

## **Washington Pavilion Management, Inc.**

### **Pavilion Discovery Store and Concessions Attendant - - ver. 7-26-13**

#### **I. Basic Function**

Pro-actively assist guests with selection and purchase of merchandise and concessions. Maintain familiarity with all store and concessions merchandise. Assist with pricing merchandise, stocking shelves, and keeping store and concession stand clean, attractive, uncluttered and safe. Be well informed about all amenities, programs, and services within the Washington Pavilion and pro-actively provides guests with appropriate information including ticket sales.

#### **II. Organizational Relationship**

Responsible to the Washington Pavilion Management, Inc. Food, Beverage and Retail Manager and Assistant FBR Manager

#### **III. Specific Duties and Responsibilities**

##### Concessions

- a. Perform opening duties including popping popcorn, getting ice, putting out candy and snacks, and getting money and keys from the box office.
- b. Responsible for set-up and tear down of concessions line.
- c. Must comply with basic health codes.
- d. Operation of POS system for order taking and accurate handling of cash.
- e. Must be familiar with KSDC programming and CineDome Films in order to accurately answer any customer questions.
- f. Cleaning and sanitizing tables and vacuuming popcorn to maintain order of the seating area.
- g. Superior customer service.
- h. Stocking and refilling coolers and paper/dry goods as needed.
- i. Perform closing duties including cleaning of popcorn, pop and slushy machines.
- j. Maintain organization and cleanliness of store room.
- k. Work closely with managers to ensure that all needed products are on hand.

##### Pavilion Discovery Store

- a. Perform opening and closing duties including ensuring store is clean and neat.
- b. Getting/return money and keys from/to the box office.
- c. Sell KSDC admissions and Cinedome tickets through Audience View system and accurately input customer data.
- d. Operation of POS system for order taking and accurate handling of cash.

- e. Must be familiar with KSDC programming and CineDome Films in order to accurately answer any customer questions.
- f. Superior customer service. Provide guests with a positive shopping experience using tact, courtesy and thorough knowledge of store merchandise.
- g. Stocking and refilling merchandise on shelves.
- h. Assist with checking in and pricing new merchandise orders.
- i. Maintain organization and cleanliness of store room.
- j. Work closely with managers to ensure that all needed products are on hand and provide feedback on merchandise displays, popularity and customer suggestions.

**IV. Other**

- a. Represent Washington Pavilion Management, Inc. and Leonardo's Café in a positive, professional manner.
- b. Any other duties assigned by management.

**V. Qualifications**

- a. Flexibility in availability to work; including weekends, holidays and some evenings,
- b. Ability to stand for long periods of time.
- c. Ability to work well under pressure and meet deadlines.
- d. Must have and maintain a positive attitude, tolerance of diversity, and respect for co-workers.
- e. Must be flexible and willing to take initiative in identifying and performing work that needs to be done.
- f. Basic cash handling skills; ability to reconcile money accurately.
- g. Excellent customer service skills. Demonstrated tact and proficiency when handling sensitive customer service issues.
- h. Ability to follow directions accurately with minimal supervision.
- i. Must enjoy working with the public, including children.
- j. Ability to lift 30 lbs
- k. Must have good communication skills and be able to speak English fluently