| JOB TITLE | Customer Service Assistant |
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| DIRECT <br> REPORT TO | Supervisor |
| RESPONSIBLE |  |
| FOR |  |$|$| N/A at this level |
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| JOB PURPOSE |
| MAIN DUTIES |
| To welcome and serve visitors to the cinema in an individual and informed way whilst <br> delivering the highest standard of customer service at all times. You will support the <br> cinema team to promotet he benefits of membership and continuously drive sales, whilst <br> ensuring a smooth running of the cinema in line with policies and procedures. You will be <br> fully trained to perform different duties at various times across the cinema. Your duties <br> will include Box Office duties, Retail duties, Usher duties, Bar duties and Kitchen duties <br> with particular attention paid to customer service in all areas. |
| Deliver an excellent standard of customer service in line with the Picturehouse |
| Experience Expectationsthrough individuality, serving pleasantly and efficiently |
| whilst managing queues effectively and havingup to date product knowledge to |
| - maximise customer enjoyment and encourage repeat visits |
| 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 |


|  | Health \& Safety - You will: <br> - Follow the Food Hygiene Regulations and Health \& Safety Policies <br> - Work efficiently using all pieces of equipment (you have been trained on) correctly and with care <br> - Inform management immediately of any breaches or issues within Health \& Safety <br> - Help monitor maintenance or repairs advising the relevant people of any issues immediately <br> - Open and close all areas, ensuring the relevant supporting paperwork is completed. <br> - 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 <br> - Keep informed about business changes by attending staff meetings, reading staff notice boards and asking questions where appropriate <br> - Adhere to all current policies and procedures <br> Along with your main duties, you will also be expected to carry out any other duties that are reasonably asked of you. |
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| PERSON SPECIFICATION |  |
| ATTRIBUTES AND EXPERIENCE |  |
| Essential: | - Passionate about excellent customer service <br> - Confident in communication with customers and colleagues <br> - Works effectively as part of a team <br> - Adaptable and flexible to changing circumstances <br> - Resourceful and able to work under pressure <br> - Available to work at key business times i.e. evenings and weekends |
| Desirable | - Cash handling experience <br> - Experience in a service related industry <br> - An interest in and knowledge of film and Picturehouse's programming strands |

Note:This job description reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and is therefore subject to amendment.

