



JOB DESCRIPTION: DUTY MANAGER

LOCATION:

JOB TITLE:	Duty Manager
DEPARTMENT	Cinema Operations
REPORTS TO:	Cinema Manager
JOB PURPOSE:	Under the general guidance and supervision of the Cinema Manager and in accordance with the set policies and procedures of the Company, is responsible for the smooth and efficient running of the Cinema. Oversees and directs all and any aspects of concession operations, box, and floors. Also officiates in the absence of the Cinema Manager.
SCOPE:	Direct Reportees : Duty Officers Indirect Reportees : GRAs/ESPs/HK Supervisor/Store Keeper External Agencies : Local Police/Local Statutory Bodies.
DUTIES AND RESPONSIBILITIES:	• Supervises the functions of the department employees, facilities, operations and cost on a day- to-day basis. • Key management: includes opening & closing of shift in presence. • Cash Management: includes issuing of daily floats, handling cinema imprest, shift banking, shortage control etc. • Monitors and controls, on an on-going basis: a) Quality levels of product and service b) Customer satisfaction c) Merchandising and marketing d) Operating costs e) Sanitation, cleanliness and hygiene of the entire area under his purview. f) Ensure optimum performance in specific jobs assigned in the above areas. • Conducts daily briefing & Sets up targets/ goals for the shift, makes constant effort to achieve the same. • Check for staff grooming/ discipline. • To introduce new ways and means to minimize transaction time at box office and at the concessions. • Oversees the services of Cinema from box-office to concessions and cleaning, to ensure highest standards and quality services at all times. • Conducts under the guidance of the Cinema Manager, such functions as employee orientation, staff training, on the job performance, coaching and disciplinary action if necessary, to ensure appropriate staffing and productivity. • Establishes and maintains the record systems to include but not

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	limited to: a) Spot Check file b) LAM files c) Activities file d) File on customer comments form e) Ticket register f) Lost and found register g) Complimentary ticket register • Also includes all legal registers • Ensures that displays are up-dated at all times, and effectively co-ordinates with Programming & Marketing for compliances. • Ensures compliance with all legal requirements in connection with Cinemas. • Maintains minimum stock levels of all items and participates in inventories on weekly basis. • To ensure smooth operations at all times. • Must be willing to Work in a team environment - with total hands on approach. • Make rosters on a weekly basis for box office, Floors, concession staff and strictly control manpower costs. • Manage Food and Beverage merchandising using various mediums and curative's' to stimulate customers to impulse buying and boost sales. • Have strictest controls on cash handling and ensure that there is no pilferage of moneys and safe procedures of money handling are adhered to. • Conduct Print check every Thursday night. It includes ensuring Display & Commercial compliance. • Must work towards making the PVR a successful brand and in all ways to act honestly, diligently, justly and truthfully
SPECIFICATIONS:	<u>Qualification:</u> 1. Educational: Graduate/Diploma in Hotel Management. 2. Professional: <u>Experience:</u> 3-4 year Experience at the supervisory level • <u>Working conditions:</u> In cinemas <u>Competencies:</u> • Proficiency in using MS Office • Team Building Skills • Creative thinker with high degree of integrity and discipline • Strong knowledge of consumer/cultural trends • Interpersonal and negotiating skills • Well-developed relationship building skills;



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	• Excellent conflict resolution and problem solving skills • Self-motivation and drive towards winning and a “can do” attitude • Fluency in English • Responsible for the smooth functioning of the day to day operations at the site level • External customers for ensuring value service delivery. <u>Salary Range:</u> 3-4 LPA
OTHER SPECIFICATIONS:	

<u>APPROVED BY:</u>	HOD	COO/CEO	CORPORATE HR/CHRO
NAME:			
SIGNATURE:			
DATE:			



JOB DESCRIPTION: DUTY OFFICER

LOCATION:

