



RECRUITMENT INFORMATION

LUNE PRODUCTION is looking for candidates with proactive working attitude, an open mind, passion to work in art & culture industry and fluent English skills for following position:

Position : **FRONT OFFICE SUPERVISOR**

Report to : FRONT OFFICE MANAGER

Working location : HOI AN

I/ RESPONSIBILITIES:

1. Ticket Box:

- Be responsible for sales revenue
 - Introduce, sell tickets, merchandise for walk-in guest;
 - Maintain & grow revenue from Ticket Box.
- Be responsible for Call center/ Email section:
 - Answer bookings and queries from partners via call center or email;
 - Convert asking calls to booking calls;
 - Respond to audiences, partners within agreed timing (fast & punctual)
- Be responsible for Theatre pass section:
 - Monitor booking system and ensure all bookings are processed in time;
 - Print and manage tickets, and ticket delivery service.
- Maintain customer services and sales standards in Front Office
- Monitor customer comments, complaints and general feedback
- Be responsible for maximize branding of company's products
- Logistics: Prepare, forecast, deliver all POSMs items necessary for Front Office
- Reports: Submit daily sales revenue & daily operations status with clear and clean details

2. OPD

- Ensure all operations of Front Office are always in ready conditions to serve customers;
- Be responsible for the operations during show time
 - Set-up before show – branding & cleanliness
 - Filter, assist audience to get line
 - Ticket control
 - Giving common instructions to audiences
 - Escort audiences to their seats (if any)



▪ Control Theatre's policy

3. HR & Admin

- Manage & follow-up works procedure;
- Be in charged of roster staff ensuring the front office is adequately staffed at all times;
- Supervise, support, motivate & direct all Front Office staffs
- Create & maintain a supportive, professional and efficient working environment for Front Office team

II/ REQUIREMENTS:

- Proficiency in speaking and writing in English;
- Excellent communication and interpersonal skills;
- Experience on problems solving skills;
- Ability to work effectively within a team;
- Administrative skills and ability to use Microsoft Word, Excel, PowerPoint and computerized ticketing system;
- Accuracy and attention to detail;
- Having friendly and professional attitude;
- Abilities to perform and complete tasks under high pressure;
- Ability to work in weekend, Tet/ Public Holidays.

III/ BENEFITS

- Salary: Negotiable
- Other benefit: As policy

Please kindly send your CV via humancapital@squaregroup.com.vn

HUMAN CAPITAL DEPARTMENT