



Casual Food & Beverage Assistant

About us

ATG Entertainment is proud to stand at the forefront of the live entertainment industry.

Our expertise and capabilities enable producers and other creatives to bring their visions to life and create unforgettable performances for audiences, presented in our landmark venues and delivered with exceptional hospitality. It is the passion of our teams, that cover every discipline across the live entertainment industry, that underpins our continuing strategic growth and success.

We own, operate or programme some of the world's most iconic venues; ATG Entertainment manages 64 venues across Britain, the US and Germany.

We are the world leader in theatre ticketing; We process more than 18 million tickets every year for hit musicals, acclaimed plays, concerts, comedy shows and a variety of other live events across the UK, US, and Germany.

We present the world's best live entertainment in our venues; working alongside the world's leading producers and creative artists, our venues present an extraordinarily diverse range of top-quality entertainment.

We produce award-winning shows; our in-house production team, ATG Productions, are dedicated to producing critically acclaimed, commercially successful and creatively ambitious work for the West End, Broadway, Continental Europe and beyond.

People are at the heart of our success. We are passionate about bringing great live experiences to the widest possible audience; about giving the world's best creative talent the stage it deserves; and about providing our people and partners with opportunities to realise their full potential.

Our values

In everything we do, we strive to be Ambitious, Collaborative, Passionate and Smart.

- We are **ambitious** and seek to exceed people's expectations.
- We are **collaborative** and help each other to reach our goals.
- We are **passionate** about our work, our business, and our industry.
- We are **smart** in our quest for simple, efficient, and innovative solutions.

Corporate Social Responsibility: our priorities

- Next Generations: introducing tomorrow's audiences to the pleasures of live entertainment, recruiting and nurturing the next generation of industry talent.
- Inclusion: improving and promoting diversity, inclusion and well-being in the workplace.
- Sustainability: helping reduce our impact on the environment by making our business more sustainable.

A Stage for Everyone - Our Inclusion, Diversity, Equity and Access Mission Statement

Our stages are a platform for compelling stories – stories that are for all, by all, and of all. We shine our spotlight on our differences and believe that understanding and celebrating these differences makes us better global citizens. We are passionate about the pursuit of true diversity and equality. We strive to make our venues beacons of these ideals in our communities. Onstage and off, we hold ourselves accountable for nurturing an inclusive culture, one in which everyone can bring their authentic selves. At ATG entertainment, we provide a stage for everyone.

We recognise that we do not have all the answers; but we strive to listen, to learn and to change in order to ensure ATG Entertainment becomes a truly inclusive organisation. We therefore welcome and encourage applications from individuals from the widest possible range of backgrounds and particularly welcome applications from those currently underrepresented in our workforce.

We are a Disability Confident Committed Employer, which means that we are taking action to ensure that people with disabilities and long-term health conditions feel supported, engaged and able to fulfil their potential in the workplace. We will offer an interview or recruitment event to disabled candidates who tell us they wish to participate in the scheme and who demonstrate in their application that they best meet the essential criteria for the role. Where we receive more applications than we are reasonably able to interview for any given role, we will retain applications for the next available interview opportunity wherever possible.

If you'd like to discuss accessibility prior to applying, please email recruitment@atgentertainment.com for a confidential discussion.

The Casual Food & Beverage Assistant Role

As a Food and Beverage Assistant, you will report directly to the Customer Experience Manager or their Deputy.

The focus of the role will involve all aspects of the front of house duties throughout the arena. These will consist of being hosts for the arena, welcoming our customers and providing excellent assistance to our meeting and conferences. The successful candidates will also work across our five fully equipped bars, exceptional VIP lounge, two food kiosks serving a variety of fresh food and the various conferences, meetings and banquets that we hold, ensuring they are delivering outstanding hospitality and great service in all areas.

Key responsibilities

- Deliver excellent service and quality food and beverages.
- Work alongside your team members to create a friendly and welcoming environment and culture.
- Maintain up to date knowledge of the venue, current and upcoming shows, products and other information relevant to customers and to recommend additional products and services as appropriate.
- Proactively suggest and upsell food and beverage products.
- Know and understand our sales targets and KPI's and work to exceed them.
- Be the face of the ATG Arena and provide an unforgettable welcome and overall experience for our customers, helping and assisting them in any way you can.
- Proactively identify risks to customers and staff regarding health and safety, spot security risks and take appropriate actions to keep everyone safe. Ensure the company's Risk Management policies and guidance are complied with.
- Adhere to all legal health and safety requirements along with understanding and implementing food/drink allergens.
- Work collaboratively as a team member and work well with others to ensure all required tasks are completed.
- Proactively identify tasks which need to be done and take responsibility for completing them

Everyone's responsibility

Everyone at ATG Entertainment is expected to play their part in achieving our goals and upholding our core values, by:

- Committing to creating and upholding a positive, inclusive culture that nurtures potential and supports well-being.
- Playing your part in reducing our environmental impact and finding more sustainable ways of working.
- Encouraging the next generation in live entertainment by contributing to our outreach and training programmes, including mentoring students and trainees, and supporting our Creative Learning and Community Partnerships work.
- Having a positive attitude to health and safety, legal and insurance requirements and take care to understand our policies and procedures. You'll help us uphold a positive culture around meeting our obligations.

We are all expected to participate actively in the life of the company, and opportunities will arise for you to collaborate with others across the business. Everyone at ATG Entertainment is expected to be flexible and adapt as the needs of the business change, taking on new or different responsibilities as the need arises.

Your skills, qualities, and experience.

You may not have all the skills required to start, however if you have the passion and drive to progress in a forever changing fast paced industry, we urge you to apply.

We also welcome and appreciate transferable skills from other industries or backgrounds. We can provide training in all areas of the arena and throughout your employment with ATG Entertainment.

Essential

- Understand the impact of the role on the customer experience and its importance to the company.
- Have a great work ethic and care about quality.
- Be observant customer focussed.
- Have enthusiasm or interest in theatre performances or live entertainment.
- Relate well to others.
- Communicate effectively.
- Be confident, proactive, decisive and have a 'get things done' attitude.
- Think creatively and bring forward any imaginative ideas.
- Be flexible and reliable with working hours; varied hours will include mornings, afternoons, evenings, weekends and bank holidays.
- Have ambition and drive to work your way up the ladder and grasp any promotion available.
- Have a flair for sales and upselling.
- Have the ability to remain flexible and calm when working under pressure and within certain time constraints.
- Have strong teamworking skills and proven ability to cooperate and compromise with other members of the team.
- Be customer service focused and driven.
- Have good working knowledge of Health & Safety practices and policies.
- Have a good understanding of allergens at work.
- Understand equal opportunities and appreciation of workplace diversity at work.

Desirable

- Hold a relevant First Aid Qualification.
- Have a Food Hygiene (Level 2/3) Qualification.
- Hold a Personal Alcohol License.
- Have experience of working behind fast paced bars.
- Have experience working within large event settings.
- Have experience working within a catering or food-based environment.