

Concessionaire/Front of House Floater

As of: November 25, 2016

Status: Part-Time, Hourly, Non-Exempt

Hours: Approx.

Wage: \$13/hour

Company Overview:

Join the San Francisco Playhouse! We are located in a new 199-seat venue in the heart of San Francisco's Theatre, District, one block from Union Square. In addition to our Mainstage Season, which produces six shows over 46 weeks, we actively engage in the community through our Rising Stars education program and support young professionals in the industry through our Sandbox series of world premieres.

Position Overview:

Concessionaires generally work in pairs to provide SFPH patrons with beverages and snacks to improve their theatre-going experience. Regular side-tasks are also part of the job to keep the bar running smoothly. Concessionaires may be called upon to work special events as well. Additionally, this individual will serve as back-up Front of House support, serving as Front of House Manager on an as-needed basis.

Key Responsibilities:

- Concessions:
 - Commit to 4 - 5 shifts per week and fill in other shifts as-needed
 - Liaise with Front of House Manager to ensure concessions orders keep curtain times on schedule
 - Set-up bar and lobby prior to lobby opening
 - Ring up concessions sales using ShopKeep
 - Serve Beer, Wine and Mixed Drinks to Patrons
 - Maintain bar cleanliness and organization during shift.
 - Assist Front of House Manager with any spills or accidents as they occur
 - Restock any supplies before end of shift
 - Close out Concessions Sales at end of shift
- Front of House Floater
 - Fill in for 1 – 2 shifts per week as needed
 - Brief and supervise up to 6 volunteer ushers per shift (new people daily)
 - Liaise with Box Office to fix ticket issues, and Stage Management to keep the show running on time
 - Make announcements regarding house opening and intermission ending
 - Answer questions, direct traffic, and keep the show running smoothly

- Seat late-arriving patrons according to policy
- Clean up the seating area after the show is over
- Write and email daily show reports

Qualifications:

- Customer Service Experience Required
- Bartending Experience Preferred
- Catering Experience a plus
- Background in Theatre Arts a plus (House Management or Stage Management experience a definite plus!)
- Computer savvy and a people person
- Ability to lift 20-30 lbs, use stairs and remain standing for 2 hours at a time
- Evening and Weekend Availability Required
- Must be a flexible team player who can think on their feet
- If you can have fun at work while maintaining a professional, positive attitude, you are the person for us!