



Front of House Staff (Usher/Bartender)

Term of Employment: Mandatory training will take place the week of April 29, 2019
Seasonal work begins mid-May.

Pay Rate: \$14/hour

Reports to: Front of House Manager

Hours: Full-time and part-time positions available.
Must be available to work evenings, weekends and holidays.

OVERVIEW

Reporting to the Front of House Manager all staff are required to offer the highest level of customer service and extend courtesy to guests, patrons, visiting artists, artist management, and members of the TIP administration at all times.

RESPONSIBILITIES

- Promote a warm and friendly atmosphere on the docks, lobbies and inside the auditoriums of the theatres
- Ensure guests have a positive experience by providing efficient, consistent and exceptional customer service
- Attend pre-event usher meetings and other trainings as required
- Demonstrate an in-depth knowledge of both venues within TIP, the season line-up, and all fire and emergency evacuation procedures
- Take tickets and direct guests to their seats. Notify the FOH Manager or in his/her absence the Lead Usher of ticket or seat problems, illness, falls, etc. as required
- Follow work schedule as assigned by FOH Manager
- Perform additional duties as assigned by FOH Manager for special events

PERFORMANCE REQUIREMENTS

- Deal effectively with clients ensuring friendliness, diplomacy and tact
- Ability to lift, and able to assist with set up of tables and chairs for events as directed
- Maintain a neat and well-groomed appearance, adhering to the TIP uniform requirements
- Smart Serve certification and First Aid training an asset

TO APPLY

Please send your resume and cover letter by **4:00pm on Friday, February 15, 2019** to Susie Allan, Operations Manager at susie@1000islandsplayhouse.com or deliver to 185 South Street, Gananoque, ON K7G 1A1. *Interviews are currently scheduled for the week of February 25, 2019.*

While all applications are considered, only those selected for an interview will be contacted.

For more information about the Thousand Islands Playhouse, visit www.1000islandsplayhouse.com