

Jake Evans

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I am an outgoing and energetic professional with a rigorous work ethic, who is very experienced in a variety of front-line customer service roles, ranging from Front of House, bartending and food preparation to events work, club hosting and nightlife promotion.

My vast experience with leading performance workshops has made me extremely comfortable in leadership and directing roles, and my years of freelancing means I'm a highly motivated and passionate individual who perseveres through challenge and is always eager to acquire new skills.

Core Skills

Customer Support	Team Leadership	Communication	Inventory Intake
Creativity	Interpersonal Skills	Office Skills	Cultural Awareness
Health & Safety	Marketing	Payment Processing	Initiative

Employment

Dec 2023 - Present **Front of House, ATG Entertainment**

For this customer-facing role I work to ensure that every patron has an enjoyable and safe theatre experience from the moment they enter the space until they leave. My responsibilities include:

- Ushering, providing information to customers and dealing with visitor queries whilst being courteous and personable at all times
- In-house duties ensuring all health & safety regulations are adhered to whilst facilitating an enjoyable experience for all patrons inside the auditorium
- Knowledge of all radio codes (e.g. evacuation or missing persons) and their respective procedures across 2 venues (Palace Theatre & Opera House)
- Barista and bartending duties - making hot drinks & cocktails, selling snacks & merchandise, stock taking, upselling premium drinks/food and lounge packages across all bar, kiosk and pop-up sales points
- Packing & delivering food and drink orders for the at-seat delivery service, understanding of basic food hygiene
- Cleaning and monitoring toilets on specific levels

I often cover and pick up extra shifts due to being very flexible with my availability throughout the week, weekends and evenings.

July 2021 - Present **Host & Performer, Albert's Schloss Manchester**

In this popular and fast-paced city-centre establishment, my duties include:

- Delivering high-energy, interactive performances that entertain and captivate guests
- Hosting with a live microphone, engaging with guests whilst staying in character
- Remaining flexible and adapting to audience mood during high-pressure and busy times, adjusting style accordingly

- Participating in rehearsals to ensure all performances are polished and well-coordinated with the rest of the team
- Re-designing all character-work, costume and make-up to fit specific themes that change monthly

Feb 2016 – Nov 2024 ***Dancer, Theatre Performer & Workshop Leader, Various Companies***

My duties were to help create and perform theatre shows to tour across the UK & Europe, and deliver workshops, post-show interviews, and pop-up performances whilst on tour. Key Responsibilities included:

- Maintaining high levels of physical execution despite exhaustion both on stage, during rehearsals, and on camera (including during much overtime)
- Perform studio research & development for numerous different productions
- Completing choreographic and creative problem-solving tasks both alone and as a team
- Teaching and assisting in numerous educational and community settings, with a diverse range of clients, and also teaching online via Zoom & Instagram
- Liaising with stage manager, producer, wardrobe assistant, and tour manager
- Administrative tasks of working freelance such as arranging schedules, contacts, invoices, accommodation and travel, funding and residency applications
- Marketing shows and workshops online via social media, and offline through pop-up performances in public places such as shopping centres

Companies include: Tuckshop Dance Theatre, Opera North, Gary Clarke Company, Vincent Dance Theatre, Shaper/Caper and Royal Shakespeare Company.

Nov 2016 – Nov 2018 ***Events Worker, Chilled Events***

This work involved setting up and taking down purpose-built spaces, constructing visually arresting product displays, character-playing as a creative way to sell, creating a welcoming environment, providing a positive experience for the customer, and engaging with customers on a personal level.

Aug 2016 – Sept 2017 ***Bartender, Barista & Food Server, Seven Arts Café (Chapel Allerton)***

This job required taking orders, completing barista training, making coffees and alcoholic drinks, preparing and serving food, cleaning bar & theatre area to high standards of hygiene, handling cash and processing payment via PDQ, upselling and link-selling, stock replenishment, barrel changing, call handling, taking bookings, inventory management, and opening & closing the café alone.

Aug 2017 - Aug 2019 ***Resident Host, Tunnel & Club Mission***

Sept 2016 – Sept 2017 ***Front of House, Leeds Playhouse***

Sept 2015 – July 2016 ***Front of House, Riley Theatre***

Education

2015 – 2016 **MA in Contemporary Dance (Distinction)** Northern School of Contemporary Dance (NSCD)

2012 – 2015 **BPA (Hons) Contemporary Dance (First Class)** NSCD, Leeds

2010 – 2012 **BTEC Level 3 Advanced Diploma in Dance (3 Distinction*s)** City of Liverpool College

2008 – 2010 **A-levels: English Literature (A), General Studies (B), History (B), Law (B)** Wirral Grammar School for Boys 6th Form