



## Glendale Arts Job Description

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Job Title:	<b>FOOD &amp; BEVERAGE TEAM MEMBER</b>
Department:	Glendale Arts – Food & Beverage
Reports To:	Food & Beverage Coordinator & Event Management
Subordinates:	None
FLSA Status:	Non-Exempt
Wage Range:	\$11.00 per hour, may collect tips
Classification:	On-Call

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### **Position Summary:**

Food & Beverage Team Members report to the Food & Beverage Coordinator and are supervised by Food & Beverage Captain & Event Management staff during events. Team members are self-motivated & service-oriented individuals who are willing to work in a fun and fulfilling on-call position during various events at the Alex Theatre. Our staff works both in Concession locations and at Catered events. Food & Beverage Team Members are primarily responsible for safely and responsibly serving alcoholic beverages, operating cash registers, preparing and serving food, and keeping an organized and clean work location. Typical shift duration is 4-6 hours.

### **Essential Functions and Responsibilities:**

- Preparing service areas with inventory to be sold to patrons.
- Maintain a clean and sanitary service area before, during and after service times.
- Selling food, beverages (including alcoholic beverages) & merchandise to Alex Theatre patrons.
- Accurate and responsible handling and reporting of all monies and sales.
- Replenishing inventory & back stock and closing down service areas.
- Maintaining a functional knowledge of concessions offerings and cocktails (bar training provided) and the ability to make recommendations through customer interactions.
- Friendly and consistent promotion of all Alex Theatre concessions marketing including reserving intermission drinks and food, selling house and show-specific specialty drinks, and encouraging donations.
- Provide support to Front of House and client hospitality in Back of House as needed.
- Other duties as assigned.



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### 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*

- 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.
- 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 (or willing to develop these skills)
- Ability to accurately count money and provide change
- Familiarity with the following software preferred but not required: Square POS, Google Docs
- 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.
- You must be 18 years of age or older due to the serving of alcohol. Bartenders 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 occasionally lift and/or move up to 30 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.