

# REALISTIC JOB PREVIEW

## WALK THE RED CARPET AS A GM

POTENTIAL CANDIDATE: \_\_\_\_\_ THEATER: \_\_\_\_\_ FOLLOW GM: \_\_\_\_\_ DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

### WHAT TO EXPECT?

The goal of the Realistic Job Preview is for the candidate to visit the theater through the eyes of a GM. It's a great way to see how a potential candidate interacts with the team and understands the work behind the scenes. Please advise your team that you will have a guest visiting. This is a two-way interview, so you should expect to be asked questions about Cinemark and GM duties.

### REMINDER: CANDIDATES ARE NOT ALLOWED TO:

- Handle, prepare, cook or serve any food that will go to a guest.
- Handle any cash or take payment.
- Operate any Cinemark equipment.
- Deliver food to guests.

### STEP 1: GM DISCUSSION/INTRODUCTION – 20 MINUTES

This is your time to "preview" the candidate! Introduce yourself and set the expectations for the Realistic Job Preview (RJP). Let them know we are truly glad they are here and do everything we can to make them feel welcome. This is a great time to share something unique about your theatre!

- Take time to ask a few questions.
- Evaluate the candidate on how they would interact with your team.
- Share what to expect from the RJP.

### STEP 2: OBSERVATION CHECKLIST – 1 HOUR

Now it's "Showtime!" During this time you will walk the candidate through each component of the theater, taking them through the **LIFE CYCLE OF A GUEST**. Introduce the candidate to members of your team along the way. Make sure time is balanced, as you will want to ensure all areas are visited. Please use below as a guideline as not all locations will have all components. You know **your** theater best! **\*KEEP AN EYE OUT FOR CANDIDATE INTERACTION WITH TEAM MEMBERS.**

- Explain Cinemark's culture and mission: We are dedicated to making the movie experience memorable, one Guest at a time. Fast paced and fun environment. Values: Do the Right Thing, Passion for People, Safety, Performance Excellence and Ownership.
- Observe box office and ticket kiosk.
- Observe concessions/dining (walk through kitchen and dining area).
- Explain various dining concepts at theatres (Studio Eats, Bistro, Reserve, Cafe).
- Observe gaming/arcade area.
- Observe and describe hourly positions and expectations (Kitchen & Theatre).
- Observe and walk through booth/projection area.
- Brief overview on how maintenance is performed for equipment/theatre technology.
- Give them an opportunity to interact with other managers and employees.
- Review manager schedules and type of hours managers work so they have a clear understanding of our shifts and quality of life.

### STEP 3: THAT'S A WRAP/GM RECAP – 20 MINUTES

After the walkthrough has been completed, you will have a brief wrap-up with the candidate to ensure any questions they have are answered. **IF THERE ARE ANY QUESTIONS YOU AREN'T SURE HOW TO RESPOND OR NOT COMFORTABLE ANSWERING, PLEASE LET THE CANDIDATE KNOW YOU WILL DIRECT THEIR QUESTION TO TALENT ACQUISITION OR YOUR REGION LEADER TO FOLLOW UP.**

1. Offer popcorn and a coke as a token of appreciation for spending time at our theatre.
2. What questions do you have for me about Cinemark?
3. Do you have any questions or concerns about the realistic job preview?
4. Is there anything we missed on the visit? (Can I go back and show you?)

**LET THE CANDIDATE KNOW THAT YOU ENJOYED MEETING THEM AND THAT SOMEONE WILL BE IN CONTACT WITH THEM WITHIN 24-48 HOURS TO LET THEM KNOW WHAT THE NEXT STEP WILL BE. PLEASE CONTACT TALENT ACQUISITION WITH FEEDBACK IMMEDIATELY.**

**FOR GENERAL MANAGER USE ONLY**

**STEP 4: RATE THE CANDIDATE**

Now is your time to give your "review" on the candidate! Please read the questions below and circle the appropriate response using the legend below.

**RATE CONFIDENCE LEVEL: S=STRENGTH; M=MEETS EXPECTATIONS; N=NEEDS IMPROVEMENT.**

- |    |   |   |   |   |
|----|---|---|---|---|
| 1. | The candidate was engaged during the GM discussion/introduction.          | S | M | N |
| 2. | The candidate gave a good first impression. (promptness, professionalism) | S | M | N |
| 3. | The candidate had a high energy level and was positive about the RJP.     | S | M | N |
| 4. | The candidate interacted with other team members and managers.            | S | M | N |
| 5. | The candidate asked questions during the RJP.                             | S | M | N |
| 6. | This person would be a good fit at your location.                         | S | M | N |

Thank you for taking the time to show the candidate the "behind the scenes" of Cinemark! Remember that these candidates are also potential guests in our theatres. We need to make them feel welcome and create a positive Guest experience.

**PLEASE BE PREPARED TO HAVE A DEBRIEF SESSION WITH TALENT ACQUISITION AND REGION LEADER IN THE NEXT 24 TO 48 HOURS.**