

Recruitment Pack

Customer Experience Team Member

Kit Kat Club at the Playhouse Theatre



CABARET

AT THE KIT KAT CLUB

About us

ATG Entertainment is an extraordinary success story. Founded in 1992 in the UK, we have become the world's number one live theatre company; we operate iconic venues, run major ticketing platforms and produce award-winning shows. Our mission is to bring the very best in live entertainment to the largest possible number of people.

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.



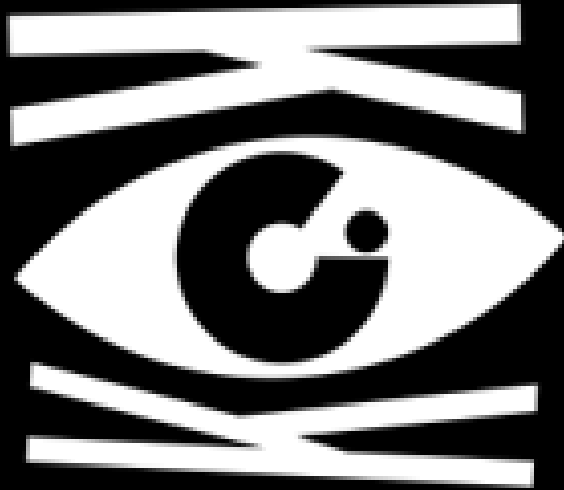

CABARET
AT THE KIT KAT CLUB

BOOK BY
JOE
MASTEROFF

MUSIC BY
JOHN
KANDER

LYRICS BY
FRED
EBB

Based on the play by John van Druten and stories by Christopher Isherwood



The Customer Experience role at The Playhouse Theatre

You'll report to the Customer Experience Manager, Supervisors and the Duty Manager on shift. You will work as part of a team of Customer Experience Team Members.

This is a varied role which involves working in all areas of the front of house operation, which for the production of Cabaret could involve (but is not limited to) ushering, bar service, greeting arrivals and ticket checking and food service.

Evening, weekend and holiday working is essential to this role.

The role at The Playhouse theatre is in many ways, unique. This is due to the immersive nature of the upcoming production of Cabaret. Whilst in all our venues, the experience starts at the entrance for this production the show starts at the doors. From the moment our audience step inside the venue they will be in the world of the Kit Kat Club. It is the role of our team to help them navigate this journey.

- Bar service – responsible for recommending and preparing drinks. This team will be accountable for excellent levels of service, high standards of stock management and keeping all service areas clean and organised. This will include some food service responsibility.
- Table Hosts – some of our seats are in the style of cabaret tables. Our table hosts will focus especially on audience members seated here and delivering a VIP level of attention to their Kit Kat Club experience. This will include food & drink service responsibility.
- Doors Team – greeting our audience and welcoming them to the world of Cabaret. You will be their first experience of the Kit Kat Club, setting the tone for the rest of their time with us.
- Sales & Experience Team - responsible for ensuring the immersive nature of the production is upheld. Selling from various points throughout the venue, engaging with our audience and helping create a seamless experience.





Key Responsibilities for all Customer Experience Team members:

- Work enthusiastically across all areas of the theatre including areas that have never previously been used as performance spaces and areas that will be repurposed as bars or sales points specifically for Cabaret.
- At all times, maintain the integrity and vision of the world created around the production of Cabaret.
- Proactively suggest and sell products including food, beverages and merchandise at a variety of sales points, ensuring an engaging sales approach to customers that encourages further purchases.
- Know and understand our sales targets and to work to exceed them.
- Uphold all responsibilities when it comes to responsible service of food, alcohol and safe working. The high volumes of team members coupled with a complex food and beverage offering means that attention to detail and compliance with all risk actions are more important than ever.
- Work collaboratively as a team member, working well with others to ensure all required tasks are completed.
- Proactively identify tasks which need to be done and take responsibility for completing them.
- Undertake all training deemed necessary by the theatre management team to suitably prepare you for your role.
- Greet and engage with audience members in keeping with the immersive nature of the production, ensuring they feel genuinely welcomed to the venue and treated appropriately as an important and valued customer.
- Answer audience queries, ensuring that they can access timely and useful information and guidance when they need it; there are a variety of products, packages and new routes through the venue that the audience will rely on you to be able to talk about and guide them through confidently to ensure they have a seamless experience.
- Ensure the accurate and safe handling of stock in line with company procedures. We will have specific stock lines unique to the production of Cabaret and correct and accurate handling of this will be important to ensure we have enough for each performance.
- Proactively identify risks to customer or staff health, safety or security and take appropriate actions to keep everyone safe. Ensure company Risk Management policies and guidance are complied with.

Your skills, qualities and experience:

If you can demonstrate any of these criteria we encourage you to apply, and welcome transferable skills from other industries or backgrounds. All relevant training will be provided.

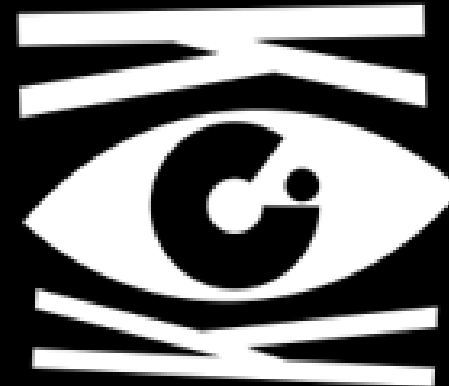
- Bar service experience
- Kitchen experience or experience working in an environment that has a food service element
- You understand the impact of the role on the customer experience
- You thrive in a busy and ever-changing environment
- You have a great work ethic and care about delivering the highest possible standards at all times
- You communicate effectively and be an outstanding team player
- You're proactive, decisive and get things done
- You think creatively
- You're driven by ambitious targets and ground-breaking concepts



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.



Job Specifics:

- 3 Month Fixed-Term contract – rolling every 3 months based on performance
- PAYE contract (holiday and sickness pay)

Please note that certain areas of the building do not currently have accessible or level access. We would welcome a discussion with any potential team members about any reasonable adjustments that may be required. For a confidential discussion please contact our HR team via recruitment@atgentertainment.com

