



## **SALARIED CAREER OPPORTUNITY**

Employment Posting Number – **YYCITSM-180717**

<b>Position Title:</b> ITS Manager (Food service)	<b>Application deadline:</b> July 17, 2018
<b>Reports to:</b> General Manager – Sherri Gallant	<b>Location:</b> Calgary
<b>Employment Status:</b> Full-time salaried	<b>Application type:</b> Cover letter & resume

### **COMPANY OVERVIEW:**

In 2017, Landmark Cinemas was acquired by Kinopolis Group, a European Cinema operator headquartered in Belgium. Kinopolis is a publicly traded firm with a long-term investment strategy for the cinema business.

Landmark Cinemas is Canada's second largest exhibitor, operating 45 locations with 317 screens throughout BC, Alberta, Saskatchewan, Manitoba, Ontario and the Yukon Territory in multiple formats that include Premium Large Format (PLF) brands (IMAX®, Extra, Xtreme), and RealD 3D technology, and in select locations in the premium comfort of Full-Recliner Seating and with the added convenience of FREE Reserved Seating.

We are connected to the communities we serve, and our Cast and Crew are proud to support Kids Help Phone. As a National Sponsor of the Walk So Kids Can Talk, through promotional support and fundraising initiatives in our theatres, we are committed to support the mental health and well-being of both our youth Guests and Cast & Crew.

### **POSITION LOCATION:**

Landmark Cinemas 10 Shawnessy location features ten large screens with crystal clear sound. Food offerings include our delicious popcorn, New York Fries, TCBY, ice cold Coca Cola beverages and a selection of sweet treats.

**POSITION OVERVIEW:** As a In-Theatre Sales Manager (Food service) you will have a dual focus within the theatre; has budget ownership in areas of food service sales, cost of goods, waste, shrink, stock management and food service labour. You will have an entrepreneurial drive and seek opportunities to increase theatre revenue and improve overall guest experience. Will work collaboratively with the broader management team and is accountable to manage the overall day to day theatre operations. This role provides leadership, guidance and direction in all areas delivering a better movie going experience for our guests and consistently improving employee engagement.

### **JOB DUTIES & RESPONSIBILITIES:**

- Collaborate with the Management team to effectively manage operations of the theatre (Including: labour cost, cost of sales, revenue control, speed of service, customer satisfaction, equipment & procedure training, safety of customers & Cast and film & product quality.)
- With focus on Foodservice, manage day-to-day operations of the department with respect to: revenue generation, effective scheduling and labour management, speed of service, guest satisfaction, good quality and preparation standards, food safety, cash management and foodservice accounting.
- Execution of all Foodservice programs at theatre level. This includes training/coaching of frontline cast as well as providing management peer guidance and direction with respect to execution.
- Accountable for Inventory Management, includes but is not limited to ordering and maintaining appropriate stock levels for business volume, maintaining control over expenditures and minimizing shrink/waste within food operations.
- Communicate on an ongoing basis with supervisory and management teams including the General Manager and Director of Operations by attending all scheduled meetings and by use of the communication tools provided.
- Greet and engage Customers and make them feel special – helping to create exceptional experiences.
- Be available and visible to Cast and customers; observe and assist with potential issues.



- Provide consistent performance feedback to all levels of Cast and address performance issues in a timely manner using effective performance management tools.
- Work safely and ensure all levels of Cast are made aware of and follow safe work practices.
- Ownership & accountability of budgets, targets & results

#### **REQUIREMENTS:**

- Proven track record in managing/ leading food service business.
- Understanding/ knowledge of food production, food safety, merchandising, food service sales, revenue & inventory control procedures.
- Commitment to excellence in customer service with proven ability to maintain significant attention to detail.
- Minimum 5 years related experience (Movie Theatre, QSR or convenience store, retail environment).
- An individual who sets actionable goals; takes the initiative to deliver; shows persistence in problem solving while keeping others focused on results.
- Proficiency with food production, revenue control procedures and related systems an asset.
- Prior experience with projection or audio-visual equipment an asset.
- Completion of a post-secondary school program with a focus on business acumen, hospitality, entertainment and food service management would be considered an asset.
- Excellent written, verbal and listening communication skills and proficiency with Microsoft Word & Excel software and Power Point.

***This position is not eligible for relocation assistance.***

**ONLY QUALIFIED APPLICANTS WILL BE CONTACTED**  
**Please quote employment posting number [YYCITSM-180717](#)**  
**Email: [careers@landmarkcinemas.com](mailto:careers@landmarkcinemas.com)**