



Customer Service Host – Sunderland Empire

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 over 70 venues across Britain, the US, Spain 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@atgertainment.com for a confidential discussion.

The Customer Service Host Role

Part of the Ticketing and Sales team, your line manager is the Ticketing and Sales Manager. This role is based in Sunderland Empire Theatre.

The Customer Service Host will report to the Ticketing and Sales Manager and will deliver an enhanced level of customer service primarily during opening time of up to 90 minutes pre-show. They will provide information about the production, the theatre, and the local vicinity while optimising sales and acting as the sole point of contact for any Ticketing queries. The member of staff will always be working with a more senior manager on site within the venue (e.g. Duty Manager), who can be called on should there be a need to escalate any issues encountered during the incoming that the member of staff is unable to deal with singlehandedly.

The enhanced level of customer service provided will include (for example, and not limited to) personally arranging bookings for post-show activities or local attractions such as restaurant reservations, hotel bookings, taxi services and any other bespoke requests. The Customer Service Host will have excellent knowledge of any corporate partnerships the theatre has cultivated with local businesses and be able to confidently offer recommendations and follow up with contact information or arrange bookings if desired by the customer. The Customer Service Host will have a keen focus on optimising the opportunity of on-the-night sales, and by liaising with the Customer Experience department, offer support for packages or experiential bookings that have been made in advance. The Customer Service Host is responsible for the Ticketing operations for the performance, proactively handling enquiries and problem solving with a high level of efficiency and accuracy and processing an anticipated decreasing number of on-the-night in-person ticket sales.

The Customer Service Host will have a collaborative approach to their work, ensuring smooth communication with all theatre departments, visiting companies and producers. They must exemplify the best of the 'Ambassador' in the ATG brand by being pleasant and collaborative in their approach to their day-to-day work, liaising and communicating effectively with anybody and everybody that they come across.

Key responsibilities

Customer

This list of duties is provided as an example of the services we will offer to patrons who request a more bespoke experience, where time constraints allow and only in addition to the primary ticketing roles being fulfilled.

- Be responsible for resolving customer issues, and initiating corrective action, acting as the responsible person and primary point of contact for customers. Keep up to date records of incidents and progress for Ticketing and Sales colleagues.
- Provide customers with information on packages, offers, access and membership schemes or activities to enhance their visit, such as restaurant recommendations, travel arrangements or hotel bookings, and make bookings on their behalf if requested.
- As dictated by the Ticketing and Sales Manager, at the beginning of relevant shifts to compile a list of any customers attending that performance who may be booked in as Members, Lounge guests, corporate guests, group bookings or other, and relay relevant information to necessary departments
- Provide support for any Access patrons that may be attending on the night. Stay up to date with ATG's Access membership scheme and requirements of access performances.
- Brief the relevant Customer Experience staff regarding any interval or post-show arrangements that have been made for customers, ensuring the premium customer experience continues through to the end of the performance.

Sales

- To sell and cross-sell to customers tickets, memberships & retail products in accordance with ATG Company and Venue guidelines and to administer all payments accurately to maximise sales and minimise loss.
- Facilitate on-the-night upgrades across tickets, packages and other offers as directed by the Ticketing and Sales Manager, ensuring that regular reporting is maintained.
- Ensure all marketing collateral in the Box Office areas is up to date and relevant to achieving sales targets.
- Support the implementation of new technologies by central Ticketing and IT teams as directed by the Ticketing and Sales Manager or their Deputy.

Processes

- To complete the relevant end of day banking procedures, including recording daily Box Office takings, and dealing with discrepancies as required.
- Communicate on the night as needed with Producers, their agents, Venue Management, Marketing, Customers, central Ticketing & Revenue Management teams, as well as support the work of other venue departments as required.
- Provide holiday and sickness cover for Ticketing department as required.
- Support the Ticketing department as required for marquee nights, opening nights or any other high-profile event at which the full team may be required.
- Liaise with the Contact Centre and Groups Contact Centre in resolving on the night customer and ticket queries.

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.

If you have most of the essential criteria, we encourage you to apply, and welcome transferable skills from other industries or backgrounds. We can give experience of any desirable criteria but may also use them to decide between candidates for this role.

The candidate must have the ability to work collaboratively across both the entire theatre staff and anyone else they may come into contact with to ensure that the customer experience is smooth and professionally handled at all times. Ideally the candidate will have experience working in a customer facing role.

Key skills and behaviours required for this role are the ability to:

- Motivate and self-motivate – work collaboratively with Ticketing & Sales and Customer Experience colleagues to strive for commercial success, always looking for opportunities to improve.
- Communicate with all customers and colleagues in a way that is appropriate.
- Anticipate any issues customers may face, be proactive to resolve them, and think of solutions rather than problems.
- Flexibility in approach to working with other departments as needed.
- Be calm, polite and respectful in all situations.
- Have a genuine interest in delivering outstanding customer service.
- Have the ability to select the best option available to suit the individual needs of each customer.