

# Front of House Host Job Description

Front of House | Patron Services | Krannert Center for the Performing Arts

**Krannert Center's Front of House Department is responsible for the safety and well-being of every member of the public who comes through our doors: a quarter million patrons who attend over 400 performances and events here annually.**

Front of House Hosts work in one of the following capacities on a given night:

Taking tickets, checking coats, assisting patrons who have disabilities, greeting people entering the Center, leading tours or helping operate the gift shop. During emergencies you may perform a variety of duties to help handle the situation.

## Qualifications

The people hired for this position must be:

### **Courteous**

Hosts should naturally enjoy dealing with people and do so in a manner that will make the patron feel sincerely appreciated. You are often a patron's first impression of Krannert Center. As such, everything you do, everything you say, as well as the way you look and act is a reflection of Krannert Center for the Performing Arts and University of Illinois at Urbana-Champaign.

### **Responsible**

This is a very large facility and the House Manager cannot be everywhere making sure everyone is doing their job. We invest trust in our employees, empowering them to take initiative and make decisions to help our patrons.

### **Self-Motivated**

Employees must have the ability to see when something needs doing and do it. If a patron is looking lost and confused, recognize this and offer assistance without having to be told to do so. We want hosts who think on their feet and are ready to assist our patrons at all times.

### **Knowledgeable**

Staff members must actively learn about Krannert Center (its programming, mission, and layout) and to be able to furnish patrons with the information they need to make their experience a positive one.

## Hours

The job involves about 10-20 hours per week, mostly Tuesday through Sunday evenings. Some performances run longer, and some events have receptions afterwards, extending the time staff needs to be present. Krannert Center closes at midnight, so no shift goes past that time. You must be available most weekends.

## Scheduling

A schedule is produced every 4 weeks and is based on the events that occur in Krannert Center, so it varies each month. The Patron Services Director will work to accommodate requested days off and other academic conflicts, but this may not always be possible, as the schedule needs are dependent upon building activity.

## Physical Requirements

Hosts must be able to climb stairs, lift up to 20 pounds, and stand for 3-5 hours for a shift. Hosts will also assist patrons by providing a wheelchair to take them into the theatres, so you must be able to assist the patrons in and out of the chair, and push them across carpeted surfaces and over thresholds.

**Thank you!**

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**Co-Director of Patron Services**

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