



Chicago

GENERAL INFORMATION

Position Title: Front of House Associate

Pay Status: Exempt

Job Status: Part-time

Reports To: Front of House Manager

Employer: Randolph Entertainment (dba Teatro ZinZanni Chicago)

Start Date: 10/2/2023

Compensation: Beginning at \$18 per hour

Last Revision Date: 09/13/23

SUMMARY:

Teatro ZinZanni presents a fully integrated evening of entertainment which includes cirque artists, European cabaret, contortionists, jugglers and illusionists with live music and a fabulous multi-course meal.

The smooth operation of Teatro ZinZanni is based on teamwork and the shared responsibility of sales, production and service staff. Our success is determined by the integration of excellent customer service from ticketing to night of show, quality of the show and seamless food and beverage operations.

Teatro ZinZanni's newest show is performed in a vintage Spiegel tent on the 14th floor of the Cambria Hotel in the Chicago Loop and will open on October 5th.

POSITION SUMMARY

Front of House Associates provide superb, enthusiastic, customer service and hospitality that sets the tone for our patrons' entire show experience from entry to exit. The Front of House team is responsible for a range of duties that ensure the best patron experience possible, from welcoming and guiding guests, to providing venue services such as operating coat check, selling merchandise, directing patrons, and maintaining a safe and beautiful lobby space. At every step of the guest experience from first contact to follow through, our team works to embody Teatro ZinZanni's core values of collaboration, excellence, enthusiasm, and joy. All of this and more contribute to a seamless and immersive patron experience that befits a uniquely magical experience at our show.

ESSENTIAL FUNCTIONS

Responsibilities and Duties:

The position's primary function is to support the audience experience, from arrival to exit. The role will include the following responsibilities:

- Greeting and guiding patrons throughout the venue, making them feel welcome and preparing them for an unforgettable, magical experience.
- Providing consistent, professional, and welcoming customer service to all patrons.
- Assisting with patron questions and needs, either directly, or by connecting them to the correct department for their inquiries.
- Operating coat check for patrons.
- Using Showare ticketing software as needed to assist patrons.
- Selling and restocking merchandise at the in-house boutique.
- Maintaining tidiness and decor of the lobby and guest facilities.
- Providing excellent one-on-one service for any patrons who may require special assistance at the venue.
- Help set up lobby space pre-show.
- Other duties as needed/assigned.

JOB QUALIFICATIONS

Essential minimum skills, education, and experience:

- At least one year of customer service experience
- Extremely strong interpersonal and communication skills
- Dependable in both independent and team environments
- Computer/tablet competency
- Ticketing experience preferred
- Hospitality Experience preferred
- Sales experience preferred
- Proficiency in English required
- Experience with Showare or Tripleseat a plus
- Proficiency in Spanish, other languages a plus

If you do not check every box, but feel that you would be an excellent fit for the Front of House Associate position, we still encourage you to apply!

WORKING SCHEDULE/ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Fast-paced, complex theatrical environment incorporating a 285-seat fine dining restaurant.
- Front of House Associate position requires strong verbal and organizational skills, memory, and the ability to respond to changing demands as needed.
- Must have a flexible schedule: Availability for days, evenings and weekends, including holidays.
- The atmosphere includes loud noise, bright lighting and strobe lights.

Primary schedule of Tuesday through Sunday, or Wednesday through Sunday as well as added shifts for Matinee or special events. (Schedule will vary according to the show calendar).

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position involves standing and walking throughout the shift
 - The employee must frequently lift and carry up to 40 pounds.
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RANDOLPH ENTERTAINMENT (hereinafter “Teatro ZinZanni” or “Company.”) IS AN EQUAL OPPORTUNITY EMPLOYER. We believe every employee has the right to work in an environment that is free from all forms of unlawful discrimination. Consistent with applicable laws, Teatro ZinZanni makes all decisions involving any aspect of the employment relationship without regard to race, color, sex, pregnancy, creed, religion, age, marital or nursing mother status, national origin, ancestry, citizenship, the presence of any disability (sensory, mental, or physical), medical or genetic information, military or veteran status, sexual orientation, gender identity, gender expression, or any other status or characteristic protected by applicable local, state, or federal law. Discrimination and/or harassment based on any of those factors are inconsistent with our philosophy of doing business and will not be tolerated. This policy of non-discrimination applies to all aspects of recruiting and employment, including compensation, benefits, advancement, transfers, and reductions in force. PLEASE CONTACT THE COMPANY YOU NEED ASSISTANCE COMPLETING THIS APPLICATION OR TO OTHERWISE PARTICIPATE IN THE APPLICATION PROCESS.

How to apply:

Please send a cover letter and resume in PDF format to: chi-hr@zinzanni.com