JOB TITLE:	Duty Officer
DEPARTMENT	Cinema Operations
REPORTS TO:	Cinema Manager
JOB PURPOSE:	An immediate supervisor to an ESP/GRA. His responsibility includes mentoring the team in his area and taking corrective actions in case of any deviations. He is an Observer, mentor, coach & supervisor for an ESP.
SCOPE:	Direct Reportees : GRAs/ESPs Indirect reportees : None External Agencies : Local Police/Local Statutory Bodies
DUTIES AND RESPONSIBILITIES:	• Ensure his responsibility area is well equipped, operational and his team is provided with adequate tools. This includes: a) The responsibility area is clean. b) All POS/ Equipment are active. c) Ensure BGM is ON. d) Marketing collaterals in responsibility area are in place. e) Conducting Pre-opening Audi – check. • Brief his/her team member about the new releases / new marketing initiative & monitor its effectiveness. • Ensure that Audi's are opened in time and ESP is available at the Exit to Thank the patrons. • 100% assistance to the ESP. Should be a solution provider to the ESP. • First & immediate contact for any customer concern & need. • In no circumstances, he/she to handle cinema imprest or handle daily cash drop safe. • Ensure aesthetic visual display/ presentation in concession & box office. • Proper FIFO is maintained with special care to fast perishable product. • No e-mails access & use for him. • Maintains Displays, Dangers & all visuals at candy. • Train the staff for up selling, suggestive selling and in auditorium (SOS) selling. • Responsible for the smooth functioning of the day to day operations at the site level • External customers for ensuring value service delivery.



JOB DESCRIPTION: DUTY OFFICER

SPECIFICATIONS:	<u>Qualification:</u> 1. Educational: Graduate/Diploma in Hotel Management with 1year of Experience at the supervisory level 2. Professional: <u>Experience:</u> 1.5-3 year. <u>Working conditions:</u> In cinemas <u>Competencies:</u> • Proficiency in using MS Office • Team Building Skills • High degree of integrity and discipline • Strong knowledge of consumer/cultural trends • Interpersonal and negotiating skills • Well-developed relationship building skills • Excellent conflict resolution and problem solving skills • Self-motivation and drive towards winning and a “can do” attitude • Fluency in English <u>Salary Range:</u> 2-3 LPA
OTHER SPECIFICATIONS:	

<u>APPROVED BY:</u>	HOD	COO/CEO	CORPORATE HR/CHRO
NAME:			
SIGNATURE:			
DATE:			



JOB DESCRIPTION: HOUSEKEEPING SUPERVISOR/ TRAINEE HOUSEKEEPING SUPERVISOR

LOCATION:

JOB TITLE:	Housekeeping Supervisor
DEPARTMENT	Housekeeping(HK)
REPORTS TO:	AM Housekeeping
JOB PURPOSE:	Supervise work activities of cleaning personnel to ensure clean, orderly, and attractive rooms in cinemas. Assign duties, inspect work, and investigate complaints regarding housekeeping service and equipment and take corrective action.
SCOPE:	Direct reportees: HK attendants Indirect Reportees: None External Agencies: Housekeeping Vendors
DUTIES AND RESPONSIBILITIES:	• Responsible for Invoice Management of personnel services and consumable cost. • Responsible to check for most suitable cleaning materials for different types of flooring and surfaces. • Responsible for Ensuring the continuous improvement in hygiene by real time supervision of man, machine and material. • Responsible to investigate complaints about service and equipment, and take corrective action. • Responsible To Report generation for running cost. • Responsible to check for Wastage Control. • Responsible for 85% & above in Operational Audit for quarter consolidated / All audits RTTY. • Responsible to check SOPs to be derived for HK work areas. • Responsible for Train, Supervise and monitor the work quality of housekeeper.
SPECIFICATIONS:	<u>Qualification:</u> 1. Educational: Graduation /Post Graduate. 2. Professional: Certificate course or diploma in hospitality/Hotel Management <u>Experience:</u> 2-4 years in a similar role in a reputed organisation in Service/Hospitality/Retail industry. <u>Working conditions:</u> In Cinemas <u>Competencies:</u> • Proficiency in using MS Office • Team Building Skills



JOB DESCRIPTION: HOUSEKEEPING SUPERVISOR/ TRAINEE HOUSEKEEPING SUPERVISOR

	• Interview Skills • Strong operational background in a multi-location business; • Leadership ability gained through managing and inspiring large and diversified teams; • Experience in a multinational organization with fast growth; • Creative thinker with high degree of integrity and discipline; • Strong knowledge of consumer/cultural trends; • Interpersonal and negotiating skills; • Well-developed relationship building skills; • Excellent conflict resolution skills; • Self-motivation and drive towards winning and a “can do” attitude; • Fluency in English <u>Salary Range:</u> INR 2-2.5 LPA
OTHER SPECIFICATIONS:	

<u>APPROVED BY:</u>	HOD	COO/CEO	CORPORATE HR/CHRO
NAME:			
SIGNATURE:			
DATE:			