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## **HOUSE & BAR ATTENDANT (CASUAL)**

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### **Company Profile**

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#### **Our Vision**

To be the best theatre company in Australia and lead the cultural conversation.

#### **Our Mission**

To create excellence in all forms of theatre with imagination and passion in order to entertain, challenge and inspire audiences.

#### **About MTC**

Melbourne Theatre Company is one of Australia's flagship performing arts companies and has been enriching lives through the storytelling power of the finest theatre imaginable for over 60 years. Under the leadership of Artistic Director Brett Sheehy AO and Executive Director Virginia Lovett, MTC produces classic and contemporary Australian and international theatre.

MTC produces an annual subscription season of up to twelve productions plus an extensive Education Program; a Women in Theatre Program; a multicultural artists program (MTC Connect); a family theatre program; regional, national and international tours; and regularly collaborates with companies and artists from the independent and small-to-medium sector through NEXT STAGE and other initiatives.

MTC employs over 500 artists and industry professionals each year (with approximately 100 ongoing staff), producing over 600 performances a season. It has a subscriber base of almost 18,000 people, with more than 200,000 attendances to its productions annually. MTC is a semi-autonomous department of the University of Melbourne.

Southbank Theatre is located in the heart of Melbourne's Southbank Arts Precinct. Each year around half of the mainstage season is performed in the 560-seat Sumner, with smaller-scale works and other activities in the 150-seat Lawler. The balance of the mainstage season is staged at nearby Arts Centre Melbourne's 882-seat Playhouse and 376-seat Fairfax Studio, with the four theatres enabling MTC to present works of a wide variety and scale.

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### **Purpose of the Position**

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Melbourne Theatre Company's *House & Bar Attendants* perform two key roles:

- looking after the health and safety of patrons
- providing excellent customer service

FOH staff form the Emergency Control Organisation (ECO) for the venue and represent MTC to the public. FOH staff have extensive responsibilities in the event of an emergency and are often the first point of contact for patrons of the Southbank Theatre. FOH/Bar staff are entrusted to deliver quality customer service in all aspects of customer interaction with MTC.

House & Bar Attendants are expected to demonstrate high levels of professional behaviour, including:

- Ability to provide exceptional customer service
- Excellent time management
- Teamwork

- Initiative
- Follow-through
- Resilience under pressure
- Ability to communicate with a wide range of people

As the position is flexible and multi skilled, FOH/Bar staff are expected to be able to provide consistently high levels of service across all customer-contact areas.

When working as a **House Attendant** you will be required to undertake a range of duties including:

- Demonstrating customer service at a high level
- Emergency management functions including responding to medical incidents and performing evacuation and shelter in place procedures
- Ushering and ticket taking
- Merchandise and programme selling
- Attendant duties (information, cloakroom, reception)
- Cleaning and housekeeping
- Administration and related activities
- Wheelchair seat removal and installation

When working as a **Bar Attendant** you will be required to undertake a range of duties including:

- Deliver outstanding customer service
- Food and beverage service
- Setting up for special functions and serving as required
- Bar set up
- Cleaning and housekeeping
- Programme selling
- Administration and related activities

Appropriate training will be provided to ensure that staff members have the necessary skills to undertake this range of duties. Please note as the position is multi-skilled, staff may be required to perform both House Attendant and Bar Attendant duties in the course of a regular shift.

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## Key Relationships

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In the first instance, House Attendants report to the House Supervisor and Bar Attendants to the Bar Supervisor. In the absence of such supervisory staff, then the House Attendants and Bar Attendants report to the House Services Manager.

Because of the multi skilled nature of the role, it is essential for House & Bar Attendants to work as a team, show initiative, be flexible and be willing to assist in any area covered by this position description.

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## Duties & Responsibilities

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Duties and responsibilities include, but are not limited to:

### General

- Proactively provide patrons and visitors with information and assistance when and where required
- Ensure patrons receive friendly, courteous service of a consistently high standard
- Maintain constant vigilance with respect to the security and safety of people and the building
- Act responsibly and according to procedure in an emergency

- Provide general administration services if required
- Ensure premises are kept clean and tidy
- Adhere to all requirements of the Occupational Health and Safety Act, Regulations and MTC's Environment Health and Safety policies and procedures

