

## **Summary**

The Front of House (FOH) Associates will rotate between shifts in the Box Office/Gift Shop, Concessions Stand, and House Management as needed. FOH Associates are responsible for ensuring smooth and accurate sales transactions for all concessions, merchandise, and ticketing services. Associates are ambassadors of the Cape Playhouse expected to deliver a high level of customer service at all times.

## **Responsibilities Include:**

### Box Office

- Coordinate with House Manager to provide an ideal patron experience
- Facilitate sales transactions in an efficient and courteous manner
- Ensure the Box Office/Gift Shop remains tidy and well organized
- Ensure all daily sale transactions are balanced at the end of shift

### Concessions

- Monitor the Concessions inventory
- Set-up/break-down the concessions stand and mobile bar
- Handle prepared food service and hot and cold beverages
- Ensure that the work environment is clean and tidy throughout the shift
- Ensure all daily sale transactions are balanced at the end of shift

### House Management

- Ensure the lobby, theatre, and restrooms are ready for an audience prior to the start of each show
- Manage the ushers and ensure they have the necessary tools and knowledge to create a positive audience experience
- Communicate with Stage Management about the opening of the theatre, start of show, late seating, and post show events.
- Assist patrons with special access needs
- Fill out and submit matinee/nightly reports summarizing the flow of show
- Understand and manage emergency situations. Training will be provided on fire safety, medical urgencies, evacuation of the facilities, shelter in place situations, etc.

## **Qualifications**

Applicants must possess excellent customer service skills, the ability to maintain calm under pressure, ability to lift 50lbs, and an appreciation for theatre. Previous experience with AudienceView/OvationTix and Square are a plus, but not required as training will be provided.

## **Schedule**

Each shift is a minimum of four hours and all candidates are expected to supply a minimum of four shifts per week. Two four are shifts may be combined in one day. Shifts will primarily be focused in one area (Box Office, Concessions, House Management, or Parking), but candidates

can expect to have shifts in any of the areas each week. While flexibility in shift scheduling is possible, all applicants must be available to work Evening and Saturday shifts. The Playhouse is closed on Sundays and is a day off for everyone. This is a seasonal position from May 27 to September 7, 2024

- Daytime Box Office shifts will be Monday-Saturday from 12:00-5:00 pm.
- Show Box Office & Parking shifts will begin 1 hour prior to each performance and finish after intermission.
- Concessions shifts will begin 1 hour prior to each performance and end approximately 30-45 minutes after intermission.
- House Management Shifts will begin 1.5 hours prior to each performance and end approximately 30-45 minutes after show ends.

*Note: Matinees start at 2:00pm and evening shows start at 7:30pm*

**How to Apply:**

Please send a brief cover letter and resume to [resumes@capeplayhouse.com](mailto:resumes@capeplayhouse.com). Please indicate FOH ASSOCIATE in the subject line.

We are looking for 8 to 9 people to fill these roles.

The Cape Playhouse is committed to equity and inclusion at all levels.

Hourly Rate: \$17