**Picturehouse Cinemas Limited**

**Customer Service Assistant, Gate Picturehouse, December 2018**

Situated in the centre of Notting Hill, this single-screen cinema is housed in a building dating from 1861. In 2004 the cinema underwent a modern renovation, restoring the ornate Edwardian plasterwork in the auditorium to its full grandeur, as well as installing air conditioning and a fully-stocked bar. The Gate Cinema is a Grade II listed building in Notting Hill Gate, London W11.

The Gate Cinema is part of Picturehouse Cinemas who operate 24 cinemas across the UK and are a stand-alone division of Cineworld PLC.

https://www.picturehouses.com/cinema/Gate\_Picturehouse

**Vacancy**

We are looking for an enthusiastic Customer Service Assistant who can bring the Picturehouse way of working to this exciting new venture.

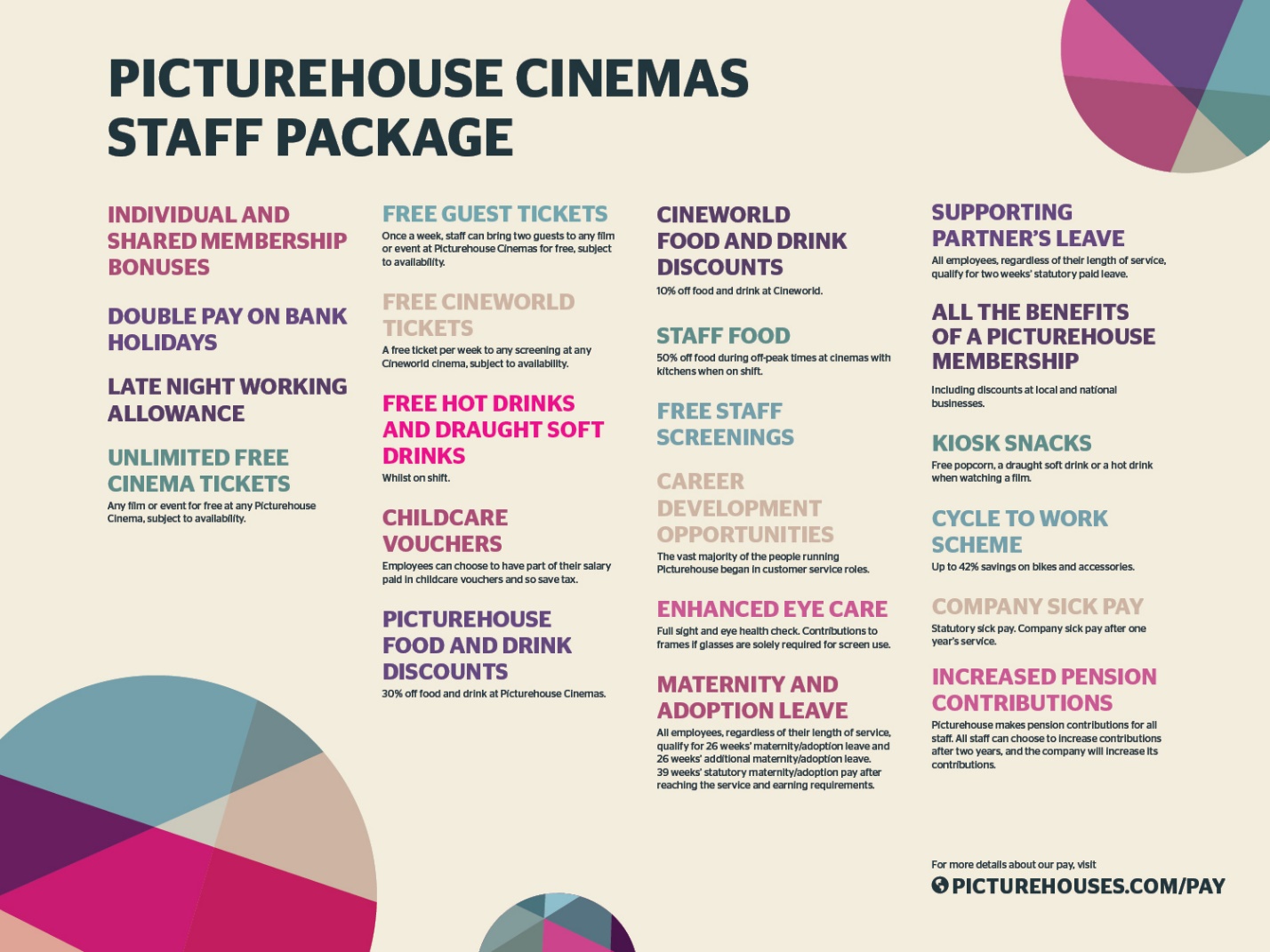
# The successful candidate will have excellent customer service skills, the ability to work as part of a team as well as independently, and have the passion to deliver the *Picturehouse Experience* every day.

