Concession Stand Worker

1 Convention Center Plaza, Pine Bluff, AR 71603 | Hourly | Part Time / As Needed

Job Summary:

The Concession Stand Worker handles providing excellent customer service while managing food and beverage sales at the Pine Bluff Convention Center. This role involves preparing and serving items, keeping cleanliness and organization at the stand, and ensuring a positive experience for all guests.

Specific Job Duties and Responsibilities:

- Interact with customers, take orders and serve food and/or beverages.
- Restock and replenish concession inventory and supplies.
- Stay guest focused and nurture an excellent guest experience.
- Comply with all food and beverage regulations.
- Employees are expected to show the highest degree of integrity, responsibility, and professional conduct always. The rights and feelings of all employees shall always be respected. Guest shall be served courteously and with a smile. Employees should immediately report any disgruntle or confrontational incident to the manager on duty.
- Employees' working hours will coincide with scheduled event time. Arrival time will be 30 minutes to one (1) hour prior to the event. The end time will be up to one (1) hour following the end of the event. Any employee unable to report to work as scheduled must notify the Concessions Manager no later than four (4) hours prior to their scheduled reporting time. ***Management may stagger and/or change all employee hours based on operating needs.***

Minimum Experience, Skills or Education Required:

- Ability to follow written and verbal instructions.
- Knowledge of credit card machines is a plus.
- Knowledge of a second language is a plus.
- Positive, professional attitude and excellent communication skills.
- Ability to keep the concession stand organized, stocked and clean.

- No cell phone usage while on duty and in the presence of guest. No posting on social media during working hours. Emergency calls may be taken away from the concession stand. (**Exception for Managers and business purpose only**.)
- Employees must work and act safely at PBCC Concessions.
- Employees are responsible for keeping their uniform neat and clean.
- Proper hygiene is required.
- Facial hair must be clean and neatly trimmed.
- Hair must be clean, restrained off shoulders and/or neck, and covered with hair net.
- Jewelry must be kept to a minimum (i.e. no bracelets, only wedding ring).
- Uniforms for all employees are as follows:
    - black pants (No jeans, sweatpants, or activewear pants)
    - white shirt (no slogans or logos except PBCC)
    - belt (black or brown)
    - black or brown slip-resistant shoes (closed-toe)
    - black or blue socks
    - hair net provided by PBCC
    - cap provided by PBCC
    - apron provided by PBCC
    - face mask provided by PBCC (when needed)
    - fingernails (male & female) must be clean and not exceed 1“long

Deadline

The position will remain open until filled.

To Apply for This Position:

Download the Pine Bluff Convention Center Application from the Employment Opportunities page. If you are on a desktop browser, you can select the Add Text button on the top left of the window and add your information in its respective sections. When finished, select Save at the top right and Save to your computer. You can either utilize the Apply Here! Section at the bottom of the Employment Opportunities page or email to applications@pinebluff.com. You can also print the application, fill it out, and bring it by the offices Monday – Friday 8 AM – 5 PM.