

# Central Alberta Theatre

## Position Description

### **Concession Seller: Memorial Centre**

#### The Concession Seller Role at The Memorial Centre

A person selling concessions for shows and events at the Memorial Centre for Central Alberta Theatre will be responsible for selling food and beverages before the show and during the intermission.

#### Reporting

Concession Sellers take direction from and report to the Front of House Manager.

#### Etiquette

- Treat patrons, visitors, artists, and staff with respect and courtesy
- Maintain a professional and courteous manner while serving all patrons
- Conduct yourself in a manner that portrays a positive image
- Arrive on time and stay throughout your entire shift
- Contact the Front of House Manager as soon as possible if you are unable to work your scheduled volunteer shift
- Do not report for duty under the influence of alcohol or drugs

#### Duties

Concession Sellers must

- Have Pro-Serve certification
- Be familiar with Memorial Centre emergency procedures. Those are contained in the volunteer handbook.

A Concession Seller shift starts one hour prior to show time. The start time for each show will be identified on the volunteer schedule.

Concession Sellers will

- Count float and record on cash-in sheet
- Wash hands before their shift
- Check specials or any other price changes
- Open concession a half hour prior to show time
- Close concession when show begins
- Re-open concession for intermission
- Close and lock up concession after intermission
- Cash out using cash out sheet instructions in
- Clean up all empties and garbage in concession area
- Wash all counter tops and clean sink area
- Turn off concession lights at end of intermission
- Enjoy the second half of the show from your spot in the concession area
- At the end of the show take cash to safe

