



# THEATRE ROYAL

## SYDNEY

### Bar Roles – Theatre Royal Sydney

As part of the Customer Experience team, **Bar Attendants & Bar Supervisors** will contribute to the success of providing consistent, memorable and world class experiences to all stakeholders.

There will be an emphasis on ensuring outstanding customer service, meeting sales targets, and the prioritisation of the health and safety of audiences and staff in the theatre.

These roles are casual roles and require flexible availability, dependant on each production's requirements and performance schedule. This will include evenings, weekends and afternoon matinees.

To submit your application please email your resume to [trsrecruitment@tralgarentertainment.com.au](mailto:trsrecruitment@tralgarentertainment.com.au) with the Subject Line pertaining to your position application '[Bar Attendant and/or Bar Supervisor]' before **Friday, October 15<sup>th</sup> 2021**.

**If you have previously applied to Theatre Royal Sydney, you do not need to resubmit or contact us unless you wish to extend your application to additional positions or provide an updated resume. We have received your application and kindly thank you for your patience.**

Due to the high volume of applicants only successful applicants will be contacted for interviews.

These roles will commence employment in the final weeks of November 2021.

**Applications are open to those with full working rights in Australia. Theatre Royal Sydney is an Equal Employment Opportunity Employer.**

For further information, please refer to the Position Descriptions below.



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**POSITION:** Bar Attendant  
**REPORTING TO:** Bar and Beverage Manager

### **Job Function**

The Bar Attendants are part of the Customer Experience team. They are a key customer facing member of the theatre and should be motivated to deliver exceptional customer service and drive sales. This integral position requires reliable, adaptable individuals who are naturally personable and will contribute to an excellent customer experience in a safe and secure environment.

### **Key Responsibilities**

#### **Customer Service**

- Ensure Responsible Service of Alcohol to ensure the safety and security of patrons and staff
- Understand and champion the Theatre Royal House Rules
- To provide excellent, positive and attentive assistance to all customers, offering an exceptional standard of customer service and creating a truly welcoming environment
- To work as a team to respond to patron queries and escalate where required
- To help drive sales, understand, and contribute to targets by gaining product knowledge and using effective selling techniques
- To ensure all point of sale and reconciliation procedures are strictly adhered to
- To represent the theatre with professionalism and enthusiasm, actively promoting the company vision and values of the venue, Theatre Royal Sydney and international company, Trafalgar Entertainment.
- Have a thorough understanding of production content and history, and venue layout to provide clear and accurate information to customers, to promote shows and to ensure a safe environment for all.
- To actively promote positive relationships with Trafalgar Entertainment, production staff and show promoters
- To count stock at the beginning and end of a shift and investigate any discrepancies with the Bar Supervisors and Bar and Beverage Manager
- To undertake an effective stock rotation to ensure products are sold prior to their expiry date so as to minimise wastage
- Assist the Front of House and Operational teams in ensuring the cleanliness of the venue



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### **Work, Health & Safety**

- To adhere to all Work, Health & Safety procedures to minimise the risk of injury and accidents
- To ensure the welfare and security of colleagues, customers and all site visitors
- To understand and actively participate in TRS Emergency Evacuation training
- To have a willingness to assist in case of emergency, administer First Aid and undertake regular First Aid Training as required
- To understand the WHS procedures and risk assessments and Theatre Royal's operational integration within 25 Martin Place
- To report any incident or activity that could be injurious to somebody who works, visits, or passes through the theatre, or could cause damage to the fabric of the building.

### **General Responsibilities**

- To keep a high and consistent standard of appearance, ensuring that the theatre is immaculately and positively represented
- Maintain the cleanliness of all bar and front of house service areas
- To actively engage with the company's HR system, attending regular check-ins with the Bar and Beverage Manager, providing feedback for colleagues, and working towards agreed goals.
- To actively participate in TRS training programmes and attend training courses as required to further self-development
- To complete any other reasonably delegated tasks that may assist the company in achieving its business objectives, as requested by the General Manager or Head of Customer Experience.
- All Bar Staff must hold a current RSA

### **COVID-19 Procedures and Responsibilities**

- To understand and implement the venue's COVID Safe Plan and NSW Public Health Orders
- As required assist in ensuring patron compliance of NSW Public Health Orders
- To undertake regular cleaning duties of your work areas to ensure surfaces and high touch areas are safe for use
- To deal with customer queries as they arise, ensuring advice is given out in line with the venue's COVID Safe Plan and escalating issues as required
- To implement any other reasonable task as outlined in the COVID Safe Plan or as delegated by the General Manager and Front of House Manager



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### **Person Specification**

The Bar & Beverage team is vital to the smooth running of the venue's Front of House operation. It requires individuals who are highly motivated and strive to provide excellent internal and external customer service.

Our Bar Attendants must be welcoming, with the ability to think ahead and anticipate a customer's needs. They must welcome and engage with all patrons to ensure all have a truly great experience at our theatre.

Bar Attendants must be good communicators and be confident when dealing with customers, knowing when it is appropriate to escalate a concern to Bar and / or Front of House Supervisors and Managers.

The Bar Attendants must have a great eye for detail so that the venue and team maintain a high level of appearance. The ability to keep accurate records is required to ensure sales and stock levels are correct.

