



Theatre Concessions/Bar Worker

Department	Concessions
FLSA Status	Non-exempt
Pay Range	\$10.35 per hour, plus tips
Work Location:	West Herr Auditorium Theatre & Performing Arts Center, Rochester, NY
Work Schedule:	Part-time shifts; approximately four hours long.
Reports to:	Concessions Coordinator

JOB SUMMARY

The Theatre Concessions Worker provides excellent customer service to patrons by efficiently preparing and serving concession items including snacks, and alcoholic and non-alcoholic beverages, during performances and events. This position ensures a clean, organized and welcoming concessions area, contributing to a positive guest experience and the overall success of the theater's operations.

ESSENTIAL FUNCTIONS

- Greet guests in a friendly, professional manner and provide prompt service before, during, and after performances.
- Prepare and serve concession items including snacks, alcoholic and non-alcoholic beverages according to established recipes and portion standards.
- Check guest identification to ensure compliance with state and local alcohol laws.
- Operate a point-of-sale (POS) system to accurately process cash and credit card transactions.
- Maintain cleanliness and organization of concession stands, counters, bar, glassware, and equipment throughout the shift.
- Restock bar supplies, garnishes, concession items, condiments, and supplies as needed.
- Monitor guest behavior and refuse service to intoxicated or underage patrons following company and legal guidelines.
- Monitor inventory levels and communicate shortages or restocking needs to the Concessions Supervisor.
- Follow all food safety, health, and sanitation guidelines as required by local regulations and theater policies.
- Collaborate with front-of-house staff to ensure smooth operations and timely service during intermissions.
- Provide general assistance to guests, including answering questions about menu items or theater policies.



OTHER DUTIES

- Perform other duties as assigned by supervisors to support overall event and venue operations.

SUPERVISORY DUTIES

- N/A

EDUCATION & EXPERIENCE

- High school diploma or equivalent required.
- Previous experience in food service, hospitality, or customer service preferred.
- Food or beverage certifications preferred but not required.
- Experience handling cash and operating a POS system a plus.

KNOWLEDGE, SKILLS & ABILITIES

- Strong customer service and communication skills.
- Ability to handle a fast-paced environment and high guest volume during peak periods.
- Basic math and cash-handling accuracy.
- Knowledge of food safety and sanitation best practices.
- Dependable, punctual, and able to work independently and as part of a team.
- Flexibility to work evenings, weekends, and holidays as required by event schedules.
- Ability to maintain composure and professionalism under pressure.

PHYSICAL DEMANDS & WORK ENVIRONMENT

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 essential functions.

- Ability to stand for extended periods and move around concession and lobby areas.
- Must be able to lift up to 25 pounds and perform light cleaning or restocking tasks.
- Work environment may be noisy and fast-paced during performances and intermissions.