

PARAGON CASINO RESORT

Job Description

THEATER ATTENDANT

Department:	Marketing	Reports to:	Lead Theater Attendant
Job Code:	ATT04	License:	Non-Gaming
Position Code:	ATT001	Costing:	400 4000 4004
Pay Grade:	N3	Date:	03/16/12
EEO-1 Code:	4		

SUMMARY:

Greets patrons, sells tickets for admission to Theater, collects admission tickets, directs guest to correct theater, answers phones, responds to questions about show schedules and provides details about films being shown.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Greets, assists and thanks guests in a polite, courteous, timely manner.
- Sells tickets for admission to Theater and provides information and details about films being shown.
- Ensures that all entering guests have a ticket.
- Monitors guests for appropriate behavior and alerts Manager to possible unsuitability.
- Utilizes computerized ticket machine.
- Maintains current knowledge of prices, time schedules, current features, ratings policies and Theater pass policy. Maintains knowledge of movie schedules, locations, pricing policies, times of change and appropriate colors of tickets.
- Accepts payment for tickets and makes accurate change.
- Keeps daily balance sheet including cash, tickets sold, gift certificates and comps for each shift.
- Safe guards cash, registers and box office, locking when not in use.
- Prepares food and beverages following all safe food handling requirements.
- Sells foods and beverage items to Theater Guests and utilizes up selling techniques.
- Ensures the concession area is completely stocked with all food items, paper products and other supplies and displayed attractively and priced correctly at opening and throughout shift.
- Cleans and maintains condiments and stock levels in assigned concession area.
- Keeps the concession area floors, equipment, counters, display glass and windows clean at all times and follows cleaning checklist when closing.

- Follows all safety and security procedures and is competent in evacuation procedures.
- Reports unresolved Guest complaints, equipment failures, and safety violations to the Manager on duty.

Paragon Casino Resort requires all Associates to consistently:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Exceed Guests expectations with quality and friendly service.
- Treat all Associates and Guests with respect, dignity, integrity and sensitivity.
- Provide a safe working environment by complying with safety rules and reporting potential hazards.
- Comply with company performance standards and departmental policy and practices.
- Demonstrate pride and professionalism for the property, its goals and the Associate Pledge.
- Support training and development for all Associates.
- Communicate and share ideas, concerns and explain “Why” behind decisions.
- Maintain a consistent, regular attendance record.

REQUISITE QUALIFICATIONS:

The requisite qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High school diploma or general education degree (GED) preferred. Previous experience cashier and guest service experience preferred.

Qualifications: Must be computer literate. Previous experience with computerized sales systems preferred.

Must apply for, be granted and retain a valid Tribal Gaming License during their employment with Paragon Casino Resort. Must have understanding of and abide by all regulations as stated in the Tribal-State Compact.

Language Skills: Ability to comprehend basic instructions furnished in oral, written or diagram form.

Mathematical Skills: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability: Ability to define problems, collect data, establish facts and draw valid conclusions.

Physical Demands: The physical demands described here are representatives of those that must be met by an Associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties, the Associate is regularly required to talk or hear. The Associate is also regularly required to stand; walk; sit; and use hands to finger, handle, or feel objects, tools or controls. The Associate is occasionally required to reach with hands and arms, and to sit; climb or balance; and stoop, kneel, crouch or crawl.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an Associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. During Theater events, the noise level increases to loud. The casino environment is usually smoky.