



## Guest Service Host Job Description

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**Summary:** The Guest Service Host is a front-line contact for all guests visiting CineLux Theatres. This position fills multiple roles and provides outstanding service to ensure that our guests have an excellent movie going experience. The Guest Services Host is a part-time, non-exempt position reporting to the Theatre Manager. Each team member is hired for their ability to be cross-trained in the areas outlined below. While all team members may be considered for cross-training some may be assigned duties in one of the areas below at management's discretion.

***General responsibilities include but are not limited to:***

- Offer superior guest service to potential and actual guests to the theatre according to established procedures.
- Provide general information about CineLux Theatres and its' programs, policies, services and promotions in a courteous manner.
- Assist with all Guest Service Host functions and perform other duties as directed.
- Maintain regular personal attendance for all scheduled shifts to ensure timely performance of duties.
- Uphold CineLux Theatres Business Practice Standards and ensure compliance with company programs, policies and procedures.
- In the event of an emergency, assist with all necessary crisis management and follow directed procedures to ensure staff and guest safety.
- Act as an ambassador who will assist our guests throughout the theatre. Provide personal service by being a wealth of information on our facilities, products and services.

As a **Box Office Host**, you'll be responsible for selling ticket media and CineLux Entertainment Gift Cards to guests. You'll also field questions about film content, provide directions to the theatre, answer the phone, inform guests about prices, policies and promotions. ***The essential functions of a Box Office Host include but are not limited to:***

- Make certain guest service is friendly, helpful and fast
- Complete ticket purchase transactions by:
  - Greeting each guest and identifying tickets requested
  - Reading a computer screen, operating a keyboard or dispensing manual tickets
  - Completing a credit card or gift card transaction or collecting cash and making accurate change
  - Thanking the guest
- Ensure the security of all box office cash and tickets.
- Keep box office clean and well organized and update box office signage.
- Distribute and understand how to operate specialized equipment for guests who require assistance.
- Enforce ratings to keep underage guests from accessing auditoriums with adult content.
- Perform daily box office maintenance duties and complete various reports as needed.
- Have knowledge of the building, facilities and services and answer questions from guests and resolve any concerns.
- Assist with other functions as instructed by the General Manager.
- Uphold the Company's high standards and deliver entertaining company-wide programs.

As a **Concessions Host** you'll sell fresh, appetizing and properly prepared food and beverage items to our guests. You will provide outstanding and efficient service to our guests. You'll also maintain the cleanliness of the concession area and work fast as most concession sales occur 15 minutes prior to show time. ***The essential functions of a Concessions Host include but are not limited to:***

- Provide friendly, helpful and fast service to our guests.
- Pop popcorn, pour drinks and serve hot dogs, nachos, pretzels and other specialty items.
- Greet guests, assemble food orders, operate point-of-sale terminals and make accurate change,
- Transport bags of raw popcorn, cans/boxes of seasoning oil, syrup boxes, buckets of ice and other stock items,
- Maintain cleanliness of entire concession stand including cooking equipment, counters, shelves, glass display cases, condiment areas, preparation areas and stock rooms,
- Perform daily concession maintenance duties,
- Be knowledgeable of the products we sell and ingredients,
- Answer questions from guests and resolve any concerns,
- Assist with other functions as instructed by the General Manager,
- Uphold the Company's high standards and deliver entertaining company-wide programs

As **Theater Floor Host** you will clean and maintain the auditoriums, restrooms and lobbies while controlling access to the theatre and the auditoriums. You also get the legendary task of tearing tickets and assisting guests by providing direction and answering questions. ***The essential functions of a Theatre Floor Host include but are not limited to:***

- Make certain guest service is friendly, helpful and efficient.
- Anticipate the needs of our guests and be aware of guests who need assistance.
- Maintain facilities that are clean, safe and in good repair.
- Provide an experience that is comfortable, distraction-free and picture-perfect.
- Control access to theatre by greeting, directing guests and checking tickets.
- Enforce ratings to keep underage guests from accessing auditoriums with adult content.
- Monitor auditoriums for image/sound quality, temperature, lighting and guest behavior.
- Create a constant presence inside and outside auditoriums to deter any disruptive conduct.
- Assist with crowd control and seating of guests in auditoriums.
- Clean lobbies, restrooms, auditoriums and all exterior and common areas of theatre.
- Change marquees, auditorium, lobby signage and poster cases.
- Answer questions from guests and resolve any concerns.
- Prepare, host and monitor party and event areas as scheduled.
- Immediately report unsafe conditions to a manager.
- Assist with other functions as instructed by the General Manager.
- Uphold The Company's high standards and deliver entertaining company-wide programs.

**Skill Requirements for All Positions:**

- Outgoing, positive attitude and enthusiasm for working with the public.
- Excellent communication skills and professional phone manner.
- Ability to work as part of the theatre operations team as well as accomplish work independently.
- Ability to adhere to CineLux Theatres' grooming guidelines and provide a professional appearance.
- Punctual with the ability to adhere to scheduled shifts.
- Ability to read and interpret documents like training materials, show schedules and operating instructions.
- Ability to present a calm demeanor that deters others from engaging in disruptive conduct, while encouraging a positive interaction with guests.
- This role is Part Time and requires full availability for any shift, a MINIMUM of three (3) days per week, including nights and holidays. Full availability for any shift, seven (7) days per week, including nights, weekends, and holidays is preferred.
- Prior experience in public speaking desired.

**Additional Skill Requirements for Box Office and Concessions Hosts:**

- Computer literate (Windows, Microsoft Office, internet) with the ability to learn and train others in the use of new technologies. Ability to use computers with both off the shelf and custom written software.
- Ability to add, subtract, multiply and divide in all units of measure. Accurate cash handling skills. Must be able to pass a basic math skills test.
- Prior experience with point-of-sale cash handling systems preferred.
- Excellent communication skills and professional phone manner.

**Physical Requirements:**

- This position requires the employee to occasionally stoop, kneel, crouch and/or crawl.
- This position requires the employee to frequently lift and/or carry up to 10 pounds and occasionally lift and move up to 50 pounds.
- This position requires the employee to bend, lift and reach repeatedly.
- This position requires the employee to stand/sit for extended periods of time (up to 8 hours).
- This position requires the employee to express information verbally and in writing.
- This position requires the employee to be able to hear.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- This position requires the employee to be able to grasp objects, pick up objects and hold objects.
- This position requires the employee to work indoors and outdoors as needed.

**Uniform**

- Blue button-down shirt, black pants and shoes, name badge.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently exposed to moving mechanical parts. The employee is occasionally exposed to wet and/or humid conditions; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions; risk of electrical shock and vibration. The noise level in the work environment is usually moderate to high.

**Salary:**

Starting at \$9.00 per hour

**Hours:**

Part Time (15-30 hours per week)