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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 :**   |  | | --- | | * To personally greet the customers and other affluent people at each touch point with correct salutation | | * Service on seat, suggestive & Up selling, | | * Efficient Cash handling, inventory management at POS | | * Customer query handling | | * Well versed with Movie synopsis and genre | | * Maintaining all required registers for PVR classic | | * Taking effective orders and satisfying the customers | | * Box office handling , tickecting and reporting | | |
| **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 | |
| **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)**