

## Job Description



<b>Job Title:</b>	Bartender and Concessions
<b>Employee Status:</b>	Casual Part-time, including evenings & weekends
<b>Reporting to:</b>	Event Supervisor or Assistant Operations Manager/Operations Manager
<b>Liaises with:</b>	Executive Director, Senior Managers, Rental clients, ACT Presents artists, patrons

The ACT Arts Centre (The ACT), located in the community of Maple Ridge and part of the Greater Vancouver Regional District (GVRD), is the leading provider of engaging, vibrant and excellent Arts Programs, Gallery Exhibitions and Performing Arts Presentations for the growing communities of the region. Opened in 2003, the 486-seat theatre, studio theatre and instruction studios are home to many cultural and community events, delivering an impressive array of diverse arts and cultural programming and activities to over 80,000 patrons annually.

Bartending staff are part of the hospitality team for Front-of-House activities and events at The ACT Centre Theatres. Bartenders prepare and serve mixed drinks, beer, wine and RTD beverages as well as concessions before, and during shows and during intermissions by providing fast, friendly, professional, and responsive customer service.

### **Key Activities and Responsibilities:**

- Ensure compliance with all BC liquor and food safety regulations, including age requirements
- Operate POS terminals
- Ensure all work areas remain neat and clean and follow food safety plan
- Track and maintain bar supplies
- Accurate tracking and reporting of inventory stock levels and patron feedback to Event Supervisor after each event.
- Detailed and accurate handling of cash and receipts including nightly cash-outs
- Maintain a clean and professional appearance and serve customers in a pleasant and professional manner
- Maintain and assist volunteers with lobby cleanliness during, pre and post theatre events
- Ensure bar is visually attractive to customers, arrange display items, and assist with the creation of beverage specials
- Perform any other related duties that may be required by the Event Supervisor or Assistant Operations Manager or Operations Manager.

### **Abilities, Skills and Knowledge:**

- Experience working in the Food & Beverage industry with alcohol service
- Excellent written and verbal English language skills required; other languages are an asset
- Solid product knowledge of bar food and beverages
- Good judgment and the ability to handle high stress situations with professional, polite and calm demeanor
- Highly organized team player with exceptional interpersonal skills and with the ability to work independently in a fast-paced environment
- Ability to establish and maintain effective working relationships with theatre users, volunteers, other employees and patrons
- Flexibility in the work schedule is required
- Bartenders MUST be at least 19 years of age.

### **Required Licenses, Certificates and Registrations:**

- Secondary diploma

- Serving it Right Certification. Certificate in mixology would be considered an asset.
- Food Safe (preferred)
- Criminal record check with vulnerable sector

15.65/hour