



Job Description: Volunteer Usher

Job Title: Full time/Part time Volunteer Usher (please specify when applying)

Responsible to: The General Manager

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.

Main Purpose

In co-operation with other staff members, to provide agreed high standards of customer care and service. The post holder will carry out all the duties required by the management, as directed by the General Manager, in any area to which you are assigned. This includes the following responsibilities.

Main Responsibilities

- Ensure all our customers are welcomed into the Highland Cinema and that the customer service we offer during each customer visit is of excellent quality. Ensure the safety and well-being of customers including evacuation in the event of any emergency.
- Check all customers have correct tickets for each screening or event and are seated appropriately, and monitor screenings to avoid any disruption or disturbance as far as possible.
- To work with other staff members to ensure the smooth running of screenings and events.
- Monitor all public areas, and immediately report any unruly patrons, or unusual events to the General Manager or Deputy (failing their availability the 'person in charge'), assist as necessary in dealing with such occurrences.
- Ensure cinema auditoriums, public toilets, public areas and staff areas are well maintained and to assist in keeping the cinema tidy and well presented at all times.
- Undertake and implement any training as required by the General Manager, including further customer service staff training.

Legislation

Follow company rules and training to work in compliance with relevant current statutory regulations.

Customer Care

- Observe the highest standards of hygiene and ensure that you report to work on time, clean, tidy and correctly dressed.
- Follow the company standard of customer care, when dealing with service and complaints in a polite and friendly manner.
- The customer is the purpose of our business, so always remember to smile, even when on the telephone. Treat the customer as you would want to be treated.

General

- Follow, at all times, all company rules as laid down in the staff handbook, and maintain a flexible attitude to allow the company to best utilise your skills as business demands. This includes sickness and holiday cover, special events and external events.
- To carry out any other duties

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.