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| **Job title:** Entertainment Service Provider | **Function/Department:** Cinema Operations |
| **Grade:** OS | **Reporting To:** Cinema Manager |
| **Qualification:** 12th / Pursuing Graduation | **Location:** Cinema |
| **Experience**: 0-1 years | **Salary Range (LPA):** As per state Minimum wage |
| **Industry:** Entertainment/Hospitality. |

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| **Job Purpose:** The Job purpose is to perform all duties in accordance with the set policies and procedures covering aspects of Box-Office/Concessions/Ushering under the general guidance of Duty Manager/Duty Officer. |

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| **Key Responsibilities:*** To personally greet the customers and other VIP Guests at each touch point with correct salutation
* Service on seat, suggestive & Up selling,
* Efficient Cash handling at POS, and no variance in sales
* Customer query handling and delight each and every customer by giving best service.
* Well versed with Movie synopsis and genre.
* Taking effective orders and satisfying the customers.
* Box office handling, Concessions handling independently**.**
* Cash Management from Box and Candy Area.
* To effectively operate the software system VISTA generating revenue.
* Ensure highest level of integrity towards organization & patron.
* Handling queries regarding film content, rating, show times.
* Responsible for maintenance of machines at Box Office and concessions
* Ensure that all the statutory forms and formats for revenue collection are maintained in the respective areas at all times.
* Follow correct cash handling procedures and revenue collection as per the policies and procedures.
* Candidate should be comfortable in all shifts (morning& evening.)
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| **Job Competence (Skills):*** Basic maintenance knowledge.
* Attention to detail and ability to multi-task.
* High Speed of response, complete transactions at a minimum time resulting into improved customer service and better sales.
* Demonstrate ability to provide a high standard of professionalism and strong customer service skills.
* Should have knowledge of SIX sigma of F&B.
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| **Candidate Attributes:*** Good person relation skills.
* Team player with fluency in English, Regional language.
* Confident Person.
* While appearing for the interview the candidate should be well groomed and professionally dressed.
* Candidates should be energetic & enthusiastic.
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