



Glendale Arts Job Description

Job Title:	FOOD & BEVERAGE SHIFT CAPTAIN
Department:	Glendale Arts – Food & Beverage
Reports To:	Food & Beverage Management Team
Subordinates:	None
FLSA Status:	Non-Exempt
Wages:	\$15.00 per hour when acting as shift captain + tips \$13.50 per hour for regular service + tips \$12.00 per hour during initial training shifts
Classification:	On-Call

Position Summary:

Food & Beverage Shift Captains report to the Food & Beverage Operations Supervisor and are supervised by Event Management staff during events. Shift captains are responsible for supervising the execution of food and beverage during the events at the Alex Theatre. Aside from the administration of the department, their main focuses should always be: operational readiness, safe & sanitary conditions and attractive presentation. They are also responsible for reinforcing all policies and procedures of legal alcohol sales, safe food handling, and proper cash management. Typical shift duration is 6-8 hours.

Essential Functions and Responsibilities:

- Conduct the pre-show checklists to ensure all POS equipment, volume service equipment, specialty ingredients & signage / menus are ready to go.
- Brief F&B shift team on event and set-up specifications
- Supervise and assist with set-up of various locations.
- Assist event management with the distribution of cash banks.
- Ensure that each locations setup is complete and accurate and meets the standards of operational readiness, safe and sanitary conditions, and attractive presentation.
- Support the sales activity and assist with distributing back-up product as needed.
- Accurate and responsible handling and reporting of all monies and sales.
- Create and conduct the break schedule in compliance with California state law.
- Assist Event Management with counting out cash drawers and creating register reports.
- Supervise clean-up of sales locations.
- Accurately data enter sales, register, and service information into the sales database.



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- Distribute F&B Captains shift report.

Qualifications & Experience:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience

- High School diploma or General Educational Development (GED) equivalency required.
- Previous experience working with the public in a customer service environment.

Knowledge and Skills

- Strong leadership skills.
- A team player who is able to work well with others under sometimes stressful environments.
- The ability to work and communicate effectively with people of diverse cultural backgrounds.
- Computer proficiency.
- Ability to read, write, take direction and communicate in English.
- Fluency in a second language is preferred but not required (Spanish and Armenian particularly desirable).
- Detail-oriented, punctual, organized, clean, and efficient.
- Ability to accurately count money and provide change
- Familiarity with beers, wines, liquors/cocktails, beverage creation, catering, and/or hospitality preferred but not required (coffee/barista experience OK)

Other

- Must have the ability to work a flexible schedule, including evenings, weekends, and some holidays.
- If hired, must complete a Food Handler's Guide & TIPS Alcohol training before you can be scheduled.
- Must be 21 years of age or older.



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Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Food & Beverage Team Member is a physically demanding position. While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel, reach with hands and arms, and talk or hear. The employee is frequently required to walk, sit, stand, stoop, kneel, or crouch, and climb ladders. The employee must regularly lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the Food & Beverage Team Member is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate, but is occasionally loud.