



FRONT OF HOUSE ASSOCIATE

Mr. Tippy's Down the Hatch! | Job Description

Department:	Operations
Responsible to:	Duty Manager
Salary:	£12 per hour
Employment:	Both part-time contracts & casual contracts are available, please state your preference in your application. All front of house associates will be employed by the company and paid PAYE.
Location:	One America Square, Tower Hill, London EC3N 2LS

About Mr. Tippy's Down the Hatch!

Mr. Tippy's Down the Hatch! is a first-of-its-kind immersive drinking experience and bar opening in Tower Hill, London in August 2021. Ticket-buyers are invited on a tipsy tour 'round the world that mixes party spirit with – you guessed it – other spirits! Participants sip their way through multiple themed rooms: Oktoberfest, Wild West saloon, polar ice bar, a warm sandy beach, and more.

Our truly unique holiday bar is open to the public Wednesday to Sunday, operating late hours on Friday and Saturday, welcoming guests to celebrate all the celebrations they missed in lockdown, all in one room.

Our Ethos

Mr. Tippy's Show UK Ltd are dedicated to creating a pleasant, rewarding workplace with positive interactions. We desire to create an atmosphere full of joy, laughter, and happiness.

We are: welcoming; caring; accountable; trusting; creative, and fun.

About The Role

Mr. Tippy's Show UK Ltd is seeking enthusiastic front of house associates to maintain the highest standards of customer care at our venue in Tower Hill, London. You will act as an exceptional ambassador for the attraction, ensuring all attendees to the immersive experience are comfortable and safe. You will assist the Duty Manager in their day to day tasks and aid the Box Office Associates with ticketing queries.



Key Responsibilities

- Assisting the Duty Manager in ensuring the smooth and safe running of the attraction and its events.
- Escalating matters of importance to the Duty Manager calmly and promptly.
- Acting as the primary contact for customers and dealing with customer queries in person, via email and over the phone.
- Welcoming and ushering customers into the venue, acting always as an ambassador for the experience and ensuring each customer has a relaxed, safe and enjoyable visit.
- Collaborating with the box office, bar, security, facilities, and duty management teams to assist in the delivery of their departments.
- Enforcing the venue's Health & Safety Regulations and assisting with evacuation procedures.
- Deputising for Box Office Associates to cover breaks and assist with customer queries.
- Making sales and taking bookings

Personal Specification

Essential

- Experience in a front of house role.
- Motivated team-player with excellent interpersonal skills.
- Ability to work effectively in collaboration with other team members as well as own initiative.
- Exceptional customer service skills.
- Excellent diplomacy, able to address the unique needs of a wide range of customers.
- Able to manage difficult and fast-changing situations in a busy venue.
- Calm and pro-active under pressure.

Desirable

- Passion for live entertainment
- Experience using Lightspeed
- Experience of using G-Suite
- Experience of operating POS software
- Experience of operating a ticketing CRM (SEE Tickets)

Application Procedure

Applications should be made by submitting a CV of no more than two sides of A4 that shows evidence of your suitability to fulfil the role to jobs@downthehatchshow.co.uk. You should also complete and submit [the five questions available here](#).



Applications are rolling. If we are interested in hiring you we will first set up a brief telephone call with a member of the Topsy Team, before – all being well – inviting you for an in-person interview in our venue.

Equal Opportunities

We celebrate inclusion and are committed to workplace diversity. We do not discriminate against race, gender, sexual orientation, age, physical ability or any other articles of identity in our hiring practices. We actively encourage people of all backgrounds to apply for any open position. We don't ask our applicants to disclose prior convictions at application stage to ensure we work to the [Fair Chance Recruitment Principles](#).

All employment decisions are based on qualifications, merit, and business need.

Appointments

All appointments are made subject to satisfactory references and proof of eligibility to work in the UK.