

# The Moviehouse

## JOB DESCRIPTION

## SUPERVISOR

The Responsibilities of the Supervisor position are divided into three main parts: administrative, training and supervising.

The Supervisor reports directly to the theater manager and acts as a support person to the manager. A Supervisor is required to be available to work all prime time shifts, Friday Evening, Saturday Evening, Sunday Matinee, Holidays and openings of major film releases and should be at least 18 years of age.

During the time when performances are starting and ending, the Supervisor will be on the floor as main Usher as well as providing back up support in Concessions/Café as needed.

The supervisor has a solid knowledge of the job descriptions and an ability to work all stations. The Policies and Operating Procedures and Job Descriptions should be completely understood, taught and monitored by a Supervisor.

### Administrative:

- Distribution of cash drawers, change bags, gift cash and change loans to employees.
- Processing of lifts/loans after matinees and 4<sup>th</sup> performance.
- Doing physical restock of inventory for concession stations.
- Assist in changing of ones sheets as needed inside and outside
- Assisting the manager with physical inventory.
- Assisting the Manages in starting and ending Screening Room films, making announcements when asked.

### Training:

- Oversee the training of staff, according to The Moviehouse standards of operation, customer service, and cash handling guided by Job Descriptions and Policy and Operating Procedures. Tracking the progress of the training with managers.
- Teaching the 10 Things to do to be a winning Staff Member
- Teaching the importance of the highest standard of customer service.
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### Supervising the Staff.

- Inspecting staff checklists for completion before staff are dismissed.
- Keeping managers informed of any cash or inventory problems.
- Traffic control, including, but not limited to: directing guests on concession lines, ushering guests to waiting area while theaters are being cleaned, and assisting guests' needs, answering questions, solving problems.
- Supervising the neat and orderly placement of stock in the stockroom and janitor's closet.
- Initiating rest room checks and teaching the importance of a clean and orderly environment to the staff.
- Monitoring and Initiating checks of the Auditoriums for Film Presentation, Sound, Temperature, Disturbances, Cleanliness,

**10 Things to do to be a winning MOVIEHOUSE Supervisor:**

1. Monitor the Auditoriums for Film Presentation, Sound, Temperature, Disturbances, Cleanliness, Manage and Teach the Ushers
2. Know the strengths and weaknesses of your staff
3. Smile at our guests, encourage staff to smile
4. Monitor accuracy in cash handling and inventory.
5. Be respectful of your team...teach and encourage your staff
6. Look Good.... clean, pressed, and polished, set an example, inspect your staff uniforms
7. Move quickly, help people, and take the initiative to get the job done without being told and monitor that your staff is doing this also
8. Be flexible, things go wrong sometimes, be proactive to make them right again
9. Share your knowledge, share your opinions, there is always more than one way to solve a problem, listen to your staff for ideas
10. Have FUN...our work is fun! Its show business!