

## CONCESSIONS AND BEVERAGE MANAGER

The **Concessions and Beverage Manager** is a specialized position which provides administrative and operational support for Chowgirls at The Guthrie as it pertains to its concession services. Responsibilities include staff management, communication, scheduling, managing inventory, onsite logistics & service, quality control and aesthetics. This position reports to the **OPERATIONS MANAGER**.

### ADMINISTRATIVE SUPPORT

- Oversee all aspects of concessions operations, including staff management, inventory control, and logistics
- Attend and actively participate in Guthrie Ops and other pertinent meetings
- Update and create staff resources such as par sheets, opening and closing documents, prep lists, and food protocols
- Inform Director of Operations and Operations Manager of sales trends, equipment needs, and ideas for operational efficiencies
- Maintain relationships with all alcohol vendors
- Facilitate planning of bar meetings and training with Operations Manager
- Maintain working and general knowledge of Chowgirls bar rules, procedures, and policies
- Reviews daily sales reports, comparing against inventory for accuracy
- Hold a working knowledge of Chowgirls' and The Guthrie's procedures and policies
- Navigates, programs, and trains POS (Point of Sale) systems
- Oversees strategic planning for increasing venue bar sales in tandem with Cordial (our beverage program) leadership team

### PRODUCT & INVENTORY MANAGEMENT

- Work with Chowgirls Beverage Manager to develop and execute a curated menu of beverage offerings that reflects the discerning tastes of our theater patrons
- Assist Off Premise Catering division with utilization of Guthrie kitchen facilities and stock
- Performs daily stock management, inventory & organization
- Order all alcohol, soda, NA beverages, etc for Concession sales as delegated by the Operations Manager. Keeping a tight inventory, ensuring little waste and enough product.

- Be present and to receive product deliveries relating to concessions
- Communicate all scheduled deliveries with your team and delegate their receipt and storage in your absence
- Stock and maintain an organized facility and date conscious inventory, such as the liquor room, fridge, freezer, and dry storage spaces
- Reset and organize liquor room weekly
- Conduct monthly liquor inventory w/ Bar Manager
- Maintain all stock bar mixers and garnishes per Chowgirls bar setup standards
- Batch recipes, make syrup, and any other ingredient for cocktails as needed
- Log all alcohol utilized for anything other than event needs
- Keep inventory of clean, stocked bar tools in working order, notifying Beverage Program Manager of replacement needs
- Work with Beverage Program Manager to create special request and seasonal cocktails

## **STAFF MANAGEMENT & TRAINING**

- Create and maintain staff schedules, ensuring proper attendance and staff levels in tandem with expected fluctuations in customer volume
- Facilitate and manage thorough training of staff incorporating Chowgirls Passport Program
- Assists the Operations Manager and Beverage Program Manager in training all Lead Bartenders and entry-level Bartenders
- Set and maintain liquor liability safety standards
- Send staff emails, relaying important general information to each day's teams
- Manages staff hours in timeclock, ensuring accurate staff clock-ins
- Manage daily expectations through pre-shift meetings
- Carry out disciplinary actions as needed
- Manages staff hours in timeclock, ensuring accurate staff clock-ins
- Ensure bar reports are completed by bar leads within 24 hours of event

**CONCESSIONS OPERATIONS**

- Maintains a professional and positive relationship with all Guthrie vendors, management, and clientele
- Oversees Chowgirls Guthrie bar staff, bar operations, customer service, and inventory tracking
  - Keeps all documents related to concessions service updated and available to staff as needed
  - Supports and guides staff in strategic and hospitable execution of bar service onsite
  - Provides prompt and courteous service to all guests while maintaining a respectful and positive disposition
  - Prepares and sends daily event staff email and staffing assignment worksheets
- Ensures execution of high-volume service while maintaining Chowgirls standards
  - Consistently strives to serve all patrons
  - Monitors guests and staff's safety on site, in line with our service policies
  - Embodies Chowgirls' hospitality ethos equally among clientele and coworkers
- Anticipates customer needs, and goes above and beyond to create exceptional service
- Assists with menu and recipe research and development as assigned

**QUALIFICATIONS**

- 2+ years of experience in a hospitality management role
- 3+ years of experience in high volume service and/or bartending
- Must be 21 years of age
- Knowledge of a variety of popular cocktails, beverage trends, and familiarity with wine and beer basics
- Knows and upholds the most current state and local liquor liability laws
- Receives and executes instructed duties from leadership efficiently and professionally
- Ability to work up to 12 hours on your feet and lift 40 lbs
- Experience handling high-volume beverage sales and preparation
- Strong organizational skills, communication skills, and attention to detail, with the ability to multitask and prioritize effectively

- A commitment to delivering exceptional service and creating memorable experiences for theater patrons
- A genuine passion for hospitality and a desire to contribute to the overall success of the concessions program

## **HUMAN RESOURCES**

- Maintain employee privacy at all times
- Present a professional, positive attitude among coworkers, vendors, and clients at all times
- Maintain a general knowledge of Chowgirls history, values, vision, etc.
- Always promote Chowgirls in a positive light at work, on social media, and in the community