



## **JOB DESCRIPTION**

**Job Title:** Front of House Staff

**Direct reports:** Head of Department

**Hours of work:** 44 hours a week (To include evening, weekend and split shifts)

### **1. Mission Statement:**

Our Mission is for The Highland Cinema to become the creative centre of Lochaber; providing a fun, vibrant and entertaining hub for local people and visitors to the West Highlands. The aim is to offer an excellent Cinema and exceptional Café, in beautiful surroundings full of Highland hospitality.

### **2. Job Purpose:**

To help to develop and grow the business of the Highland Cinema, Bar and Café through ensuring that every customer has the most positive experience possible. To implement, maintain and develop all standards of great customer service, to always be well presented wearing uniform as required and to smile!

### **3. Duties & Responsibilities:**

- To ensure that you help to promote the Highland Cinema with the highest levels of Customer service possible and work with the whole team to achieve this goal
- To ensure all health and hygiene is maintained to the highest order and to undertake all relevant and necessary training as deemed appropriate by the Highland Cinema Management, to your role
- To be attentive to the requests of the Customer and in the event of a complaint deal with it in a polite and friendly manner and where necessary bring it to the attention of the Head of Department in a timely fashion
- To carry out all cleaning schedules and record appropriately as your Head of Department requires
- To ensure that the appearance of the Bar/Café area is maintained and presented to the proper standard, including the timely clearing of tables, glasses etc to maintain a clean Customer environment at all times and to be proactive with ensuring this
- To ensure that all communal spaces to include the WC's are kept clean and clear at all times, completing recording as provided and to be proactive in ensuring this
- To work with your Staff team at all times to provide the best experience possible for the Customers of The Highland Cinema and to do it with a smile
- To ensure compliance with all relevant Highland Cinema policies and procedures
- To undertake such duties as may be reasonably requested and that are commensurate with the nature and level of this post.

All Staff of The Highland Cinema have a statutory responsibility to take all reasonable care of themselves, others and the environment and prevent harm by their acts or omissions. All Staff are therefore required to adhere to The Highland Cinema's Health, Safety and Environmental policies and procedures. Each member of Staff has an individual and collective responsibility to promote the values, vision and aims and objectives of The Highland Cinema.

#### **4. Organisational responsibility:**

This position reports to the Head of Department

The above is designed to help you in understanding your role and is not intended to be a definitive list of your duties as flexibility in meeting The Highland Cinema and Customers' needs is required by all employees.

I confirm that I have read and agreed this job description which explains the main duties of my role at The Highland Cinema.

Signed: (Job Holder)

Print Name:

Dated:

Please submit your CV and cover letter to  
**hr@thehighlandcinema.co.uk** or call 07391 539 115 if you have any  
queries.

## Job Specification

	Essential	Desirable
Experience		<p>Knowledge of Café and/or Bar service</p> <p>Experience of working within the hospitality industry in a Customer facing role</p> <p>Demonstrable experience of dealing on a day to day basis with the general Public, and problem solving within that environment</p>
Skills and Abilities	<p>Articulate with good communication skills</p> <p>Punctual, reliable, well presented with a pleasant and helpful manner</p> <p>Demonstrable understanding of the principles of providing the best possible Customer service</p> <p>Effective and positive team player</p> <p>Fully engaged with the vision and supportive of the Mission</p>	

	<p>Statement for the Café and Bar at the Highland Cinema</p> <p>Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace</p> <p>Ability to strike and maintain good working relationships</p>	
Training		
Education/Qualifications		A basic food hygiene qualification
Other	Flexible and able to work shifts and weekends	