



## Job Description

Job title: Front of House

Reporting to: Director, Ops Manager, FOH Manager, Assistant Manager, Duty Managers

Salary: £9.75 per hour

Hours: casual and varied – work mostly at weekends, evenings and occasional late nights

### Job Purpose Summary

- Providing excellent customer service to all cinema visitors.
- Helping maximise profits on the café/ bar and sell Rio memberships.
- To assist with aspects of the Rio Programme, Marketing, Duty Management or digital projection as required.

### Main responsibilities

1. To work principally behind the café bar, in the box office and as an usher
2. To have an excellent knowledge of film and good working knowledge of all products on sale at the Rio.
3. Assist with other duties as required by the duty manager.

### Customer service

4. To answer the phone promptly in a helpful and friendly manner acting as first point of contact for the Rio.
5. Provide the public with any relevant information about films times and the cinema in general and be well informed of the Rio programme.
6. To deal promptly and politely with any customer complaints and refer the matter on to the Manager on duty.
7. To deal promptly and firmly with any customers or members of the public causing disruption or disturbing others, and to inform the manager if their assistance is required.
8. Ensuring all necessary access requirements are met.
9. To promote and sell Rio memberships to customers.

### Cafe/Bar

10. Serving alcohol, hot drinks, soft drinks and snacks to the public in a quick, efficient, warm and friendly manner.
11. Taking payment and giving change as required and ensuring the accuracy of each transaction.
12. Liaising with the Manager on duty for the provision of floats, change, stock and till rolls etc.
13. Cashing up the till at the end of the shift.
14. Maintaining the cleanliness of the bar area, cinema foyer, tables, serving counter, glasses, utensils and crockery at all times, using the correct cleaning materials and completing the daily cleaning checklist.
15. Monitoring stock levels and requirements.
16. Cleaning and removal of rubbish from the auditorium as required.
17. To check the toilets at regular intervals during and between shows to ensure that they are in a clean and safe condition.
18. To check that everyone has left the auditorium and toilets at the end of a show before admitting the next audience.
19. To follow any audience members leaving the auditorium during the last show of day to ensure that the main entrance doors are securely closed behind them.
20. To check the building thoroughly at the end of the final show and put chains on doors.

### **Smooth running of the cinema**

21. To sign for deliveries, check and put away stock in liaison with the Manager on duty.
22. To take telephone messages for Rio Management when required.
23. To prepare the cinema for opening to the public by removing chains from doors etc.
24. In the event of an emergency, to notify the manager immediately and to follow their instructions.
25. To ensure that the cinema is set up on time and necessary cleaning and tidying up is carried out after the programme has finished.
26. To carry out any extra arrangements for special events in accordance with the manager's instructions.
27. To help carry out regular audience surveys.

### **Health and safety**

28. To adhere to all conditions of our license.
29. To be well acquainted with the Rio's Health and Safety policy, evacuation procedures and food hygiene guidelines.
30. To attend first aid and fire marshal training sessions.

### **General**

31. To be prepared to carry out different duties from those indicated on rota at the request of the manager on duty.
32. To attend training sessions or staff meetings as required.