



## Seattle

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### GENERAL INFORMATION

**Position Title:** Lobby Attendant

**Pay Status:** Non-Exempt

**Job Status:** Full-Time

**Reports To:** Dining Room Manager

**Employer:** TZZ LLC (dba Teatro ZinZanni)

**Start Date:** 10/10/2023

**Compensation:** \$25 per hour (plus coat-check tips)

**Last Revision Date:** 06/01/23

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### 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 will be performed at our residency in Seattle at the Lotte Hotel. This one-of-a-kind run of performances brings together two iconic Seattle brands during Teatro ZinZanni's 25th anniversary year, promising an opulent, world-class extravaganza in the breathtaking setting of the hotel's largest venue, the Grand Ballroom in The Sanctuary. The Teatro ZinZanni dinner and show experience will open this Fall and run into 2024.

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### POSITION SUMMARY

The Lobby Attendant is required to act as an ambassador of the venue and to welcome guests with upbeat and courteous hospitality and entrust their possessions in safekeeping for the duration of the show.

This position is responsible for receiving/handing over any personal belongings (coats, jackets, umbrella's, etc.) following a ticket system, ensuring that the tracking of items and receipts is done quickly and efficiently at the beginning at the show as well as at the conclusion of the show and answering any questions and providing guidance to our guests in regards to the lobby and guest check-in systems as needed.

This position also requires precision and alertness to the overall operations as well as to any needs a guest might have in regards to their possessions.

Teatro ZinZanni is a fine dining restaurant and theatrical performance where comfort with, and enthusiasm for this work environment, is essential.

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## **ESSENTIAL FUNCTIONS**

### **Responsibilities and Duties:**

- Welcomes guests and offers hospitality upon arrival
- Checks in coats and other items using the ticketing system while keeping the area organized and all the items within secure
- Provides safekeeping of all personal items the guests has entrusted us with during the duration of the show
- Answers any questions and offers information and guidance in regards to the show, the seating process, lobby layout and bar service as needed
- Checks out all possession that belong to guests at the end of show and ensure a positive departure
- Maintains all areas pertaining to lobby, impeccably organized and clean
- Assist in tracking lost and found items left in the tent at the end of the night

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## **JOB QUALIFICATIONS**

### **Essential minimum skills, education, and experience:**

- Must be able to stand for up to 7 hours
- Must be able to lift up to 15 lbs.
- Must be able to tolerate loud environments with bright and strobing lights
- Basic computer skills
- Strong interpersonal and communication skills are a must, a strong memory and organization skills
- Customer service experience in the show business, hospitality or retail industries
- Pleasant, positive and calm demeanor and the ability to work as part of a close team.
- Thrives on constant interaction with the public

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## **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.
- Lobby Attendant requires good organizational skills, memory, and the ability to respond to changing demands as needed.

- 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).

This is a hands-on and feet-on-the-floor type position.

Positions available beginning 09/28/2023.

### **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.

- While performing the duties of this Job, the employee is regularly required to use hands to handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, and talk or hear.
- The employee is required to stand and walk during most of the shift while carrying heavy, full trays of food and dishes.
- The employee must frequently lift and carry up to 40 pounds.

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TZZ LLC (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: [restaurant-jobs@zinzanni.com](mailto:restaurant-jobs@zinzanni.com).