a welcoming and positive first impression at the Welcome Desk. They are responsible for dealing with ticket enquiries, providing information and effectively supporting the running of the retail outlets. They create a Guest-focused proactive operation which maximises the service, presentation, profitability and ongoing development of the theatre.

**Key responsibilities**

* In accordance with Theatr Clwyd’s procedures and policies contribute to the efficient running of the retail operation.
* To maintain the highest standards of care and Guest service whilst being a visible and accessible Welcome Desk Host to Guests throughout the theatre, in order to foster good relations and to provide support, advice and assistance whilst ensuring excellent service standards are met.
* Taking ticket bookings and dealing with general Guest enquiries.
* To help Guests with questions about bookings at the restaurant.
* Greeting and serving Guests at the Gift Shop and café.
* To keep up to date with information of current and upcoming performances, screenings, workshops, functions, and events in order to share accurate knowledge and to help Guests find the spaces they need in our building.
* Operating the till and handling card and cash takings within appropriate procedures.
* Clearing and cleaning tables plus general cleaning of service areas.
* Removing rubbish, bagging and taking to appropriate receptacles.
* To ensure adequate stock levels are maintained at sales points, to include stock rotation and to carry out accurate stock takes.
* To accept deliveries and to check off items to ensure all items have arrived.
* To contact Company Members from the wider team when applicable.
* To help maintain up-to-date and accurate stock control records by recording wastage and breakages.

**Other**

* To represent and positively promote the organisation at all levels.
* To undertake other duties as may be reasonably required by the Experience Coordinator,.

**Person Specification**

**Essential**

* Experience of working in a customer focused role in a similar environment
* Ability to deliver high-quality Guest service and the ability to interact with Guests in a professional, courteous and positive manner.
* Ability to follow instructions and carry out delegated tasks accurately effectively and within given time frames.
* Ability to learn and understand basic food hygiene rules and Health and Safety guidelines.
* Ability to create a welcoming environment for a diverse range of building users.
* Willingness to work flexible hours including evenings, weekends and holidays.
* Strong numeracy and cash-handling skills.

**Desirable**

* Written and spoken Welsh.
* Experience of working in a restaurant or a bar with a food operation.
* Health and Safety and/or First Aid training.
* Full driving license.
* Keen interest in theatre and the arts.