



Food & Beverage Lead Worker
Cabarrus Arena & Events Center
Concord, NC

POSITION: Food & Beverage Lead Worker
DEPARTMENT: Food & Beverage
REPORTS TO: Food & Beverage Manager
FLSA STATUS: Hourly

Summary: SMG, the leader in privately managed public assembly facilities, has an excellent and immediate opening at SMG/Cabarrus Arena & Events Center for a Food & Beverage Lead Worker responsible for coordinating and overseeing the daily work of front line Food & Beverage Department workers during banquets, concessions services, and beverage services.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

For Concessions Events:

- Responsible for verifying opening inventory, ensuring inventory levels during event, tracking discards and spoilage, validating product transferred in and out, counting ending inventory, and closing point of sale terminals.
- Oversees staff in the concessions stand ensuring proper uniform, appearance, and break coordination.
- Ensures that all concession equipment in assigned location is working properly.
- Responsible for receiving a change bank from the vault and verifying the total.
- Ensures that cooks keep up with demand without oversupplying.
- Responsible for greeting guests and taking orders for food and beverage products.
- Responsible for keeping the work area and surroundings clean using sanitation standards.
- Assist in clean up and break down of the concession area at the end of the event.
- Ensure that concessions sales, inventory, and financial reporting is complete, accurate, and timely.

For Catering Events:

- Coordinates the quality of food service between cooking staff and floor staff.
- Reviews seating diagrams and room layouts for acceptability and accuracy.
- Oversees banquet setup and teardown.
- Delegates duties to team members for each event.
- Resolves guest concerns, inquiries, and complaints.
- Enforces atmosphere of culture, refinement, and professionalism.
- Oversees the banquet staff ensuring proper uniform, appearance, break coordination, and service levels are met.
- Maintains the cleanliness of the banquet floor and storage areas.
- Works as a server or bartender when necessary.

Supervisory Responsibilities include overseeing the daily activities of a small group of concessions and banquet servers assigned to an event or concession stand.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- Extensive knowledge of food preparation and service in both a concessions and catering environment.
- One year of experience as a banquet captain or concession stand leader.
- Prior supervisory experience is preferred

Skills and Abilities

- Strong inclination toward customer service
- Excellent communication and interpersonal skills
- Excellent organization and planning skills
- Ability to work with employees at all levels within the organization
- Ability to work with professional event planners and individuals with no prior event planning experience

Computer Skills

- Ability to operate standard office equipment, Microsoft Windows, and the Microsoft Office suite of applications at an intermediate level
- Familiarity with Square POS system is preferred

Other Qualifications

This position will work with limited supervision and will require the ability to interact with all levels of staff, the ability to regularly work shifts in excess of twelve hours, and be available for work on nights, weekends, holidays, and normal business hours.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to move around the facility; to stand for long hours during events; talk and hear. This position may require work inside or outside of the building, as needed by events.

Note

The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

To Apply

Apply at- [\[Link to job posting in RM\]](#)

Recruiter- Brenda Clem
Cabarrus Arena & Events Center
4751 NC Highway 49
Concord, NC 28025

Applicants that need reasonable accommodations to complete the application process may contact (704) 920-3985.

SMG is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.