### **House Services**

#### Ushering:

- Manage the attendance of patrons at performances, including those with disabilities, in an efficient, friendly and courteous manner, from arrival at the theatre to departure
- Attend to the safety and comfort of all patrons
- Be fully conversant with House Services requirements for each performance
- Check tickets via electronic system as patrons enter the auditoria and direct them to correct seating
- Monitor audiences for any situation which may require attention or the attention of a supervisor or specialist (e.g., security, medical) and take action as required
- Report any accident, incident or unexpected event to the appropriate supervisor or manager
- Assist patrons to access other facilities such as food and beverage outlets, merchandise outlets, toilets, and with any other queries
- Ensure that furniture, fixtures and fittings in the foyer and other public areas are clean and in their proper place
- Remove litter or rubbish if required
- Thorough knowledge of safety and emergency management procedures, ready to act if required
- Undertake merchandise and programme sales when required, including cash handling, accurate accounting and stock inventory management
- Other duties as requested by the House Supervisor or House Services Manager

#### Reception/cloaking:

- When assigned to Reception, be fully conversant with all staff, actors and any other personnel approved for entry
- Maintain knowledge of shows and key Company personnel
- Understand and follow all official safety, security and emergency procedures
- Receive deliveries and arrange dispatch of materials as required
- Keep accurate records of access, egress, deliveries, dispatches and other relevant movements
- Cloak audience items as required
- Liaise with stage management and security as required
- Other duties as requested by the House Supervisors or House Services Manager, as appropriate

### **Bar Services**

#### Sales:

- Efficiently process bar sales
- Assist patrons with any inquiries and taking orders
- Serve alcoholic and non-alcoholic drinks
- Mix ingredients to make simple cocktails and slice fruit to garnish drinks
- Prepare bar menu offerings as required
- Plate bar menu food at time of sale
- Assist with promotion of selected items as required

#### Housekeeping:

- Cleaning of bar area and tables

- Collecting used glassware
- Washing glasses and dishes and polishing of glassware
- Monitoring, cleaning and tidying of associated areas during opening hours

Stock take and merchandise:

- Refill drink dispensers and fridges or other stock items
- Assist in stock control
- Arrange bottles and glasses on shelves
- Rotation of all stock upon replenishment
- Following clear stock location guidelines and procedures

Other duties:

- Setting up and/or preparation of functions as required
- Undertake other duties as required
- Assist all Management in areas of need throughout the venue
- Assist Promotion staff or sponsor to ensure a successful event
- Observe workplace hygiene, OH&S and security procedures

Industry standards:

- Knowledge of the Responsible Service of Alcohol requirements
- Knowledge of OH&S and food hygiene
- Knowledge of safe cash handling techniques

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## **Skills & Attributes**

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The key requirements for this role are:

- Excellent communication and interpersonal skills
- Enthusiasm and passion for delivering first class customer service
- Ability to function effectively and follow direction in an emergency
- Resilience when faced with challenging situations
- Self-motivated, responsible and able to demonstrate initiative
- Good judgment, common sense and calm demeanour
- Excellent problem solving skills
- Able to work flexibly and effectively as a member of a team
- A high standard of grooming and presentation
- Previous experience in similar role/s is desirable but not essential
- First Aid Certificate is desirable but not essential
- RSA is desirable but not essential

There is a manual handling aspect to this role. If you do not hold a current First Aid certificate or RSA, MTC will arrange this additional training.

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## **Environmental Health & Safety**

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All MTC staff are responsible for the following safe work procedures and instructions:

- All employees are to comply with the EHS manual
- Adopt work practices that support EHS programs

- Take reasonable care for the safety of one's own health and safety and that of other people who may be affected by their conduct in the workplace
- Seek guidance for all new or modified work procedures to ensure that any hazardous conditions, near misses and injuries are reported immediately to a supervisor or manager
- Must not wilfully place at risk the health or safety of any person in the workplace
- Participate in meetings, training and other environment, health and safety activities
- Must not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare
- Wear personal protective equipment as provided
- Use equipment in compliance with relevant guidelines, without wilful interference or misuse
- Must cooperate with MTC management in relation to actions taken by MTC to comply with Occupational Health and Safety and Environmental legislation

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### Conditions

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MTC is an equal opportunity, family friendly employer and a dog-friendly workplace.

This position is offered on a casual basis and is covered by the *Melbourne Theatre Company Production and Theatre Service Employees Agreement 2018 – 2020*, set at level 2.

The minimum call is 3.5 hours. Rostered hours vary to accommodate seasonal shows and operational requirements, encompassing evenings and weekends.

Minimum availability of 3 shifts per week is required, including one matinee on a Saturday or Wednesday.

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### Access and Inclusion

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MTC is an Equal Opportunity Employer committed to providing a safe working environment. We embrace and value diversity and inclusion in the workplace. Diversity includes all the ways in which employees differ, and the valuable contribution that all of these differences bring to the Company.

MTC encourages applications from Aboriginal and Torres Strait Islander people, people with diverse cultural backgrounds and people with disabilities. It is our policy to consider reasonable adjustments for qualified applicants with disabilities.

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<b>VERSION</b>			
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