Bar Attendants must be flexible and able to problem solve quickly, responding to the demands of an exciting venue, where unforeseen challenges have the potential to arise. This position requires pro-activity, and a willingness to seek solutions to any issues as they arise.

The Bar Attendants must remain calm under pressure, vigilant and understand the venue's health and safety procedures to ensure the safety of all their colleagues and patrons.

Crucially, the Bar Attendants will consistently demonstrate a desire to learn new skills and to develop themselves professionally, to ensure that they make an ongoing contribution to the success of the venue.



# THEATRE ROYAL

## SYDNEY

**POSITION:** Bar Supervisor  
**REPORTING TO:** Bar and Beverage Manager

### Job Function

The Bar Supervisors are leaders within the Customer Experience team. They are a key customer facing member of the theatre and should be motivated to deliver exceptional customer service and drive sales. This integral position requires reliable, adaptable individuals who are naturally personable and will contribute to an excellent customer experience in a safe and secure environment.

### Key Responsibilities

#### Customer Service

- Lead the Bar Attendants in maintaining a Responsible Service of Alcohol to ensure the safety and security of patrons and staff
- Manage Bar Attendants, and delegate to and support them in the delivery of service, productions, functions, and key Bar and Beverage responsibilities
- Understand and champion the Theatre Royal House Rules and ensure compliance with requirements of the Liquor License
- To provide excellent, positive, and attentive assistance to all customers, offering an exceptional standard of customer service and creating a truly welcoming environment
- To work as a team to respond to patron queries and escalate where required
- To manage customer feedback, complaints, and incident reports
- To help drive sales, understand, and contribute to targets by gaining product knowledge and using effective selling techniques
- To ensure all point of sale and cash handling procedures are strictly adhered to
- To represent the theatre with professionalism and enthusiasm, actively promoting the company vision and values of the venue, Theatre Royal Sydney, and international company, Trafalgar Entertainment.
- Have a thorough understanding of production content and history, and venue layout to provide clear and accurate information to customers, to promote shows, and to ensure a safe environment for all
- To actively promote positive relationships with Trafalgar Entertainment, production staff and show promoters
- To lead the counting of stock at the beginning and end of a shift and investigate any discrepancies with the Bar and Beverage Manager
- To undertake an effective stock rotation to ensure products are sold prior to their expiry date so as to minimise wastage



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### **Work, Health & Safety**

- To adhere to all Work, Health & Safety procedures to minimise the risk of injury and accidents
- To ensure the welfare and security of colleagues, customers, and all site visitors
- To understand and actively participate in TRS Emergency Evacuation training and fulfil the role of warden as required
- To have a willingness to assist in case of emergency, administer First Aid and undertake regular First Aid Training as required
- To understand the WHS procedures and risk assessments and Theatre Royal's operational integration within 25 Martin Place
- To report any incident or activity that could be injurious to somebody who works, visits, or passes through the theatre, or could cause damage to the fabric of the building

### **General Responsibilities**

- To keep a high and consistent standard of appearance, ensuring that the theatre is immaculately and positively represented
- To actively engage with the company's HR system, attending regular check-ins with the Bar and Beverage Manager and Theatre Manager, providing feedback for colleagues, and working towards agreed goals
- To actively participate in TRS training programmes and attend training courses as required to further self-development
- To complete any other reasonably delegated tasks that may assist the company in achieving its business objectives, as requested by the General Manager or Head of Customer Experience
- All Bar Staff must hold a current RSA

### **COVID-19 Procedures and Responsibilities**

- To understand and implement the venue's COVID Safe Plan and NSW Public Health Orders
- As required assist in ensuring patron compliance of NSW Public Health Orders
- To undertake regular cleaning duties of your work areas to ensure surfaces and high touch areas are safe for use
- To deal with customer queries as they arise, ensuring advice is given out in line with the venue's COVID Safe Plan and escalating issues as required
- To implement any other reasonable task as outlined in the COVID Safe Plan or as delegated by the General Manager and Front of House Manager



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### **Person Specification**

The role of Bar Supervisor is vital to the smooth running of the venue's Front of House operation. It requires individuals who are highly motivated and strive to not only provide excellent internal and external customer service but lead in the delivery of such.

Our Bar Team must be welcoming, with the ability to think ahead with the ability to think ahead and anticipate the needs of customers and team members. They must welcome and engage with all patrons to ensure all have a truly great experience at our theatre.

Supervisors must be good communicators and be confident when dealing with both customers and their staff and know when it is appropriate to escalate a concern to management.

The Bar Team must have a great eye for detail so that the venue and team maintain a high level of appearance. The ability to keep accurate records is required to ensure sales and stock levels are correct.

Bar Supervisors must be flexible and able to problem solve quickly, responding to the demands of an exciting venue, where unforeseen challenges have the potential to arise. This position requires pro-activity, and a willingness to seek solutions to any issues as they arise.

Supervisors must remain calm under pressure, vigilant and understand the venue's health and safety procedures to ensure the safety of all their colleagues and patrons.

Crucially, the Bar Team will consistently demonstrate a desire to learn new skills and to develop themselves professionally, to ensure that they make an ongoing contribution to the success of the venue.