

Job Description

Job title: Customer Service Assistant

Reporting to: General Manager

Staff responsible for: N/A

Functional responsibility: Our Customer Service Assistants are responsible for delivering efficient, friendly and knowledgeable customer service and helping to keep our venue well-presented and welcoming. As a CSA you will anticipate and be responsive to customer needs, taking responsibility for the safety, satisfaction and comfort of all visitors to Broadway.

Duties & Measures	Job objectives and outcomes
<p>Duty 1</p> <p>Measures</p>	<p>Cafebars</p> <ul style="list-style-type: none"> • To take orders and use the till after appropriate training. • To serve food and beverages (alcoholic and non-alcoholic). • To adhere to laws relating to the sale of alcohol, weights and measures. • Ensure the safe and correct handing of all cash. • To liaise with the kitchen to ensure the swift service of food to customers. • To clear and clean counters and tables to continually maintain a welcoming environment. • To assist with the cleaning of equipment, fixtures and fittings in accordance with the cleaning schedules. • To ensure the re-stocking of goods within the required specifications. • To assist with stock takes across all areas as required.
<p>Duty 2</p> <p>Measures</p>	<p>Cinema</p> <ul style="list-style-type: none"> • To greet customers and check admission tickets to ensure that no unauthorised person is admitted to the auditorium. • To remain on duty throughout screenings, ensuring safety procedures are observed and an excellent environment is maintained. • To acknowledge customers exiting the auditorium after shows, remove litter and lost property from the auditorium. • To keep the environment near to the auditorium clean and tidy and to carry out regular toilet checks. • To notify the appropriate staff of any incident liable to affect the safety, comfort or enjoyment of customers and assist with the situation as required.
<p>Duty 3</p> <p>Measures</p>	<p>In all areas</p> <ul style="list-style-type: none"> • To provide excellent customer care at all times, operating to agreed standards. • To represent Broadway at all times in an efficient and friendly manner. • To communicate effectively with staff and customers. • To take part in staff meetings and training programmes as required. • To report any faults or deficiencies, including equipment faults to the manager. • To work in a flexible way and to provide cover for different areas of the organisation as needed and following suitable training. • To receive supervision and appraisal and be committed to own development.

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| | <ul style="list-style-type: none">• To be committed to and work within Broadway policies and procedures.• To undertake any other tasks deemed appropriate by the manager. |
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