



Job Title: Customer Service Representative

Reports To: Concession Manager

Job Summary:

The Customer Service Representative is responsible for greeting guests in a pleasant manner while filling food and beverage orders. The Customer Service Representative 1 will operate the Point of Sale system and collect money for purchased food and beverage items.

The Customer Service Representative must maintain excellent attendance and be available to work events as scheduled per business need.

Essential Job Functions:

- Responsible for greeting guests and taking orders for food and beverage products.
- Responsible for preparing simple foods and beverages utilizing the company recipes and portion standards. Maintain the highest quality standards and portion consistency.
- Responsible for accepting payment from guests and making change as necessary.
- Responsible for keeping the work area and surroundings clean using sanitation standards.
- Responsible for memorizing the product menu available at each concession location.
- Assist in clean up and break down of the concession area at the end of the event.
- Must show demonstrated ability to meet the company standard for excellent attendance.

Knowledge, Skills and Abilities:

- Ability to communicate with employees, co-workers, volunteers, management staff and guests in a clear, business-like and respectful manner which focuses on generating a positive, enthusiastic and cooperative work environment.
- Ability to speak read and write in English.
- Ability to work well in a team-oriented, fast-paced, event-driven environment.
- Possess valid food handling certificate and alcohol service permit.
- Ability to calculate basic math functions (addition, subtraction, multiplication, division, percentages) as they relate to POS cash/credit transactions, cash reconciliation and product inventory.
- Ability to handle cash accurately and responsibly.

Education, Qualifications and Experience:

Experience in basic food handling, sanitation and customer service preferred.

Physical Requirements:

	0-24%	25-49%	50-74%	75-100%
Seeing:				X
Hearing:				X
Standing/Walking/Mobility:				X
Climbing/Stooping/Kneeling:			X	
Lifting/Pulling/Pushing:			X	
Fingering/Grasping/Feeling:				X

Note: The statement herein is intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.