



ASSISTANT FRONT OF HOUSE MANAGER

Théâtre XIV / Company XIV / AMDM Productions

Job Listing

COMPENSATION

\$35.00/hour

Training: \$20.00/hour

SUMMARY

Théâtre XIV seeks a savvy, energetic and detail-oriented individual to execute a finely choreographed service experience. Assistant Managers help lead a team composed of Maître D's, performer-ushers and performer-bartenders. Leading candidates love service and will have dynamic experience in hospitality and management.

ABOUT THÉÂTRE XIV

Théâtre XIV, the home of Company XIV, is a 175-seat boutique venue in Bushwick, Brooklyn, where service is an extension of performance in a highly choreographed patron experience. Théâtre XIV offers a food and beverage program for patrons including themed cocktails, champagne, absinthe and a selection of treats. Additional cocktail and food pairings are served to VIP patrons.

ABOUT COMPANY XIV

Company XIV fuses burlesque, circus, opera, dance, theater and decadent design to create one-of-a-kind theatrical experiences inspired by the court culture which flourished under the reign of Louis XIV. Founded by Artistic Director Austin McCormick in 2006, the company produces 360-degree immersive productions at Théâtre XIV. XIV's commitment to pushing boundaries is unparalleled, creating immersive and genre-defying Baroque Burlesque productions including *Queen of Hearts*, *Cinderella*, *Nutcracker Rouge* and *Seven Sins*.

Company XIV celebrates human diversity and encourages all qualified candidates to apply, including LGBTQIA+, people of color, immigrants and people with disabilities.

RESPONSIBILITIES

- Execute Founder / Director's vision for audience experience
- Promote values of generosity, service and fantasy
- Proactively identify solutions before they are "problems"
- Execute and enforce Department of Health compliance
- Document and report POS glitches, research and troubleshoot solutions
- Become an expert in each Maitre D' role
- Provide support and step in to support FOH staff wherever needed
- Train and nurture incoming FOH staff
- Work 2-4 Maitre D' shifts per week, with responsibilities including:
 - Provide exceptional customer service
 - Liaise with Stage Management
 - Print tickets, will call lists & sales reports
 - Arrange audience seating & tables
 - Assemble & set pre-ordered food, beverages & gifts
 - Greet patrons
 - Process walk-up ticket sales
 - Process seat upgrades
 - Proactively deescalate intoxicated guests, resolve seating conflicts & troubleshoot other patron issues
 - Enforce house rules including noise & photography regulations
 - Manage late seating
 - Bartend as needed
 - Open & pour champagne for guests
 - Deliver VIP food items
 - Open & close curtains as needed
 - Bus, clean & polish glasses
 - Restock inventory
- Perform additional end-of-night responsibilities including:
 - Review FOH checklists with staff at the end of each shift
 - Log employee hours and enter tip pool figures
 - Draft incident reports
 - Remit nightly FOH report
 - Close venue
- Help maintain cleanliness of the facility (with support from Maitre D's and porters)
- Attend bi-weekly management meetings
- Attend performance rehearsals as needed
- Attend Box Office and other trainings as needed

QUALIFICATIONS

- Consistent and enjoys checking things off the list
- Meticulous, observant, present
- Leads by example

- Positive, energetic, enthusiastic
- Candidate must have a genuine love for providing exceptional customer service
- Bar and/or restaurant management experience preferred
- Serving and/or bartending experience preferred
- Stage management experience a plus
- New York State Health Protection Card required
- Must be able to lift and carry 40-lb boxes repeatedly
- Experience with G Suite (Google Drive, Sheets, Calendar, etc.) preferred
- Experience with Square a plus

SCHEDULE

Assistant Managers are expected to work 2-4 shifts per week. Performances are typically scheduled Thursdays - Sundays with exceptions during peak season when there may be up to 8 performances per week. Assistant Manager may be expected to work doubles, Thanksgiving, Christmas Eve, New Year's Eve and other holidays.

APPLY

To apply, please send a brief cover letter and PDF resume to jobs@companyxiv.com with "FOH ASSISTANT MANAGER" as the subject.