

Job Description

Job Title:	Waiting Team Member
Hours:	10 – 20+ hours per week
Salary Band:	£13.15 per hour
Reports to:	Head Chef
Location:	The Other Palace

Main Purpose

The Other Palace is looking for motivated and enthusiastic Waiting Staff for our first in house restaurant. This is an entry level but invaluable role, to provide excellent customer service. To support our kitchen team in making sure all food orders are taken accurately, (most importantly allergen information), and ensuring the front of house area is kept clean and inviting to all guests at all times. The Waiting Team are an important cog in ensuring we always adhere to high food hygiene and service standards. The Other Palace are firm believers in creating a 'family feel', where being supported in personal and career development will always be catered for where possible and appropriate.

The key elements of the role include:

1. Taking table bookings in person and over the telephone
2. Ensuring the front of house area is clean, and set up ready for service
3. Cleaning up spills as soon as these occur, in order to keep the all areas free from hazards
4. Greeting customers on arrival, providing great customer service from entry to exit, including but not limited to: taking orders accurately and in a timely manner, ensuring you are always aware of any plates that are unavailable. Having up to date knowledge of allergen changes to plate recipes or new 'Specials'. Knowledge of the drinks menu.
5. Accurate use of the till system, and cash handling (training will be provided)
6. Knowledge of the events and performances in the building to give an all round experience.
7. Any other duties appropriate to the post and under the Equalities Act with due considerations to any employees with a "protected characteristic" and within the framework of equal opportunities
8. Ensure personal mandatory training is up to date
9. With the help of the Head Chef and Theatre Manager, review own work against the requirements for the role and identify any development areas
10. Alongside the Head Chef, identify areas where the department can expand and improve, taking on additional training and developing new skills required for department expansion.

To apply please send your up-to-date CV and a cover letter outlining why you are suitable for the role by email to careers@theotherpalace.co.uk

If you have any questions or would like more information about the role, please contact Mike Cross on 020 7592 0302 or by email as above.



C Entertainment Theatres Limited
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General Information

The Other Palace is owned and operated by BK Theatres part of the Bill Kenwright Group of Companies. The Other Palace is a lively, friendly, and inventive venue in London Victoria, featuring a 312-seat main theatre and a 120-seat studio theatre as well as a bar and restaurant.

The Bill Kenwright Group of companies includes 3 core elements:

Bill Kenwright Theatres

We are proud to own and operate Theatre Royal Windsor and The Other Palace in London

The Other Palace (formerly known as the St James Theatre) is built on the site of the Westminster Theatre, with a 312-seat main house, a studio seating 120 a bar and restaurant all operated in-house. The Other Palace focuses on being a creative hub for new theatre, where theatre is developed, discovered, explored, and celebrated.

Bill Kenwright Ltd purchased the theatre in 2021 from Andrew Lloyd Webber's LW Theatres, reopening the venue from the pandemic with a record-breaking season of *Heathers the Musical*, followed by a sell-out premiere of *Frank & Percy* starring Ian McKellen & Roger Allam. Recent main-house productions include *Cruel Intentions: the 90's Musical*, *Fantastically Great Women (who changed the world)* and *Mischief Move Nights*.

The Other Palace champions and promotes new writing and new musicals with regular workshops, readings, opportunities to get involved and performances of emerging work.

Theatres Royal Windsor is nestled in the shadows of Windsor Castle, Theatre Royal Windsor has a history stretching back over 245 years. The current Grade II listed 633 seat theatre opened in 1910.

One of the only completely unsubsidised regional producing theatres in the UK that operates all year round, Bill Kenwright Ltd took over the operation of the Theatre in 1997 following its closure. Bill Kenwright himself starred in many productions here as a young actor under John Counsell's management in the 1960's and 70's.

The theatre produces a range of plays and musicals which subsequently tour the UK or transfer into the West End, as well as its annual pantomime which has now been running for over 85 consecutive years.

Bill Kenwright Ltd

Bill Kenwright Ltd is one of the largest and most established commercial theatre and entertainment producers with over five decades experience of producing more than 500 productions to date – including tours, West End, and international productions.

Recent productions include: *Death of England: The Plays* (West End), *Boys from the Blackstuff* (West End), *Ghost the Musical* (UK and International Tours) *Cruel Intentions* (West End), Ian McKellen & Roger Allam in *Frank & Percy* (West End) *Heathers* (West End and UK Tours), *Calendar Girls the Musical* (UK Tour), *Blood Brothers* (West End and UK Tour), *My Son's a Queer* (West End), *12 Angry Men* (UK Tour), *The Shawshank Redemption* (UK Tour), *Home I'm Darling* (UK Tour), *Saturday Night Fever* (West End & UK Tour), *Be More Chill* (West End), *Hamlet & The Cherry Orchard* (Windsor season with Ian McKellen), *Cat & The Canary* (UK Tour), *Evita* (West End and UK Tour), *The Best Man* (West End), *Foxfinder* (West End), *Cabaret* (West end and international tour), amongst many others.

Registered Office: BKL House, 1 Venice Walk, London, W2 1RR
Entertainment Theatres Ltd. trading as The Other Palace.
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BK Studios – Film & TV

BK Studios is a London based Film and TV production and financing company, specialising in commercially driven content for global audiences. The company was founded in September 2021 by the late Bill Kenwright CBE and is led by seasoned producer and financier David Gilbery ('The Lost Daughter', 'Untouchable', 'Bone Tomahawk', '47 Meters Down' amongst many others)

BK Studios prides itself on working with exciting creative talents to tell compelling stories that inspire, entertain, and move people.

Recent productions include:

'The Shepherd' | Fantasy drama starring John Travolta & Ben Radcliffe directed by Iain Softley
'The Kill Room' | Crime thriller starring Samuel L. Jackson & Uma Thurman directed by Nicol Paone
'The Critic' | Period drama starring Ian McKellen, Gemma Arterton & Mark Strong directed by Anand Tucker
'My Sisters Bones' | Psychological thriller starring Jenny Seagrove, Anna Friel, Ben Miles & Olga Kurylenko directed by Heidi Greensmith
'Hamlet' | A ground-breaking modern day adaptation starring Ian McKellen directed by Sean Mathias
'Long Day's Journey Into Night' | Period drama starring Jessica Lange, Ed Harris, Colin Morgan & Ben Foster directed by Jonathan Kent
'Heathers the Musical' | A major motion picture stage capture of the award-winning live production directed by Andy Fickman
'Year 10' | post-apocalyptic thriller directed by Benjamin Goodger
'Eternal Return' | Fantasy romance starring Kit Harrington & Naomi Scott directed by Yaniv Raz
'Please Don't Feed the Children' | Psychological thriller starring Michelle Dockery & Giancarlo Esposito directed by Destry Allyn Spielberg