

Front-of-House Concierge

ATG/Spectrum



GENERAL JOB DESCRIPTION

Integral to the patron experience at the historic Majestic and Empire Theatres, a Front-of-House Concierge provides superior service to our patrons by fulfilling dual roles as a theatre and concessions concierge. In a fast-paced, entertainment environment, a FOH Concierge moves seamlessly from fulfilling concessions orders for seated patrons in one moment to assisting and guiding other patrons to their seats in another. A FOH Concierge, reporting to the Customer Experience Director and the Concessions Manager, delivers a performance in customer service that is unrivaled and compliments the talent on the stage.

ABOUT THE COMPANY

The **Ambassador Theatre Group (ATG)** is an extraordinary success story. Founded in 1992, ATG is now the world's number one live-theatre company with close to 50 venues in Britain, the United States and Australia. **Spectrum** was officially launched in 1992 as an infant company based in a now-legendary garage. Spectrum's family of clients now reaches across the United States and Canada, and [it's] Catering, Concessions and Special Events are unrivaled.

MAJOR DUTIES AND RESPONSIBILITIES

- Work a variety of events from Broadway Shows to nationally acclaimed comedians to Grammy award-winning musicians.
- Attend pre-event meeting for assignment and event specifics.
- Provide accurate information to patrons regarding venue logistics (i.e. location of ticket office, restrooms, phones, concessions, etc.), details about the event, general building history, etc.
- Respond quickly and courteously to patrons' needs, questions, comments, or concerns with answers and/or action. If the issue cannot be resolved, promptly notify management.
- Assist with in-seat ordering and delivery of purchased concession items.
- Handle inventory, cash and credit cards appropriately and accurately.
- Monitor physical surroundings in assigned area prior to and throughout event for safety, cleanliness and functionality.
- Attend meetings and job trainings as assigned. Provide optimal assistance to patrons in an emergency or evacuation.
- Maintain a valid TABC certification and abide by all TABC guidelines.

- Understand and perform duties of assignment, per established policies and procedures. Ask questions if uncertain of anything.
- Complete additional duties as assigned.

QUALIFICATIONS FOR THE JOB

- Enjoy working with public.
- Provide excellent customer service.
- Possess a basic understanding of both the theatre/entertainment and food/beverage service industries.
- Possess and maintain a valid TABC certification, or be willing to attain one.
- Demonstrate excellent communication and problem solving skills, including ability to maintain composure under stress and solve problems quickly and courteously.
- Be able and willing to work any assignment. Assignments may include operating elevator, scanning tickets, handing out programs, escorting patrons to seats, assisting ADA patrons, etc.
- Be able to go up and down stairs.
- Be able to carry up to 50 pounds.
- Be able to commute basic arithmetic (addition, subtraction, multiplication, division)
- Possess a high level of integrity for cash and credit card handling.
- Be able to stand for long periods, sometimes for the duration of an event.
- A FOH Concierge must be able to work flexible hours, including days, nights, weekends and holidays.

***A Front of House Concierge shall be paid at the rate of \$7.25 / hour plus gratuity**

How to Apply: Email resume and application to chasehebert@theambassadors.com. Please include “FOH Concierge” in the subject line of your email. No phone calls, please. Position is based in San Antonio, Texas.

The above statements are intended to describe the general nature of work performed by the FOH Concierge. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of this position. ATG is an equal opportunity employer.