



## **Job Description: Concessions**

**Reports to House Manager/ Operations Manager/ General Manager**

**Concessions staff is responsible for waiting on State Theatre patrons, preparing and serving popcorn, selling candy, ice cream, snack foods, soda, and for serving alcoholic beverages. Because concessions staff pours wine and draws beer, all concessions staff must be 21 years of age or older. It is the express responsibility of concessions staff to ask when selling/serving alcohol in any form to ask patrons for an ID. You must carefully check the birth date to ensure the patron is 21 years of age or older. It is also the responsibility of the concessions staff to refuse the sale of alcohol if the patron is not 21, or if the patron shows any signs of being over served, drunkenness or an inability to speak clearly and coherently. (If you do not ask for an ID, or if you knowingly serve someone who is already intoxicated, you are putting The State Theatre and yourself at risk for a lawsuit.)**

**Concessions staff members are responsible for making sure that the concessions area is completely cleaned (this includes the floor, the fountain drink and beer dispensers, the sinks, countertops and all utensils). They are also responsible for stocking the snack foods, ice cream, beverages and making sure concessions is fully stocked for their own shift and for the next shift to follow.**

**Concessions staff is responsible for cleaning the lobby, the restrooms, the house and the stage. This includes sweeping, mopping and vacuuming, wiping surfaces and general housekeeping and maintenance. Concessions staff do not leave until their work has been approved by the House Manager on duty, or the Operations or General Manager.**

**Following all films, events, performances and rentals, Concessions staff make sure the theater is clean and ready for the next business day or event. This includes emptying the garbage in restrooms, the lobby, in concessions and throughout the house, wiping up spills, mopping floors throughout, vacuuming, and cleaning, as needed. This includes sweeping the sidewalk and gutter in front of the theater, and the outside of the building to clear it of debris, cigarette butts, leaves, etc.**

**Additional duties, which will be assigned on an as-needed basis, also include folding towels, washing dishes, refilling and restocking. Above all, concessions staff are responsible for serving patrons quickly, efficiently, politely and professionally. A smile and the words "Thank you," "Enjoy the film or show," and "Please come back again," should all be part of each and every transaction.**

**Concessions staff are also responsible for counting in their own cash drawers, and for accurately counting out change to patrons. A consistent pattern of overages or shortages will result in a written warning, leading up to and including dismissal.**