

Beertender

UF4127

Job Overview:

The Beertender provides fast, efficient beer service to guests at designated beer stands or beverage locations during events. This role is focused on high-volume beer sales, responsible alcohol service, and maintaining speed of service during live events. Beertenders support guest satisfaction by delivering accurate pours, maintaining organized workstations, and ensuring compliance with alcohol service laws and company standards.

Beertenders work primarily at designated beer stands, portable bars, or concession locations with limited menus centered on beer and select beverages. Responsibilities may vary based on venue layout, event type, and service model.

General Responsibilities:

- Serve beer and approved alcoholic and non-alcoholic beverages in accordance with menu offerings.
- Pour and dispense beer accurately while maintaining speed and consistency during peak service periods.
- Verify guest identification and comply with all responsible alcohol service laws and policies.
- Process transactions accurately using approved POS systems or cashless payment devices.
- Follow all Sodexo cash-handling policies and procedures.
- Maintain cleanliness, organization, and presentation of beer stations and service areas.
- Stock beer, cups, ice, and supplies before and during events to support uninterrupted service.
- Monitor product levels and coordinate restocking as needed during events.
- Maintain awareness of guest flow and surrounding activity in busy event environments.
- Provide courteous, professional guest service while managing high-volume transactions.
- Follow food safety, sanitation, and safety standards at all times.
- Attend required pre-event briefings, training, and safety meetings.
- Report guest concerns, service issues, or unsafe conditions to supervisors promptly.
- Assist with end-of-event breakdown, cleanup, and securing of beer service areas.
- Perform additional duties and responsibilities as assigned.

Job Qualifications

Experience/Knowledge:

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

Skills/Aptitude:

- Ability to work effectively in fast-paced, high-volume event environments.
- Strong attention to accuracy, speed, and responsible alcohol service.
- Ability to follow written and verbal instructions accurately.
- Strong guest service and communication skills.
- Ability to remain professional and focused during busy service periods.

License/Qualifications

Certifications

- Must maintain a valid TIPS (Training for Intervention Procedures) , TEAM (Techniques for Effective Alcohol Management), or equivalent alcohol-service certification, and comply with all state-specific alcohol training requirements.
- A food handler certification may be required based on state or local regulations.

General Qualifications:

- Willingness to learn and adhere to alcohol service and concessions standards.
- Maturity of judgment and professional demeanor.
- Maintains high standards for cleanliness, organization, and appearance.
- Reliable attendance and punctuality in accordance with Sodexo policies and event schedules.
- Ability to work a flexible schedule, including nights, weekends, holidays, and extended event hours.
- Must comply with all dress code and safety requirements.

Physical Requirements:

- Ability to walk or stand for extended periods of time, throughout the entire duration of a shift, which may often exceed 8 hours.
- Frequent lifting, carrying, and handling of beverage cases, kegs, cups, and ice.
- Ability to frequently lift and move up to 35 pounds and occasionally lift and move up to 40 pounds.
- Ability to reach, bend, stoop, push, and pull.

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

- Works primarily in concession and beer service 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 cold storage areas, ice, and beverage equipment.

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 _____