

# BROADWAY

**Job title:** Customer Service Assistant

**Reporting to:** Café Bar Manager

**Staff responsible for:** N/A

**Functional responsibility:** Our Customer Service Assistants (CSAs) 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.

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

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	<ul style="list-style-type: none"><li>• To undertake any other tasks deemed appropriate by the manager.</li></ul>
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