

Concessions Supervisor

UF4135

Job Overview:

The Concessions Supervisor oversees event-based concessions operations to ensure efficient service execution, compliance with operational standards, and a positive guest experience. This role provides on-site leadership for concession stands, kiosks, portable locations, and autonomous retail concepts during events. The Concessions Supervisor supports staffing, service flow, inventory awareness, and issue resolution while serving as a key link between frontline teams and unit leadership.

Concessions Supervisors operate in fast-paced, high-volume environments and are responsible for maintaining speed of service, safety, cleanliness, and adherence to company policies across all assigned concession locations. Responsibilities may vary based on venue size, event type, and service models.

General Responsibilities:

- Provide on-site supervision of concessions operations during events and assigned shifts.
- Oversee concession stands, kiosks, portable locations, and walk-out or autonomous retail stores as applicable.
- Assign staff to concession locations and adjust coverage based on volume and operational needs.
- Conduct pre-event or pre-shift briefings to review expectations, menus, service standards, and assignments.
- Monitor speed of service, guest flow, and overall stand performance during events.
- Support concession staff with operational needs, guest issues, or service challenges.
- Ensure compliance with food safety, sanitation, HACCP (Hazard Analysis Critical Control Point), and safety standards.
- Ensure responsible alcohol service laws and policies are followed, including age verification where applicable.
- Partner with Cash Operations to ensure proper cash-handling procedures and documentation are followed.
- Monitor product availability and coordinate restocking or replenishment during events.
- Reinforce proper uniform standards, grooming, and professional appearance.
- Address guest concerns promptly and escalate issues to management as needed.

- Support onboarding and training of concession staff and leads.
- Communicate with culinary, beverage, vending, and operations teams to support service execution.
- Ensure proper breakdown, cleanup, and securing of concession locations after events.
- Attend required training, safety meetings, and operational briefings.
- Ensure all accidents, injuries, or unsafe conditions are reported promptly.
- Perform additional duties and responsibilities as assigned.

Job Qualifications

Experience/Knowledge:

- High School diploma, GED, or equivalent experience required.
- Minimum of 2–4 years of experience in concessions, food service, or event-based operations required.
- Prior supervisory or lead experience preferred.
- Must meet minimum age requirements to supervise alcohol sales based on local and state regulations.

Skills/Aptitude:

- Strong leadership and team coordination skills.
- Ability to manage multiple concession locations and priorities simultaneously.
- Strong communication and problem-solving skills in fast-paced environments.
- Ability to support staff during live events.
- Strong understanding of concessions operations, speed of service, and guest experience.
- Ability to follow and enforce operational policies and procedures consistently.

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, grow, and take on increasing responsibility.
- Maturity of judgment and professional demeanor.
- Maintains high standards for cleanliness, organization, and service execution.
- 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 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.
- Ability to move frequently throughout concession areas and event spaces.
- Ability to reach, bend, stoop, push, and pull.
- Ability to frequently lift and move up to 35 pounds and occasionally lift and move up to 40 pounds.

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

- Works primarily in concessions 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** _____