

Concessions Stand Lead

UF4134

Job Overview:

The Concessions Stand Lead provides on-site leadership for an assigned concession stand or location during events. This role supports daily stand operations by directing concession staff, maintaining service standards, and ensuring efficient execution during high-volume periods. The Concessions Stand Lead works closely with the Concessions Supervisor to support staffing, service flow, and guest satisfaction.

Concessions Stand Leads are actively involved in operations and serve as the primary point of contact for staff assigned to their stand. This role is specific to event-based concessions environments and focuses on speed of service, accuracy, cleanliness, and compliance.

General Responsibilities:

- Serve as the on-stand lead for assigned concession locations during events.
- Direct and support concession staff, including Concessions Workers and Cashiers.
- Assist with opening and closing procedures for concession stands.
- Ensure the stand is properly stocked, organized, and service-ready before and during events.
- Monitor speed of service, product availability, and guest flow at the stand.
- Provide guidance and support to staff during peak service periods.
- Ensure compliance with food safety, sanitation, HACCP (Hazard Analysis Critical Control Point), and safety standards.
- Reinforce responsible alcohol service laws and policies, including age verification when applicable.
- Ensure staff follow proper cash-handling procedures and escalate issues to the Concessions Supervisor as needed.
- Maintain cleanliness and organization of the stand throughout the event.
- Address basic guest concerns and escalate issues to the Concessions Supervisor when appropriate.
- Communicate operational needs, staffing issues, or supply shortages to leadership.
- Support onboarding and training of concession staff.
- Assist with end-of-event breakdown, cleanup, and securing of the stand.
- Attend required training, safety meetings, and pre-event briefings.
- Report accidents, injuries, or unsafe conditions promptly.
- Perform additional duties and responsibilities as assigned.

Job Qualifications

Experience/Knowledge:

- High School diploma, GED, or equivalent experience required.
- Minimum of 1–3 years of concessions, food service, or customer service experience required.
- Prior lead experience preferred.
- Must meet minimum age requirements to lead alcohol service based on local and state regulations.

Skills/Aptitude:

- Strong communication and team leadership skills.
- Ability to work effectively in fast-paced, high-volume concessions environments.
- Ability to support and guide staff during live events.
- Strong attention to detail related to service standards and cleanliness.
- Ability to problem-solve and escalate issues appropriately.
- Ability to follow and enforce operational 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 and take on increased responsibility.
- Maturity of judgment and professional demeanor.
- Maintains high standards for cleanliness, organization, and service execution.
- 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.
- Ability to move frequently within concession areas.
- 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 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 _____