



CONCIERGE

Provide friendly, responsive service to create an exceptional experience for every Guest. Each Staff Member's primary objective is to exceed our Guests' expectations, build sales and repeat business. This position performs other related duties as assigned. (Related duties as assigned are duties which may not be specifically listed below, but are within the general occupational series and responsibility level typically associated with this Staff Member's grade of work.)

DUTIES / RESPONSIBILITIES:

- Provides an atmosphere with the mentality of "Great Memories Happen Here!"
- Is truly passionate about movies and the movie going experience.
- Maintains a happy, polite disposition with neat, clean and professional attire.
- Is knowledgeable about current and upcoming movies and all Majestic special events.
- Has a wealth of knowledge of films, directors, casts and details both mainstream and niche.
- Welcomes Guests upon entering and departing the venue.
- Answers phone and responds to questions and/or directs calls to the appropriate person.
- Communicates Guest questions and/or concerns to Supervisor when appropriate.
- Is able to identify when a Guest behavior should be called to the attention of a Supervisor.
- Keeps lobby and ticket counter clean and free of clutter.
- Checks for restocking of necessary supplies. Brings all areas up to standard.
- Processes movie tickets for the Guests.
- Ensure all financial transactions are correct. Collects payment (credit cards, cash). Accurately calculates change due to the Guest.
- Provides assistance to Guests' special needs, such as helping those with disabilities.
- Directs Guests to restrooms, theaters, bars and other points of interest.
- Encompasses proficient knowledge of the menu in order to explain our menu items to the Guests, inform them of current specials, and answer all questions.
- Follow alcohol awareness procedures for identifying age, preventing intoxication and dealing with intoxicated Guests, as needed.
- Performs shift change and/or opening or closing duties.
- Secures all banks at the end of each shift.
- Adheres to all Majestic safety and sanitation policies and procedures.
- Assists other Staff Members as needed or when business needs dictate.

WORKING CONDITIONS

Work will be performed in a typical theater/restaurant environment. The work involves a majority of standing, bending, stooping, twisting and some minor lifting up to 25 lbs.



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QUALIFICATIONS:

- Possess a positive attitude and an outgoing personality.
- Excellence staff and guest relation skills.
- Work in a standing/bending position for long periods of time (up to 8 hours).
- Communicate and understand the predominant language(s) of our Guests.
- Able to safely lift and easily maneuver items weighing up to 20 - 25 pounds.
- Able to read and write handwritten notes.
- Local Health Cards (as required) and valid ABC Certification are required.

HAZARDS: Only those present in a normal restaurant/theater setting; no known significant hazards. Work performed in the venue has minimal exposure to cleaning chemicals, cooking equipment along with minimal machinery with moving parts.