

CURZON

[General Assistant]

[Curzon Cinemas]

Curzon is the leading independent cinema chain in the UK, offering a luxury cinema experience alongside quality film programming. We aim to inspire new and existing customers to discover more quality and independent film and live arts events in our growing network of cinemas and at home.

We will spark conversations.

We will create memories.

We will inspire loyalty.

Each of our venues provides a unique experience but one thing they all have in common is the professionalism, knowledge and excellent customer service provided by the Curzon Cinema teams. Our mission is to ***make cinema memorable.***

[Role Responsibilities]

- Provide excellent customer service at all times going above and beyond expectations.
- Always be welcoming, professional and approachable.
- Take professional pride in how you look and how the cinema looks.
- Have a thorough working knowledge of all Curzon products and look for opportunities to promote and sell, including membership, food and Beverage and Curzon Home Cinema.
- Act as an ambassador for Curzon at all times, including other areas of the business such as Curzon Home Cinema and Curzon Artificial Eye by demonstrating the brand values.
- Be a problem solver, look for creative ways to find a positive outcome to any problem, with the customer experience always being the primary driver.
- Use your expertise to provide guidance, support and training to other members of the Curzon team.
- Working with the Events team to provide a professional experience for any clients using Curzon as a venue to host an event.
- Work in all areas of the business in line with the requirements of the cinema and in line with the instructions of the cinema management team.

[General Responsibilities]

- To comply with Curzon's policies and general operational standards and procedures at all times.
- To be vigilant at all times and know the lines of communication and emergency procedures, taking appropriate action to ensure Personal safety and security as well as that of customers and colleagues.
- To undertake appropriate training and professional development as determined by your managers.
- To undertake any other duties as may be reasonably required for an efficient cinema operation.

[Person Specification]

Essential

- Personable, approachable and welcoming demeanour.
- Desire to provide top class customer service at all times.
- Positive and proactive approach.
- Flexibility and a 'can-do' attitude
- Ability to work under own initiative to identify positive avenues for change
- Willingness to act as an ambassador for Curzon at all times
- A strong work ethic
- Experience of working in a customer service or hospitality environment.
- A genuine and demonstrable interest in film, cinema and a passion for Curzon and what it stands for.
- A drive to make Curzon the best independent cinema company in the UK.

Hours – Varied

Curzon is proud to be a Living Wage Employer