

## JOB DESCRIPTION

<b>Job Title</b>	Exhibition Host
Department	Customer Experience
Reports to	Customer Experience Manager
Date	Fixed Term: 1st August to 27th October 2024

### Job Purpose

To help provide all visitors to our 25th anniversary exhibition with an enjoyable and safe experience during their visit to Theatre by the Lake.

### Main Duties

- To welcome visitors to the exhibition and share knowledge of the exhibits;
- To act as an Ambassador for the organisation, through knowledge of the theatre and its programme;
- To gather written and oral feedback from visitors;
- To encourage donations from visitors to the exhibition;
- To encourage ticket sales for future events;
- To gather data required for reporting and evaluation;
- To aid the safe evacuation of all visitors to the exhibition, following designated roles, from Theatre by the Lake

### General

- Ensure general tidiness and safety of the exhibition areas and handing over the Duty Manager at the end of a shift;
- Be responsible for the resolution, reporting and if necessary, escalation of customer complaints or issues in accordance with company policy;
- Maintain a thorough and up-to-date knowledge of events, products and facilities, and be aware of how to gain further information;
- To work in accordance with the theatre's Health & Safety policy and current legislation pertaining to the safe operation of theatre activities;
- Undertake any other responsibilities and duties as required.
- Support and uphold Theatre by the Lake's commitment to inclusivity and sustainability
- Adhere to Theatre by the Lake's Safeguarding Policy including the reporting of any issues of concern in accordance with procedure

# Person Specification

A description of the traits, skills and knowledge that the person performing this role should possess.

## Essential

- Excellent communication skills face to face
- Ability to engage with and adapt approach to a diverse range of customers/situations.
- Ability to sell effectively and to be confident in increasing sales and upselling.
- Ability to demonstrate understanding of how to defuse potentially difficult situations and resolve customer complaints.
- As the role covers all floors of the theatre you'll need to be comfortable spending periods of time being mobile and moving between floors using stairs or our lifts multiple times in the shift
- Smart appearance.
- Diplomatic and the ability to react calmly when working under pressure.
- Confident, welcoming and enthusiastic.
- Team player.
- Confident.
- Reliable time-keeper.
- Flexible in approach to working hours.
- Interested in Theatre and the Arts.

## Desirable

- Knowledge of the origins of Theatre by the Lake.
- Experience of working in a busy customer-facing role.
- Proven track record in providing excellent customer service.
- Experience of Duty Management.
- Experience of delivering a high level of customer service in a sales environment.