



<b>Position Title:</b>  Guest Service Clerk (Non-exempt)	<b>Department:</b>  Concessions/Box Office (Front of House)
<b>Reports to: Department Manager</b>	
<b>Job Summary</b>	
<p>The Guest Service Clerk will lead the excitement of the RoadHouse Cinemas experience, from the first impression to the last impression. They will understand the culture of the concept and ability to expressively educate all guest inquiries, maintain professionalism in a positive environment and uphold the quality standard of our products and service to ensure guest satisfaction. They will assist in the safety of our guests by utilizing all food-safety guidelines and policies to ensure guest satisfaction.</p>	
<b>Essential Functions</b>	
<ul style="list-style-type: none"> <li>• Multitask with a sense of urgency while maintaining consistency and accuracy</li> <li>• Understand priorities while working concessions and box office</li> <li>• Anticipate guest perception / needs</li> <li>• Cash handling using tablets and point of sale (POS) systems</li> <li>• Accurate cash handling and fair tip allocation for shift.</li> <li>• Ticket sales, know when to offer a void or refund.</li> <li>• Work with website accessibility issues and general website troubleshooting</li> <li>• Knowledge and communication of RHC movie ticket and food specials</li> <li>• Sale of merchandise: gift cards, roadie t-shirts, blankets and seasonal promotions</li> <li>• Prepare and serve concessions items: popcorn, candy, milkshakes, desserts, fountain drinks and coffee beverages, and all other.</li> <li>• Product knowledge: product availability, allergy / dietary restrictions and vendor info</li> <li>• Teamwork, assisting with all other departments as needed.</li> <li>• Follow and enforce company policies including age policy, refund policy, no backpacks, etc.</li> <li>• Review bathroom cleanliness (per training guidelines)</li> <li>• Perform other duties as assigned</li> </ul> <p><b>Experience and Education:</b></p> <ul style="list-style-type: none"> <li>• Basic math skills</li> <li>• Must obtain Title 4 certification and Food Handlers Card within 30 days of hire.</li> <li>• No previous experience necessary</li> <li>• Barista experience a plus</li> </ul>	
<b>Physical Requirements</b>	
<ul style="list-style-type: none"> <li>• Frequently stoop, kneel, crouch, or crawl.</li> <li>• Regularly: stand, walk, climb stairs, balance.</li> <li>• Use hands to grip, handle, feel, reach.</li> <li>• Speak and hear</li> <li>• Lift 25 pounds at waist or shoulder level.</li> </ul>	



Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_