

Concessions Worker

UF4136

Job Overview:

The Concessions Worker supports high-volume, event-based concessions operations by preparing, stocking, and serving food and beverage items in concession locations. This role is specific to concessions environments and focuses on speed of service, product availability, cleanliness, and teamwork during live events. Concessions Workers play a critical role in ensuring concession stands are properly stocked, service-ready, and operating efficiently during peak periods.

The Concessions Worker may work in permanent concession stands, portable or mobile locations, kiosks, autonomous retail stores or support areas. Service formats may include grab-and-go, made-to-order items, or pre-packaged food and beverage offerings. Responsibilities may vary by venue, event type, and operational needs.

General Responsibilities:

- Prepare, assemble, and serve concession food and beverage items according to established recipes, portion standards, and concessions procedures.
- Assist with opening and closing concession locations, including setup, breakdown, and cleanup.
- Stock concession stands with food, beverages, condiments, serveware, and supplies before and during events.
- Replenish products quickly during peak service periods to maintain speed of service.
- Maintain cleanliness and organization of concession stands, prep areas, and storage spaces.
- Clean and sanitize workstations, equipment, and food contact surfaces in accordance with Health Department and Sodexo standards.
- Operate basic food service equipment such as warmers, grills, fryers, or beverage dispensers as assigned.
- Support cashiers by assisting with order fulfillment, bagging items, and managing product flow.
- Maintain awareness of guest flow and surrounding activity in busy event environments.
- Follow Health Department regulations and Sodexo standards for food safety and sanitation.
- Monitor concession areas for safety concerns and report issues to supervisors as needed.
- Attend pre-event or pre-shift briefings and follow instructions from concessions leadership.

- Assist with restocking, product rotation, and inventory counts as directed.
- Follow all safety, HACCP (Hazard Analysis Critical Control Point), and company policies and procedures.
- Report accidents, injuries, or unsafe conditions promptly.
- Perform other duties and responsibilities as assigned to support concessions operations.

Job Qualifications

Experience/Knowledge:

- High School diploma, GED, or equivalent experience preferred.
- Prior concessions, food service, or customer service experience preferred.

Skills/Aptitude:

- Ability to work effectively in fast-paced, high-volume concessions environments.
- Ability to follow written and verbal instructions accurately.
- Strong teamwork skills and willingness to assist others as needed.
- Ability to remain alert and responsive in crowded event settings.
- Basic food handling knowledge or willingness to learn.
- Positive attitude and guest-focused approach.

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 adapt to event-based service environments.
- 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.

- Ability to frequently move 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** _____