

## CONCESSIONS MANAGER

The **Concessions Manager** is a specialized position which provides administrative and operational support for Chowgirls at The Guthrie as it pertains to its concession services. Responsibilities include staff management, communication, scheduling, managing inventory, onsite logistics & service, quality control and aesthetics. This position reports to the **OPERATIONS MANAGER**.

### ADMINISTRATIVE SUPPORT

- Oversee all aspects of concessions operations, including staff management, inventory control, and logistics
- Attend and actively participate in Guthrie Ops and other pertinent meetings
- Update and create staff resources such as par sheets, opening and closing documents, prep lists, and food protocols
- Inform Director of Operations and Operations Manager of sales trends, equipment needs, and ideas for operational efficiencies
- Maintain relationships with all alcohol vendors
- Facilitate planning of bar meetings and training with Operations Manager & Beverage Program Manager
- Maintain working and general knowledge of Chowgirls bar rules, procedures, and policies
- Review daily sales reports, comparing against inventory for accuracy
- Hold a working knowledge of Chowgirls' and The Guthrie's procedures and policies
- Navigate, program, and train POS (Point of Sale) systems
- Oversee strategic planning for increasing venue bar sales in tandem with Cordial (our beverage program) leadership team

### PRODUCT & INVENTORY MANAGEMENT

- Work with Chowgirls Beverage Program Manager to develop and execute a curated menu of beverage offerings that reflects the discerning tastes of our theater patrons
- Assist Off Premise Catering division with utilization of Guthrie kitchen facilities and stock as needed
- Perform daily stock management, inventory & organization

- Order all alcohol, soda, NA beverages, etc for Concession sales as delegated by the Operations Manager. Keeping a tight inventory, ensuring little waste and enough product.
- Couriers or delegates couriating of stock from HQ to Guthrie as needed
- Work with Chowgirls Kitchen to maintain effective ordering and transfer of Chow made goods, working with point of contact to update pars as needed, ensure stock is being managed appropriately, and ensuring quality of goods sold is maintained
- Be present to receive product deliveries relating to concessions service, and maintain a positive relationship with Guthrie guest services in relation to sharing of the dock
- Communicate all scheduled deliveries with your team and delegate their receipt and storage in your absence
- Stock and maintain an organized facility and date conscious inventory, such as the liquor room, fridge, freezer, and dry storage spaces
- Oversee the reset and organization of the cooler and kitchen stock storage areas weekly
- Conduct monthly alcohol inventory with Bar Manager
- Maintain all stock bar mixers and garnishes per Chowgirls bar setup standards
- Batch recipes, make syrup, and any other ingredient for cocktails as needed
- Log all alcohol utilized for anything other than event needs
- Keep inventory of clean, stocked bar tools in working order, notifying Beverage Program Manager of replacement needs
- Work with Beverage Program Manager as requested to create special request and seasonal cocktails

### **STAFF MANAGEMENT & TRAINING**

- Create and maintain staff schedules, ensuring proper attendance and staff levels in tandem with expected fluctuations in customer volume
- Facilitate and manage thorough training of staff incorporating Chowgirls Passport Program
- Assist the Operations Manager and Beverage Program Manager in training all Floor Leads and entry-level Bartenders
- Set and maintain liquor liability safety standards
- Send staff emails, relaying important general information to each day's teams
- Manage daily expectations through pre-shift meetings
- Carry out disciplinary actions as needed

- Manage staff hours in Nowsta, ensuring accurate staff clock-ins
- Ensure bar reports are completed by bar leads within 24 hours of event

### CONCESSIONS OPERATIONS

- Maintain a professional and positive relationship with all Guthrie vendors, management, clientele, and staff
- Oversee Chowgirls Guthrie bar staff, bar operations, customer service, and inventory tracking
  - Keeps all documents related to concessions service updated and available to staff as needed
  - Supports and guides staff in strategic and hospitable execution of bar service onsite
  - Provides prompt and courteous service to all guests while maintaining a respectful and positive disposition
  - Prepares and sends daily event staff Nowsta announcements, and staffing assignments as needed
- Ensure execution of high-volume service while maintaining Chowgirls standards
  - Consistently strives to serve all patrons
  - Monitors guests and staff's safety on site, in line with our service policies
  - Embodies Chowgirls' hospitality ethos equally among clientele and coworkers
- Anticipate customer needs, and goes above and beyond to create exceptional service
- Assist with menu and recipe research and development as assigned

### COMMUNICATION

- Proactively communicate work and personal schedule through Slack
- Attend and actively participate in all required company meetings
- Respond to internal and external communications within 12 hours
- Present a professional positive attitude among coworkers, vendors, and clients
- Facilitate information flows throughout workplace
- Maintain availability for communication by phone, Slack, and email

### HUMAN RESOURCES

- Maintain employee privacy at all times.
- Be aware of MN employment laws.

- Keep all Chowgirls information confidential, including internal documents, policies, procedures, recipes, and customer/venue/vendor information.
- Maintain general knowledge of Chowgirls handbook, history, values, and vision.
- Always promote Chowgirls in a positive light at the office, on social media, and in the community.

## CULTURE

- Participate in Chowgirls training programs
- Cultivate general knowledge of Chowgirls handbook, history, values, and vision
- Guide peers and Chowgirls forward by sharing identified strengths or skill areas of specialization
- Commit to professional development, building a broad portfolio of skills and increasing mastery of current skills
- Uphold Chowgirls' commitment to Diversity, Equity, and Inclusion