

BAR & FLOOR STAFF

The Royal Court is the writers' theatre. It is the leading force in world theatre for vigorously cultivating writers – undiscovered, new and established. Through the writers we are at the forefront of creating restless, alert, provocative theatre about now. We seek stories from everywhere and create theatre for everyone and we see our audience as one of our chief collaborators. ESC Catering Limited is a commercial subsidiary company, set up to run the catering operation at the theatre and all staff working in the Bar & Kitchen are employed by this company.

Applications are invited for the post of: BAR & FLOOR STAFF

Responsible to: Bar & Kitchen Managers

We are recruiting on a rolling basis. Therefore successful applicants will be contacted when there is a need for new Bar & Floor Staff. Unfortunately we are unable to contact all unsuccessful applicants.

The Royal Court is the home of the English Stage Company Limited (ESC) and is the UK's leading theatre dedicated to new writing.

Up to 16 plays a year are staged between two theatre spaces (the Jerwood Theatre Downstairs and the Jerwood Theatre Upstairs) at the Royal Court's home on Sloane Square. Over 100,000 people visit the Royal Court every year and over 100,000 more see our work elsewhere, including transfers to the West End and New York, National and International touring, London residencies in Tottenham and Pimlico, and online.

A significant amount of play development activity takes place year-round. This work aims to find and nurture the most talented new writers and develop the highest quality plays, for which the Royal Court is internationally renowned. There is an ongoing programme of writers' attachments, readings, workshops and playwriting groups.



MAIN PURPOSE

Provide a welcoming and efficient environment and the highest standards of service to our guests.

Support the efficient provision of food and drink to all theatre patrons and visitors to the theatre, maximising sales and ensuring all health, safety, hygiene and licensing regulations are met.

All Bar & Kitchen staff will work on the floor or behind the bar as required and instructed by the manager on duty. Bar & Kitchen staff also work on events and pop-up bars in and around our building.

KEY TASKS

- Provide a welcoming environment for all visitors to the theatre
- Ensure the safety and comfort of members of the public and staff at all times
- Proactively encourage bar and food sales to ensure maximum profitability
- Be knowledgeable about all products and services provided by the Bar & Kitchen
- Be knowledgeable about the theatre's programme and facilities
- Abide by and enforce appropriate licensing regulations
- Correctly operate the Bar & Kitchen cash registers and PDQ machines
- Accurately reconcile and record cash takings
- Adhere to and assist with stock control procedures
- Deal effectively with customer complaints in a calm and efficient manner
- Assist with, and on occasion accept or check, stock deliveries
- Ensure all cash and stock is kept safely whilst on the premises
- Ensure that basic daily cleaning duties are carried out and assist with other weekly responsibilities as allocated
- Helping the kitchen staff, as appropriate and when requested, during busy times
- Assist with events
- Attend all scheduled training sessions
- Adhere to all fire, health & safety procedures to minimise the risk of injury and accidents



- Ensure that hygiene standards are maintained
- Adhere to all staff work practices, rules and regulations
- To carry out any other duties required by the theatre and ESC Catering in pursuance of the above objectives.

PERSON SPECIFICATION

- Previous bar or waiting/floor experience is essential
- Good communicator, able to offer a consistently high standard of customer care
- Enthusiastic team worker with excellent interpersonal skills
- Ability to use your initiative and prioritise tasks
- Ability to work well under pressure
- Accurate cash-handling skills
- Basic knowledge of health & safety and/or hygiene issues is desirable

TERMS & CONDITIONS

Title of post: Bar & Floor Staff

Hours: This is a casual position. Shifts are during our regular opening hours (from 10 am to midnight). Event shifts can be out of these hours. Hours to be agreed at commencement of employment. Shifts will include regular evening and weekend work.

Contract: This is a permanent contract with a three month probationary period.

Locations: Shifts will be predominantly at the Royal Court Theatre, Sloane Square although staff may be required to work additional shifts at other venues associated with Royal Court Theatre productions.

Salary: £8.00 per hour excluding service charge and holiday pay.

Notice period: 2 weeks



OTHER BENEFITS:

- Complimentary tickets for preview performances, subject to availability and the Royal Court's staff ticket policy.
- 20% discount on all food and drink purchases in the theatre's Bar & Kitchen, subject to discount policy.
- 10% discount on all purchases in the theatre's Bookshop, subject to discount policy.
- Complimentary staff meal, when working a 6 hour shift or longer.

APPLICATION PROCEDURES

Please note that only applications submitted on the Royal Court's standard Application Form can be considered. We cannot accept CV applications. The Application Form can be downloaded from:

<https://royalcourttheatre.com/about/jobs/>

Once the Application and Equal Opportunities Forms are completed please return to:

Email: fohjobs@royalcourttheatre.com