



BARTENDER JOB DESCRIPTION & PERSON SPECIFICATION

Responsible to: Show Duty Manager

Key relationships: Show Operations and Technical teams

Salary: £13.85 per hour

Contract: Zero-hours

Deadline: Monday 15th December, 10am

Applications will be reviewed on a rolling basis. Shortlisted candidates will be notified in due course.

How to apply: Please send in your CV and cover letter by applying through the application form [here](#). If you have any issues, please contact workwithus@punchdrunk.com.

OUR HISTORY

Founded in 2000 by Felix Barrett, Punchdrunk has pioneered a game-changing form of theatre which places the audience at the very heart of the action. Listed amongst the **50 most influential artists of the last 50 years** (Sky Arts) alongside Bowie, Sir Steve McQueen and Vivienne Westwood, Punchdrunk disrupts the theatrical norm, creating worlds in which audiences can rediscover the childlike excitement of exploring the unknown.

Its iconic “mask” shows, which redefined the genre of immersive experiences, have been cited amongst **the 40 creative moments that changed culture** (Creative Review), and have found phenomenal success across the globe, with record-breaking productions established in the US, UK and China. *Sleep No More* in New York played to sell out audiences for 14 years from 2011, and in Shanghai the show has been running since 2016, making it the longest running show in the city's history. A new production opens in Seoul this summer. *The Drowned Man: A Hollywood Fable* broke the National Theatre's box office records when it went on sale in 2013. Punchdrunk's 2022 London production, *The Burnt City*, became the company's longest-running show in its home city, coinciding with the opening of its first permanent venue at One Cartridge Place in Woolwich.

In 2024, *Viola's Room* debuted in Woolwich, marking a shift from Punchdrunk's signature mask performances. This intimate, barefoot sensory experience distilled two decades of the company's immersive expertise, using binaural sound to create a deeply personal journey. It premiered At The Shed in New York in June 2025.

Alongside these landmark live theatrical experiences, Punchdrunk has taken its ground-breaking approach to cross-cultural collaborations in music, tech, fashion and TV: from projects with Rihanna to Jack White, Louis Vuitton to Alexander McQueen, and HBO to Brad Pitt's Plan B Studios – most recently with TV series *The Third Day*, starring Jude Law, Naomie Harris, Katherine Waterston, Emily Watson and Paddy Considine which included the Bafta-nominated live event: *The Third Day: Autumn*: a 12-hour live episode, filmed in one continuous take.

Punchdrunk's past theatrical works include: *Viola's Room*, *The Burnt City*, *The Drowned Man: A Hollywood Fable* (with the National Theatre), *The Crash of the Elysium* (Manchester International Festival), *Sleep No More* (London, Boston, New York, Shanghai), *The Duchess of Malfi* (with ENO), *It Felt Like A Kiss* (with Adam Curtis and Damon Albarn, Manchester International Festival), *Tunnel 228* (in collaboration with The Old Vic), *The Masque of the Red Death* (with Battersea Arts Centre) and *Faust* (in collaboration with the National Theatre).

THE ROLE

Punchdrunk is seeking enthusiastic and committed Front of House Stewards to join the Front of House Team on an exciting new show. The successful candidate will play a key role in welcoming audience members, ensuring their safety and delivering excellent customer service before, during and after the show. They should possess strong teamwork and communication skills, be observant and be able to maintain a calm and positive attitude in a busy environment. Experience working in a commercial theatrical environment is desirable.

JOB DESCRIPTION | RESPONSIBILITIES INCLUDE:

- Receiving orders and serving a wide range of alcoholic and non-alcoholic beverages to audience members
- Table service duties for the audience in the bar
- Delivering excellent customer service with a welcoming and friendly manner
- Mixing and serving cocktails and mocktails
- Tidying away glasses, loading and unloading dishwashers, wiping down surfaces, and cleaning up any spills promptly and efficiently
- Ensuring health and safety, hygiene and licensing standards are met, and ensuring compliance with 'Challenge 25' and other applicable policies
- Prioritising workload and supporting fellow bar team members during busier periods
- Effectively operating the POS system
- Answering any audience member queries
- Identifying and escalating any issues to the bar and duty management as required
- Assisting with moving of stock from one location to another
- Assisting with removing waste and recyclable materials from the bars
- Be commercially minded and know how to sensitively upsell

PERSON SPECIFICATION:

Essential

- Previous bar and cocktail making experience
- Experience of delivering table service in a busy hospitality environment
- A good level of numeracy with experience of using a POS system
- Comfortability & experience with upselling
- A motivated team player who can demonstrate skills in providing excellent customer service
- Ability to work under pressure while maintaining an efficient and effective service
- Excellent communication skills
- Ability to work effectively in collaboration with other team members as well as own initiative

- Ability to react quickly to new information and situations
- Ability to address the unique needs of a wide range of customers
- Willingness to work during peak hours, including nights, weekends and holidays
- Willingness to work within a theatrical environment
- Some knowledge of health and safety and/or hygiene standards

Desirable

- Knowledge and understanding of the theatre industry, or performing arts
- An interest in Punchdrunk's work
- Experience of working in a commercial theatrical environment

EMPLOYMENT TERMS

- Part-time (zero hours) contracts available
- Pension contribution, following completion of probation period
- Place of Work: Punchdrunk's home in Woolwich
- Due to the nature of this role evening and weekend work is required
- £13.85 per hour
- **Please note: this role is only open to applicants aged 18 years and over due to the content within the show, in line with our safeguarding policy.**

NOTES TO APPLICANTS If you are called for an interview you will be required to sign a Punchdrunk Non-Disclosure Agreement in advance of the meeting.

All applicants must be eligible to work within the UK.

HOW TO APPLY

To apply, please submit your CV and a brief statement (maximum 2 A4 sides) describing your suitability for the position and *specifically* how your experience matches the person specification.

Applicants should provide contact details for two references and we will seek your permission before making direct contact with any referees.

Please submit your application [here](#). Shortlisted candidates will be notified in due course. Please be aware that due to the quantity of applicants we receive, we are not always able to reply to your application.

As an Equal Opportunities Employer, Punchdrunk welcomes applications from all sectors of the community, regardless of gender, age, race, sexuality or disability and makes appointments based solely on ability to fulfill the duties of the post. Candidates who are shortlisted for interview will be given the opportunity to specify any access needs so that appropriate arrangements can be made.

Recruitment timeline: Applications will be reviewed on a rolling basis and interviews will commence shortly after shortlisting with a view to start the role as soon as possible.