

## **Brenden Theatres Corporation, NV AZ Region**

Floor Staff | Part-Time

4321 W Flamingo Rd. Las Vegas, NV 89103

The Floor Staff employees are responsible for providing exceptional customer service and are classified based on business needs and their availability. They are the primary representative of Brenden Theatres and its core values. Our Floor Staff employees get to enjoy free movies, competitive wages with premium Holiday pay, career advancement opportunities, and eligibility for our theater-exclusive college scholarship program for up to \$10,000.

### **General responsibilities include but are not limited to:**

- Exceptional customer service skills that are consistent with our company policies
- Exceptional teamwork skills
- General cleaning duties
- Compliance with our company dress code
- Operating POS system, including proper cash handling for their individual cash drawer, verifying passes, and gift cards.
- Upselling/suggestive selling
- Ensuring correct tickets are sold in compliance with the MPAA rating system and company policy
- Taking phone calls and questions from customers in a manner that is consistent with Brenden Theatres' customer service policy
- Operating and cleaning concession related equipment
- Complying with SNHD food safety laws
- Verifying tickets and directing customers to the correct auditoriums
- Inspecting baggage and packages when applicable
- Conducting auditorium inspections to ensure audio and visual quality is up to standard
- Reporting any issues, incidents, or unusual situations to management in/out of auditoriums
- Cleaning auditoriums at the end of scheduled shows and maintaining the lobby and hallway areas.
- Assisting with all opening and closing duties assigned by management.

### **Job Skill/Work Requirements**

- Work varied shifts including evenings, weekends and holidays.
- Must have Food Handler Safety Training Card issued from Southern Nevada Health District.
- Must possess excellent English communication skills, both verbal and written. Additional foreign languages are preferred.
- Basic math skills.

### **Physical Demands**

Work is performed in a hotel/resort setting

- May be exposed to smoke
- Prolonged standing and mobility
- Balancing, stooping, kneeling, crouching, reaching, pushing, pulling, lifting, grasping, talking, hearing, repetitive motions, lifting, carrying, pulling, or otherwise move objects and/or move up to 75 pounds
- Must be tolerant to varying conditions of noise level, temperature, illumination, and air quality.