



**CITY VARIETIES**  
MUSIC HALL · LEEDS

*The*  
**GRAND**  
Theatre & Opera House Leeds



## LEEDS GRAND THEATRE AND OPERA HOUSE LTD

### JOB DESCRIPTION

#### TITLE

Front of House volunteer at City Varieties Music Hall

#### POST(S) TO WHICH DIRECTLY RESPONSIBLE

House Manager

#### POST(S) FOR WHICH DIRECTLY RESPONSIBLE

None

#### PURPOSE OF JOB

To act as front of house attendants at performances for the safety and comfort of the patrons.

#### RESPONSIBILITIES

- To welcome the audience, assist when needed, and through interaction with the customers provide a helpful and friendly service.
- Report for volunteering duty at an agreed time before the performance starts and participate in fire drill.
- Cover fire exits and be prepared to carry out the evacuation procedure of the theatre in the event of a fire or other emergency
- Cover front of house points of sale, such as sweets, ices and merchandise
- Reconcile the sales
- Check tickets and direct patrons to their seats
- Deal with late comers
- Comply with the guidelines of the theatre's health and safety, evacuation, and safeguarding policies
- Spread the word about the City Varieties throughout other activities outside of the theatre.
- There are also opportunities for volunteers to help with non-performance related activities such as marketing and publicity.