



## CONCESSIONS OPERATIONS

### Job Description

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.

### Employees

- Employees' working hours will coincide with scheduled event time. Arrival time will be 30 minutes to one (1) hour before 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 before their scheduled reporting time. ***Management may stagger and/or change all employee hours based on operating needs.***

- **Uniform and Appearance**

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
- 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 a hair net.
- Jewelry must be kept to a minimum (i.e., no bracelets, only wedding rings).
- Clear bags are only permissible inside the PBCC.
- A manager who sees an employee's uniform does not follow this policy shall inform the employee of the noncompliance and require immediate compliance and/or exit the work site. An employee will be terminated after two (2) infractions.

### **Employee Conduct**

- The Concessions Manager will direct and instruct the activities and performance of all employees. Assignments are based on needs. Any insubordination will result in immediate termination and the employee must vacate the PBCC property.
- Fraudulent activities and theft will not be tolerated and will result in immediate termination.
- Threatening, intimidating, or displaying blatant or public disrespect toward an employee or guest will result in immediate termination (including profanity).
- No cell phone usage while on duty and in the presence of guests. No posting on social media during working hours. Emergency calls may be taken away from the concession stand. (**Exception for Managers and business purposes only.**)
- The use, sale, distribution, possession or manufacture of illegal drugs and alcohol on PBCC property or work site is prohibited. Employees



may not report to work or work under the influence of any such substance.

## **Operations**

### **Cash Handling**

- Each Cashier will receive a Till from Accounting. **(Include clear zip-lock bags in the till for collecting Employee Meal Vouchers)**
- Cashiers must use their **assigned register only**.
- Only Managers, Accounting or Operations Manager can VOID a completed transaction(s).
- Any cash shortages in excess of \$10.00 will be replaced by the respective Cashier.

### **Safety**

- Employees must work and act safely at PBCC Concessions.
- Report all unsafe conditions, equipment, and practices to the manager on duty immediately.
- Report all on-the-job injuries to the manager on duty immediately.
- Do not report to work if you feel sick or ill.
- Floors must be kept free of debris.

### **Sanitation**

- Employees should wash their hands:
  - Upon arrival, leaving, and/or returning to the concessions.
  - After handling raw food, touching face and/or hair, and sneezing and coughing.
  - Hand sanitizer shall be available for employees at the cash registers and in the concession stand.

## **Customer Service**



- 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.
- Always “Thank” the guest and employee.
- Employees should immediately report any disgruntled or confrontational incident to the manager on duty.