



CINEMA WORKER LEVEL 2 - STATEMENT OF DUTIES

Job objective: To perform duties associated with the operation of a cinema.

Statement of duties:

- Undertake ticketing, food and beverage, floor, liquor bar and other related activities in accordance with HOYTS standards
- Provide customer service in ticketing, food and beverage, floor, liquor bar and other related activities
- Undertake all cash operations including ticketing, food and beverage, other cash activities as required, within company cash balance standards
- Prepare food and beverage for sale and where required prepare, cook and quality assure food items in any of the food preparation areas of the cinema
- Ensure personal grooming and appearance is of the highest standard, always including the wearing of full uniform
- Assist in stocktake as required
- Assist in moving and rotating of stock (including but not limited to, popcorn kernel bags, popcorn salt bags, drink cartons)
- Undertake minor maintenance or repairs as required
- Ensure guest experience is maintained for seating, air conditioning, lighting, toilet cleanliness, etc
- Undertake cinema-cleaning activities on a session-by-session basis, meeting required standards to areas including cinemas, toilets and back of house areas
- Emptying and removing rubbish as required
- Monitor complex condition daily and advise management as necessary
- Ensure all lost property is correctly delivered to the appropriate area
- Monitor and control guest behavior throughout all areas of the complex
- Respond to verbal guest complaints immediately and, where appropriate, advise the manager on duty
- Monitor movie presentation standards including picture quality and sound level
- Monitor trailers, digital screens, cinema advertising, merchandising and other promotional material to ensure it is correct and presented to the highest standard
- Assist with promotions and marketing as required
- Demonstrate communication skills
- Undertake all activities to the highest standard of customer service
- Consistently exemplifies our FIERCE Values
- Assist the Location Manager, Assistant Manager, Duty Managers, FIERCE Champions, Crew Members and all other employees as otherwise required