JOB DESCRIPTION

STAND LEAD

Purpose

The purpose of the Stand Lead is to ensure proper operation of their assigned stand during an event. The Team Lead will manage all aspects of their assigned stand in accordance with Company and location compliance.

Major Areas of Responsibility

All major areas of responsibility are achieved through the Core Signature Guidelines.

Operations

- Follow PSC/Levy standard steps of service
- Ensure “show quality” standards are maintained at all times through effective display and merchandising
- Ensure appropriate teaming levels and inventory levels are maintained throughout the event
- Understand all menus, product offerings, packaging and pricing
- Establish rapport with guests, team members, non-profit groups and subcontractors
- Ensure guest expectations have been met and exceeded at all times
- Execute all security, safety, responsible alcohol service and sanitation standards
- Responds and assists with all guest service issues concerning the concession operation and notify the Concessions Manager of all issues
- Execute all concession decisions made by the Concessions Manager
- All other duties as assigned

Controls

- Follows PSC/Levy guidelines as stated in team member training manual and handbook
- Thoroughly completes all station set-up and breakdown responsibilities
- Maintains service areas
- Follow proper reconciliation procedures in regard to inventory
- Adheres to company guidelines and house rules
- Follows cash handling guidelines with accuracy and timeliness
- Accurately uses POS system
- Ensure assigned areas are fully stocked and are ready for operation

**Team**

- Display a positive attitude toward teammates
- Always on time and ready to perform all required duties
- Promote a cooperative work climate, maximizing productivity and morale
- Supervise all team members, non profits and subcontractors assigned to the area for the duration of the event.

**Job Requirements**

- English reading, writing, math and computer skills required
- Must be able to stoop, bend and perform extensive standing and walking including stairs
- May be required to perform diverse physical tasks
- Possible hazards include, but are not limited to slips, trips, falls, burns, cuts and strains
- Ability to experience and evaluate services in accordance with Levy standards
- Ability to taste and evaluate food products
- Must be able to work extended shifts of 8 hours or more as business dictates
- Stamina to work 60 hours or more per week
- Must be flexible with schedule and able to work different shifts

______________________________  ______________
Team Member Signature      Date

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Salaried Manager Signature     Date