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| **Position Title:** Expeditor - Colorado Runner / Concessions / Box / Conductor / Arcade (Non-Exempt) | **Department:**FOH (Front of House)  |
|  **Reports to: Department Manager** |
| **Job Summary** |
| The role of the expeditor is to lead the excitement of the RoadHouse Cinemas (RHC) experience, from the first impression to the last impression, through ticket and arcade sales, concession sales, food and drink running, bussing and cleaning. He/she will understand the culture of the concept, and be able to expressively educate all guest inquiries. The expeditor will maintain professionalism in a positive environment, and uphold the quality standard of our products to ensure guest satisfaction. He/she will assist in the safety of our guests by utilizing all safety guidelines and policies to ensure guest safety and satisfaction. |
| **Essential Functions** |
| * Multitask with a sense of urgency, while maintaining consistency and accuracy
* Ensure guest safety by following all required safety processes and protocols
* Anticipate guest perception / needs
* Ensure proper usage of RHC equipment (IPad, card readers, Venue Valet touch screens)
* Answer phones with professionalism, effectively addressing guest questions and concerns
* Know and communicate RHC movie ticket, arcade info, and menu specials
* Conduct ticket and game sales, knowing when to offer a void or refund.
* Work with guests on website accessibility issues and general website troubleshooting
* Effectively sell merchandise: gift cards, roadie t-shirts, blankets, and seasonal promotions
* Engage in professional communications with staff and guests
* Assist arcade guests with buying bowling time, point cards, point redemption and all other arcade transactions
* Help to maintain and clean arcade games and equipment, troubleshoot minor problems, and help guests with questions or issues related to games
* Cash handling using tablets and point of sale (POS) systems
* Perform Drink Expo
* Prepare and serve concessions items: popcorn, candy, milkshakes, desserts, fountain drinks and coffee beverages, and all other.
* Maintain product knowledge: product availability, allergy / dietary restrictions and vendor info
* Seat guests in RailYard assigned sections based off level of service
* Mark the table in the RailYard that has been occupied on the floor plan, reset when tables are cleared
* Effectively seat guests in RailYard to balance workload for RailYard Reps
* Deliver food and beverages from kitchen and concessions accurately to assigned tables in auditoriums and RailYard
* Communicate via walkie with Expediting Dept for assistance when needed
* Must adhere to liquor laws and alcohol policies
* Pre-bus and keep up with overall cleanliness of theatres and RailYard.
* Maintain facility cleanliness inside and out; including debris in walk ways, re-setting auditoriums, restrooms, lobby and patio
* Complete side-work as assigned
* Review bathroom cleanliness each time you use it (per training guidelines), and per assigned duties
* Trash removal
* Teamwork, assisting with all other departments as needed.
* Perform other duties as assigned

**Experience and Education:*** Basic math skills
* Must obtain Title 4 certification and Food Handlers Card within 30 days of hire.
* No previous experience necessary
* Barista experience a plus
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| **Physical Requirements** |
| * Frequently stoop, kneel, crouch, or crawl.
* Regularly: stand, walk, climb stairs, balance;
* use hands to grip, handle, feel, reach;
* talk and hear;
* lift 25 pounds at waist or shoulder level.
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Employee Signature: Date: