

# 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: More than 300,000 patrons who attend over 400 performances and events here annually. Front of House Hosts work in one of several different jobs during performances, including taking tickets, checking coats, assisting patrons who have disabilities, greeting people and providing directions, leading tours or helping operate the gift shop. The people hired for this position must be:

## Welcoming

Krannert Center staff should always interact with our patrons in a positive and inviting way, and do so in a manner that will make the patron feel sincerely appreciated. All people who visit Krannert Center are our Patrons, and we welcome everyone into our venues and spaces.

## Attentive

Krannert Center staff should always remain alert and pay attention to their surroundings. We will maintain an approachable and friendly demeanor, and recognize opportunities to assist our patrons and each other. If a patron or fellow staff member looks like they need our help, we will offer assistance without having to be asked or told to do so.

## Responsible

Krannert Center staff should take responsibility for their role in making all events and activities a success. Everyone has a part in the process, and we must all do our part to the best of our abilities to ensure a successful and enjoyable event for our patrons. We invest trust in our employees, empowering them to take initiative and make decisions to help our patrons and make our events successful.

## Accommodating

Krannert Center staff should make every accommodation we can in order to meet our patrons' needs, including, but not limited to, accessibility accommodations. We will work to find the best solution for every patron, while also taking into consideration the safety, needs and well-being of all other patrons, in order to make Krannert Center an inviting space for everyone.

## Motivated

Krannert Center staff must have the ability to see when something needs doing and do it. If there is a situation or job that needs to be addressed, take the initiative to do the job or make sure it is completed by the appropriate department. All staff must be ready to think on their feet, address unique issues, and assist our patrons and each other at all times.

## Hours

The job involves about 10-20 hours per week, mostly Tuesday through Sunday evenings. Some performances run longer, and some events have receptions afterwords, 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.

## To Apply:

Complete the attached Front of House Host application on the next pages and email to the Co-Director of Patron Services, Nicholas Puddicombe, at [puddicom@illinois.edu](mailto:puddicom@illinois.edu). Check that all responses have saved in the pdf, and include your last name in the file name before sending.

# Application for Employment

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

Application date

## Applicant Information

Please type answers directly into this pdf and send a completed copy to [puddicom@illinois.edu](mailto:puddicom@illinois.edu)

Name: \_\_\_\_\_ UIN# \_\_\_\_\_ NetID: \_\_\_\_\_

Local Address: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

City: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Permanent Address (if different from above): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Expected Graduation Date: \_\_\_\_\_ Major: \_\_\_\_\_

How/from whom did you find out about this job? \_\_\_\_\_

How often to you leave the Champaign-Urbana area? \_\_\_\_\_

## Job Experience

Please list the following for the last two jobs you have held:

Company: \_\_\_\_\_ Company: \_\_\_\_\_

Position: \_\_\_\_\_ Position: \_\_\_\_\_

Contact: \_\_\_\_\_ Contact: \_\_\_\_\_

Title of above person: \_\_\_\_\_ Title of above person: \_\_\_\_\_

City/State: \_\_\_\_\_ City/State: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Phone Number: \_\_\_\_\_

May we call the the above listed for references? \_\_\_\_\_

## Emergency Contact

Please provide a contact if an emergency should arise.

Name: \_\_\_\_\_ Relation: \_\_\_\_\_

## **Additional Information**

*Please answer the following questions. Feel free to attach an additional page(s) if needed.*

1. What is your experience with customer service, and why do you believe it is important to provide good service? If you have held any position(s) in the past that deals with customer service, briefly describe one experience that stands out.

2. What do you believe to be the most important characteristics or skills to succeed in this position?

3. Describe a situation where you took a leadership role, and how you handled that responsibility.

4. What about this position interests you the most?