

## **JOB DESCRIPTION**

**Position:** F&B Concessions

**Reports to:** Operations Manager, F&B Supervisor, GM & AGM

**Job Classification:** Non-exempt, full, part-time, or seasonal

**Sky High and TURTLE ISLAND ADVENTURE PARKS requires 100% commitment from every associate, to uphold our core values and mission. Regardless of your position or role, you must display “over the top” hospitality to guests and fellow team members that goes beyond standard expectations. You must act with integrity, deliver a quality performance, be a positive influence on your team, act disciplined and professional, have accountability and ownership for your role and work with a smile.**

### **Position Summary:**

The position of Concessions Associate has the responsibility of providing quality food and beverage products to the guests at Sky High. Associates must serve safe, quality food and beverage items in a quick, consistent manner while maintaining high levels of guest satisfaction.

Concessions associates are also responsible for keeping clean work and service areas, clean and safe equipment and upholding all applicable laws and standards.

### **Essential Position Responsibilities:**

- Maintains a welcoming presence in concessions area, immediately acknowledging guests, requests, and questions.
- Observes the company’s “10-4” rule for all guests (Within 10 feet of physical proximity to a guest, make eye contact and acknowledge their presence by nodding and smiling. Within 4 feet of physical proximity to a guest, verbally acknowledge them, this can be by simply saying “Hello, how are you today?”, or “Hello, welcome to Sky High Concessions Area, how may I help you today?”).
- Is neat and clean in appearance, wears proper uniform, proper hair covering, name/ID badge, and correct department footwear (non-skid), and a smile.
- Prepares food for sale in the waterpark concessions area that abides by all Federal, State, Local and Health Department standards.
- Consistently maintains a safe, clean work and guest service area.
- Serves food and beverage items that are high quality and appealing to the guest eye.
- Handles cash and credit transactions for food and beverage purchases and reconciles all cash drawers and revenue reports, as necessary.
- Ensures all job tools or equipment is well maintained, used per safety standards, and properly secured.
- Ensures cleaning supplies and chemicals are used properly and all bottles are properly labeled per company chemical policy. Follows proper dishwashing procedures.
- Completes all necessary checklist and logs related to cleanliness and safety of concessions area.
- Takes ownership of guest issues or complaints, follows through to ensure resolution and 100% satisfaction, even if it not something they can handle directly.

- Practices excellent communication skills, shares information to other shifts and to management through use of the daily logbook or other approved channels.
- Has thorough understanding of all emergency plans, safety, operating procedures/standards- especially regarding handling guests and maintaining service if an emergency or other issue arises. Follows correct procedure and reports all incidents or injuries to supervisor immediately.
- Offers input and ideas on the operation of the concessions area and takes part in training initiatives and skill development to improve the department.
- Completes any other task as requested by a supervisor, including the training new associates

**Position Specific Requirements, Knowledge, Skills, Abilities:**

- Must have or be able to obtain needed safe food certification.
- Must pass any Center Edge (POS) related training or competency testing.
- Must have ability to perform basic math calculations and pass any related competency or skills based training that is necessary for the department.

**Performance Measurement:**

The performance of the Food and Beverage operation at Sky High, and the concessions team is measure directly by the satisfaction of our guests. Good performance means having no guest complaints, serving quality, safe food and beverage items that abide by health department standards, ensuring waste is kept to a minimum and maintaining a high level of guest service.

**Physical, Schedule and Work Requirements:**

- Availability to work on all shifts, during the normal operating hours of the waterpark.
- Availability to work during the entire season Memorial Day through Labor Day with minimal requests for extended periods of time off (any prior commitments must be discussed before start date).
- Ability to stand for extended periods. Ability to bend, kneel, reach, push, and pull while performing job tasks. Must be able to lift 25 lbs. or greater.

**Please note:** This job description is intended to be a guide for new associates to understand their role and what is necessary to fulfill the responsibilities of their position. It is not a complete list of every task that may be required in this job role. Job tasks may change from time to time, with or without notice, at the discretion of American Resort Management and this property.

I have read and understand the content contained in this job description and have addressed all questions or concerns related to the requirements of this position.

**Associate Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Sky High and TURTLE ISLAND ADVENTURE PARKS offer Equal Employment Opportunity to all applicants and employed associates without regard to race, color, religion, gender, sexual orientation or preference, national origin, age, disability, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training. Selection is based on the candidates whose background, qualifications, and preferences requested from the hiring manager that most match the job requirements.