Audience Experiences:

This placement gives you the chance to experience two different sides of life at the theatre by spending time with both our **Box Office** and **Front of House** teams. You'll see how tickets are sold, how customers are supported, and what happens behind the scenes to make every visit run smoothly. Although the teams have different roles, they work closely together to create a great experience for everyone who comes through our doors. By working with both departments, you'll discover how teamwork, communication and customer service help bring the audience experience to life.

Please note: As the Audience Experience team supports live performances and audience activity across the theatre, we are unable to provide a detailed timetable at this stage. Your schedule will be confirmed closer to the placement and may change depending on what's happening in the theatre during your visit. This flexibility means you'll have the opportunity to experience a variety of different aspects of theatre life.

Box Office:

- Learn how Spektrix works, including how theatre seating plans are set up and managed.
- Explore how ticket prices are decided for different events and audiences.
- Find out what goes into putting a show on sale.
- Get involved with a range of Box Office tasks, such as preparing tickets, managing pre-orders, processing duplicates and running reports.
- Practise customer service skills through role-play and realistic scenarios.
- Shadow members of the Box Office team to see how a busy theatre operates.
- Have the opportunity to serve customers yourself, if you feel confident and ready.
- Observe how Box Office staff respond to phone calls and email enquiries.
- Learn about accessibility in theatre and how we support customers with different needs.

Front of House:

- Shadow our ushers on a show night and see how they welcome audiences, check tickets and help visitors find their seats.
- Support the sale of theatre merchandise and learn how retail contributes to the audience experience.
- Work alongside our **Head of Operations** to gain an insight into how the theatre is managed and how performances are delivered safely and efficiently.
- Learn how Front of House staff help create a welcoming and inclusive environment for all visitors.

- Learn how the team responds to audience enquiries and resolves problems in a professional and friendly way.
- See what happens before, during and after a performance to ensure each show runs smoothly.
- Learn about venue operations, audience safety and the importance of teamwork during live events.
- Gain an understanding of how Front of House and Box Office teams work together to create a positive experience for every audience member.
- Develop your confidence, communication and customer service skills in a busy theatre environment.

Most Front of House activities take place during live performances, so this part of the placement will include some evening hours. This will give you the opportunity to experience the theatre while audiences are in the building and see first-hand how performances are delivered.