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| **JOB DESCRIPTION : PVR LIMITED** |
| **JOB TITLE : Entertainment Service provider(ESP)** | **DATE : January 2017** |
| **INCUMBANT :** | **SUPERVISOR’S NAME:** |
| **FUNCTION/DEPARTMENT/LOCATION:****Operations**  | **SUPERVISOR’S DESIGNATION:**  |
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| **JOB PURPOSE: To head the cinema operations as a revenue centre head for ensuring & meeting the customer satisfaction scores and revenue targets through efficient operations centred on the standard operating procedures and fair people management practices.**  |
| **Direct Reportees :** **Indirect Reportees :** **External Agencies :** **Target :** **Budget :** **Opex : All manpower costs and operating costs like COGs etc for Gold class property (except CAM/Rentals for the Cinemas.** |
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| **JOB Description :**

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| * To personally greet the customers and other affluent people at each touch point with correct salutation
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| * Service on seat, suggestive & Up selling,
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| * Efficient Cash handling, inventory management at POS
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| * Customer query handling
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| * Well versed with Movie synopsis and genre
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| * Maintaining all required registers for PVR classic
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| * Taking effective orders and satisfying the customers
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| * Box office handling , tickecting and reporting
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| **QUALIFICATIONS:** *(List the academic/professional education/training, experience, skills/competencies)* **EDUCATION:** Graduation /Post Graduate with certificate course or diploma in hospitality/Hotel Management**EXPERIENCE**: 0-1years in a similar role in a reputed organisation in Service/Hospitality/Retail industry.**COMPETENCIES/SKILLS:** * Proficiency in using MS Office
* Team Building Skills
* Interview Skills
* Strong operational background in a multi location business;
* 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
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| **JOB FACTORS :****KNOWLEDGE:** Functional knowledge of all functional teams at a Cinema and impact of their performance on the P&L of the Cinema.**COMPLEXITY:** * Impartial treatment to all the members of the team.
* Meeting customer expectations (Patrons /Management/Statutory Bodies) while focussing at the business goals.
* Build bridges amongst multifunctional team members for cohesive actions by the cinema team.

**INDEPENDENT THINKING:** * Handle external customers effectively.
* Manage expectations of the management while ensuring right balance in work pressures at sites.

**ANNUAL STRATEGIC PLANNING:** Multi skilling of the cinema team for optimum operational efficiency.**Salary Range:** INR 1- 1.2 LPA |
| **SUPERVISOR: :( Name/Signatures) Date :** |
| **FUNCTIONA HEAD : :( Name/Signatures) Date :** |

**Selection Process for Entertainment Service Provider(ESP)**