Please note there is a requirement to work above 15 hours per week over any of the seven days with regular work at evenings and weekends.

We offer an hourly rate of £9.37 is paid for the role plus bonus opportunities

**Office**

The Customer Service Assistant is based at The Gate Picturehouse, 87 Notting Hill Gate, London, W11 3JZ.

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**Application**

To apply for this position please send your CV and covering letter to [gate@picturehouses.co.uk](mailto:gate@picturehouses.co.uk) with “Customer Service Assistant, Gate” in the subject line by 31st December 2018.

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| **JOB TITLE** | **Customer Service Assistant** | |
| **DIRECT REPORT TO** | Supervisor | |
| **RESPONSIBLE FOR** | N/A at this level | |
| **JOB PURPOSE** | To welcome and serve visitors to the cinema in an individual and informed way whilst delivering the highest standard of customer service at all times. You will support the cinema team to promote the benefits of membership and continuously drive sales, whilst ensuring a smooth running of the cinema in line with policies and procedures. You will be fully trained to perform different duties at various times across the cinema. Your duties will include Box Office duties, Retail duties, Usher duties, Bar duties and Kitchen duties with particular attention paid to customer service in all areas. | |
| **MAIN DUTIES** | **Customer Service** – You will:   1. Deliver an excellent standard of customer service in line with the Picturehouse Experience Expectations through individuality, serving pleasantly and efficiently whilst managing queues effectively and having up to date product knowledge to maximise customer enjoyment and encourage repeat visits 2. Guide customers to their seats where necessary; following the correct ticket verification procedure including Member card holders and ensuring every person who enters the cinema has a ticket 3. Respond to verbal customer complaints/queries immediately, where appropriate using your own skill and knowledge to resolve or direct to an appropriate person who can assist 4. Be knowledgeable about the cinema’s services and facilities 5. Ensure all communication via radios is appropriate, clear and concise 6. Provide information on performance start and finish times, films synopsis and film classification 7. Be aware of the policy towards film piracy within the cinema and take appropriate action when necessary 8. Be aware of and enforce all film classifications and identification procedure 9. Ensure all lost property is correctly delivered to the appropriate area and logged in line with policy 10. Monitor screens for piracy, picture & sound quality, temperature, customer disturbance and any H&S issues   **Promoting Sales** – You will:   1. Be knowledgeable of current marketing promotions and raise customer awareness 2. Ensure sales accuracy by processing transactions, memberships and discounts correctly and in line with policy 3. Promote Membership through personal recommendations and upcoming films, highlighting the benefits and rewards of the Membership scheme 4. Promote and encourage sales through organised and attractive displays using up to date POS, ensuring rotation of stock i.e. adhering to First In, First Out (FIFO) process; and suggesting suitable additional products (such as cake with coffee) 5. Ensure all wastage is correctly recorded by following the wastage procedures   **Health & Safety** – You will:   1. Follow the Food Hygiene Regulations and Health & Safety Policies 2. Work efficiently using all pieces of equipment (you have been trained on) correctly and with care 3. Inform management immediately of any breaches or issues within Health & Safety 4. Help monitor maintenance or repairs advising the relevant people of any issues immediately 5. Open and close all areas, ensuring the relevant supporting paperwork is completed. 6. Undertake daily cinema cleaning including cinema, toilets, back of house areas, screens, cinema seating, all front of house areas and emptying and removing of rubbish as required 7. Keep informed about business changes by attending staff meetings, reading staff notice boards and asking questions where appropriate 8. Adhere to all current policies and procedures   Along with your main duties, you will also be expected to carry out any other duties that are reasonably asked of you. | |
| **PERSON SPECIFICATION** | | |
| **ATTRIBUTES AND EXPERIENCE** | | |
| **Essential:**  **Desirable** | | * Passionate about excellent customer service * Confident in communication with customers and colleagues * Works effectively as part of a team * Adaptable and flexible to changing circumstances * Resourceful and able to work under pressure * Available to work at key business times i.e. evenings and weekends * Cash handling experience * Experience in a service related industry * An interest in and knowledge of film and Picturehouse’s programming strands |