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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. |