

Concessions Cashier

UF4133

Job Overview:

The Concessions Cashier supports high-volume, event-based concessions operations by providing fast, accurate, and guest-focused transaction support in concession locations. This role is specific to concessions environments and supports a variety of service models, including traditional concession stands, grab-and-go locations, and walk-out or autonomous retail concepts.

Concessions Cashiers are expected to work efficiently during peak event periods, maintain awareness of guest flow and surrounding activity, and uphold Sodexo standards for speed of service, safety, and compliance. This role differs from traditional food and beverage cashier positions in that it operates within live-event settings with fluctuating demand, large crowds, and time-sensitive service expectations.

The Concessions Cashier may work at permanent stands, portable or mobile concession locations, kiosks, or autonomous retail stores. Responsibilities may vary based on venue layout, technology used, and event requirements.

General Responsibilities:

- Process guest purchases accurately, courteously, and efficiently in high-volume concession locations using approved Point of Sale (POS) systems, cashless payment devices, or autonomous retail technology.
- Support walk-out or autonomous store operations by monitoring guest flow, maintaining store readiness, and assisting guests with technology or access questions.
- Maintain awareness of crowd flow, guest movement, and surrounding activity in busy event environments.
- Ensure proper handling and security of cash, payment devices, and transaction systems when applicable.
- Follow all Sodexo cash-handling and concessions operating procedures.
- Attend pre-event or pre-shift briefings and follow direction from concessions leadership.
- Greet guests promptly and maintain a professional, guest-facing presence consistent with concessions service standards.
- Maintain working knowledge of concession menu items, pricing, and promotions.
- Assist with stocking, replenishment, and product rotation within concession areas as needed.
- Maintain cleanliness and organization of cashier stations, kiosks, and autonomous store areas.

- Follow Health Department regulations and Sodexo standards for sanitation and safe food handling.
- Monitor concession areas for safety or security concerns and report issues to supervisors or Security as needed.
- Follow all state and local guidelines for responsible alcoholic beverage sales, including age verification when applicable.
- Work with supervisors to complete refunds, voids, or transaction corrections in accordance with concessions policies.
- Assist with end-of-event or end-of-shift closeout procedures as directed.
- Perform other duties and responsibilities as assigned to support concessions operations.

Job Qualifications

Experience/Knowledge:

- High School diploma, GED, or equivalent experience.
- Must meet minimum age requirements to sell alcohol based on state and/or local regulations.
- Prior concessions, retail, or customer service experience preferred.

Skills/Aptitude:

- Ability to work accurately, quickly, and effectively in fast-paced, high-volume concessions environments.
- Ability to remain alert and aware of surroundings in crowded event settings.
- Basic math skills and comfort handling transactions.
- Ability to operate POS systems, cashless payment devices, and/or autonomous retail technology.
- Strong guest service skills with a professional and positive demeanor.
- Ability to follow written and verbal instructions and adapt to changing service needs.

License/Qualifications

Certifications

- TIPS (Training for Intervention Procedures) or TEAM (Techniques for Effective Alcohol Management) alcohol training or equivalent.
- Food handler certification may be required based on location.

General Qualifications:

- Willingness to learn and adapt to event-based service and new technology.
- Maturity of judgment and behavior.
- Maintains high standards for cleanliness, organization, and appearance.

- Reliable attendance and punctuality in accordance with Sodexo time and attendance policies and event schedules.
- Ability to work a flexible schedule, including nights, weekends, holidays, and extended event hours.
- Must comply with all dress code requirements.

Physical Requirements:

- Ability to stand for extended periods of time, up to 8 hours.
- Frequent walking and movement throughout concession areas.
- Ability to reach, bend, stoop, push, and/or pull.
- Ability to frequently lift and move up to 35 pounds and occasionally lift and move up to 40 pounds.
- Close vision, distance vision, peripheral vision, and depth perception, with or without corrective lenses.

Working Conditions (may add additional conditions specific to defined work location):

- Works primarily in concession environments during live events.
- Exposure to large crowds, fast-paced service conditions, and moderate to loud noise levels.
- May work indoors or outdoors depending on venue and event type.
- May be exposed to heat or cold near food service equipment or during outdoor events.

Unit Description: Identify unit-specific job tasks and qualifications in relation to this job. List any language(s), software or registrations required to perform this job. Please describe the typical writing, speaking and presentation skills required for this job and identify the audience.

Employee signature below constitutes employee's understanding of the responsibilities, qualifications, requirements and working conditions of the position.

Employee _____ **Date** _____
Manager _____ **Date** _____