



Concessions Supervisor

At Sodexo Live! we take pride in crafting exceptional events at the most prestigious venues on the planet and creating lasting memories for fans, visitors, guests and team members. Working with Sodexo Live! is more than a job; it's a chance to be part of something greater. Here, you'll build a career where 'everyday' is anything but normal.

Our experiences are unique, and so are our people. Bring your personality, your background and your desire to delight others. In return, we'll give you all you need to thrive. After giving it all, you'll return home knowing that you've played your part in creating a truly unforgettable moment.

- 2022 Forbes Best Employer for Diversity
- 2022 Front Office Sports Best Employers in Sports
- 2022 Disability Equality Index (DEI) Perfect Score

Location: We are seeking an experienced **Concessions Supervisor**

Principal Function:

SUMMARY

Under the direction of the Concessions Manager, the Concession Supervisor is a key member of the

Concession and Beverage Team. This role requires excellent communication skills, strong attention to detail, and the ability to support the Food and Beverage Team in providing an exceptional guest experience.

our guest experience is a top priority. Our Food and Beverage Team has a passion for service, a high standard of professionalism and a commitment to creating an exceptional guest experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The Concession Supervisor is responsible for the following:

- Assign and delegate duties to Concession Attendants, Grill Cooks, and Assistant Station Supervisors
- Verify daily till floats and cashier remissions
- Accurately maintain the integrity of opening and closing inventory, write-offs, and voids. Input data into the POS system as required.
- Maintain and enforce the chain of custody procedures for all cash and negotiable items
- Supervise concession staff, and ensure breaks are awarded as per Manitoba Employment Standards
- Maintain up-to-date knowledge of the menu and products
- Fill-in for attendants and cooks as required
- Maintain a professional appearance, good hygiene, and a professional demeanour towards customers,



guests, and team members

- Ensure compliance with all policies and procedures
- Report accidents and injuries to a manager
- Maintain cleanliness of the concession stand, and ensure staff are complying with health and safety practices
- Administer emergency system protocols and evacuations in the event of an emergency
- Set up and stock the concessions during each event. Verify inventory levels, order inventory as required,

and maintain accurate inventory records and controls to meet business needs.

- Prepare equipment, food, and displays, and ensure food quality is controlled
- Direct and assist concession workers in food preparation and display, customer service, sanitation,

cleanliness and safety.

- Ensure concession staff adhere to LGCA regulations regarding responsible alcohol service
- Balance the concession stands at the end of events by checking equipment and ensuring the work area is sanitized and clean
- Report station and equipment deficiencies.
- Perform other related duties as assigned

CORE COMPETENCIES

• Results Focus - paying attention to detail, knowing what results are important and focusing efforts to

achieve them.

• Communication - able to communicate effectively and maintain positive relationships with employees,

guests and clients

- Adaptability - being able to adapt to changes in the workplace
- Problem-Solving Skills - the ability to problem-solve and identify solutions to address client and guest issues and needs
- Teamwork - working cooperatively and productively to get the job done

QUALIFICATION AND REQUIREMENTS

- Completion of online Food Safe Certificate (free online program)
- Smart Choices Serve certified or willing to obtain certification if eligible
- Previous customer service experience is an asset
- Possess good interpersonal, organization, and communication skills
- Ability to follow directions, delegate duties, and work with minimal supervision
- Ability to work well under pressure in a fast-paced environment



- Present professional appearance and be courteous when interacting with customers and colleagues
- Willingness to complete in-house Alcohol Awareness, Sanitation, and Supervisor training
- Ability to take direction, and work well independently or as a team member
- Willingness and ability to participate in emergency protocols in the event of an emergency
- Punctual for shifts, and able to work evenings, weekends, and holidays as required
- Knowledge of methods and procedures for serving food, principles of sanitation, and principles of safe

food handling is an asset.

WORK ENVIRONMENT

- Keystone Centre is in the Major Events industry; This individual will need the ability to be adaptable

and flexible with their time. Work will include evenings and/or weekend shifts as event volume dictates.

- Ability to stand for long periods of time
- Must be able to transport food heavy equipment up to 50 pounds regularly, occasionally lifting up to 50 pounds
- Work in a fast-paced environment
- Team-focused atmosphere

Hours may be extended or irregular to include nights, weekends and holidays.

Thank you for expressing interest in employment with Sodexo Live!. While only those candidates considered for this position will be contacted, your resume will remain on file for 90 days.

Sodexo Live! is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, sex, age, genetic information, status as a protected veteran or status as a qualified individual with a disability, or any other characteristic protected by applicable Federal, State or Local law.