

Movie House Cinemas Job Description.

Name	Temporary Christmas position (COL 0711)
Job Title	General Staff
Reporting To	Supervisor/Manager
Location	Coleraine
Job Role	Working as part of a team you may be assigned, on any given shift, to work in the Box, Kiosk and or screens as directed by management. You are required to deliver excellent customer service to all customers both face to face and on the telephone in accordance with company procedures and relevant statutory requirements.
Main Duties	<p>General duties in all sections include Being aware of all promotions for each department and advising customers of promotions. Dealing with customers queries in a friendly and approachable manner with a “can do” attitude. Always being observant, of what is happening in other areas of the complex, as well as your own station, so that issues can be resolved promptly. Liaising with the supervisor and manager to ensure that any issues or problems that do arise can be dealt with in a fast, efficient and professional manner.</p> <p><u>Box Office:</u> Advising customers about current and upcoming films. Advising customers about ticket pricing and special offers available to them. Answering telephone inquiries and providing booking information and ensuring that all bookings are processed correctly and in accordance with company procedures. Taking cash, credit card, debit card, gift card and voucher payments and ensuring that such transactions are handled correctly and securely. Ensuring that your till is balanced at the end of each shift. Keeping the Box Office department neat and tidy. Keeping all relevant publicity correct and up to date. Undertaking age checks to ensure that the Company is fully compliant with licencing law</p> <p><u>Kiosk.</u> Take and correctly fill orders from customers. Follow all food handling procedures and ensure that records are kept in accordance with the company procedure. Be aware of all food allergy risks and fully inform customers of any risks. Handle customer transactions correctly and securely. Ensure that your till and vouchers are processed properly and balanced at the end of each shift. Keep the kiosk clean and presentable at all times Replenish stock when necessary. Ensure all designated duties are completed and signed off.</p>

	<p>Complete a nightly stock check. Ensure the kiosk is cleaned at the end of the night as per the company procedures.</p> <p><u>Floor/Screen host Duties.</u> Greet our customers at door point. Direct customers to the relevant screens as per their tickets. Deal with customer queries quickly and efficiently. Ensure control and security at door point. Carry out age checks when appropriate in line with licencing laws and company procedure. Monitor screens for potential problems with customers, film quality and temperature. Complete toilet checks and sign off paper work to the company procedure. Clean screens between shows.</p>
	<p><u>Health and Safety</u> Be aware of all company health and safety policies and procedures. Be aware of the company fire evacuation procedures and follow it according. Take responsibility for your own health and safety and that of others. Attend all health and safety training when required to do so. Attend all fire drills when arranged by the company. Inform a supervisor or manager immediately of any potential health and safety risk to yourself, other staff and customers.</p>