



JOB TITLE: HOSPITALITY ASSISTANT  
DEPARTMENT: ADMINISTRATION  
REPORTS TO: HOSPITALITY MANAGER  
START DATE: OCTOBER 24, 2022  
END DATE: MAY 14, 2023 (Approx.)

CLASSIFICATION: PART-TIME; SEASONAL

**ABOUT THE VIRGINIA STAGE COMPANY:**

Virginia Stage Company (VSC) is a professional regional theater producing high-quality productions at the Historic Wells Theatre in downtown Norfolk, VA. Founded in 1978 by community members who had a deep desire to make theatre a part of the area's cultural life, VSC continues to enhance the artistic landscape of Hampton Roads with seven mainstage productions every season in addition to numerous education & community engagement initiatives. With an average annual attendance of 58,000+ people, VSC has drawn over 3 million patrons to downtown Norfolk in the past quarter century and is the leading theatre of note in southeastern Virginia. VSC has a reputation for creating engaging and highly inventive productions onstage and beyond the walls of the theatre, reaching a wider and more diverse audience. VSC's mission is to enrich, educate, and entertain the region by creating and producing theatrical art of the highest quality.

Virginia Stage Company strives for an inclusive work environment and actively embraces a diversity of people, ideas, talents, and experiences. We highly encourage people of color, individuals with disabilities, and other historically underrepresented groups in our community to apply.

**GENERAL STATEMENT OF JOB FUNCTION:**

The Hospitality Assistant (HA) will work with the Hospitality Manager to make VSC a welcoming environment for audiences and guest artists. HA tasks may include house managing, bartending, and assisting with guest artist relations as needed.

**COMPENSATION:** \$15/hour

**SCHEDULE:** Hospitality Assistant will work approximately 15 hours per week, depending on production needs. Schedule is primarily nights and weekends.

**ESSENTIAL DUTIES & RESPONSIBILITIES**

House Management

- Open and close the Wells Theatre, including unlocking/locking doors and turning on/off lights
- Manage patron issues before, during, and after performances with the goal of leaving a positive impression

- Oversee all volunteer ushers and bartenders, including providing and counting the bank(s) before and following the performance and being responsible for locking up the deposit and bank(s)
- Maintain the appearance of all lobby areas before and during the performance
- Work with the Stage Manager to ensure a prompt start to the performance
- Train ushers and staff on fire regulations and emergency plans and execute said plans if necessary
- Ensure that all building walkways and aisles are kept clear of obstructions
- Provide a brief House Management report at the end of each performance to management

#### Guest Artist Relations

- Assist with out of town guest artists' needs as requested by Hospitality Manager
- Clean and/or help supervise hired staff for the cleaning of company artist housing

#### Bartender(as needed)

- Personable with intent to provide exceptional hospitality to guests, visiting artists and coworkers
- Possess full knowledge of bar and menu items and prices and be able to make recommendations
- Provide prompt and consistent bar service to guests
- Demonstrated ability to prepare beverages that are consistent, and not deviate from procedures and ingredients outlined in recipes. Pour beer and wine to specific portions.
- Set up and break down bar - stock and restock bar according to prescribed specifications; clean bar thoroughly in accordance with standard operating procedures
- Maintain the cleanliness and safety of the bar, all common areas, utensils, bar equipment, bar tops, refrigerators, and all other equipment and work areas
- Accurately charge guests for concessions purchases; enter order into the point of sale system, collect payment and return all change
- Provide information to guests including performance description and runtime for each performance
- Ability to obtain all required food or alcohol service licenses or certifications, including TIPS certification
- Assist with maintaining bar inventory and supplies

Other duties may be assigned by supervisor.

#### **Skills, Abilities, and Knowledge:**

- Must be 21 years or older.
- Must possess a high level of attention to detail and organizational skills
- Must demonstrate clear and concise communication skills
- Energetic and enthusiastic personality essential
- Knowledge of beverage recipes preferred
- Must possess a service orientation – actively looking for ways to help others
- Responsible for bar till; Demonstrated proper cash handling is required

Please send cover letter, resume, and references to [employment@vastage.org](mailto:employment@vastage.org) with Hospitality Assistant in the subject line.