

Volunteer Position Description – Concessions Staff

Title of Position	Concessions staff
Purpose	Concessions staff sell hot and cold drinks and snacks to patrons before the show and at intermission. They may or may not also function as ushers during the show.
Primary Responsibilities	<p>Upon arrival:</p> <ul style="list-style-type: none"> • Put on badge and vest, take and check flashlight • Do not go into the auditorium until the House Manager has given you the okay • Set-up the concession area: put on coffee, take cookies out of the freezer, set-up cream and sugar, etc. Be sure to retrieve cash box from drawer • Attend the mandatory emergency and safety training session given by the House Manager <p>30 minutes prior to curtain:</p> <ul style="list-style-type: none"> • Begin sales, if not already done so • Continue selling until curtain – if necessary ask the House Manager to put on a fresh pot of coffee just prior to intermission • Go into the auditorium during the performance and work as an usher – refer to Usher job description for more info <p>At intermission:</p> <ul style="list-style-type: none"> • Begin sales as soon as intermission begins, and continue selling until curtain. If it looks like it's going to be a busy night ask an usher or the House Manager to give you a hand • Close the concession at the end of intermission - dump coffee, put away product and materials, do the dishes, etc. If you don't have enough time to do this before the show resumes you can ask the House Manager to finish these tasks for you • Go into the auditorium during the performance and work as an usher – refer to Usher job description for more info <p>At the end of the show:</p> <ul style="list-style-type: none"> • Return vest, badge and flashlight
Qualifications	Concessions staff must be punctual, practice good personal hygiene, and maintain a cheerful, helpful disposition at all times.
Time Commitment	Concessions staff are typically asked to arrive 1 hour prior to curtain, and to stay until the last patron leaves. The frequency of volunteer opportunities will vary based on the shows booked at the theatre.
Benefits	Concessions staff get to see the show for free!

Orientation and Training	In order to become a Concessions staff volunteers must fill out the Volunteer application form and attend at least one show as a "Shadow" volunteer, working alongside a veteran Concession staff.
Challenges/Risks of the position	Concessions staff must be able to work quickly to fill customer orders, quickly perform simple math without a calculator to make change, as well as the duties of an usher (refer to Usher position description for more information).
Boundaries of the position	Do whatever it takes to ensure that our patrons are safe and having a good time! Don't hesitate to ask the House Manager if you don't know how to do something or you need some help.
Supervision	Concessions staff are responsible to the House Manager at all times, and this person will vary from show to show.
Evaluation	N/A
Special Resources	N/A
Success Measures	N/A
Screening Measures	Application form complete, shadowing complete

Date Prepared: October 2017

Location: Fergus Grand Theatre