



POSITION: Suite/Event Attendant
DEPARTMENT: SAVOR/Food and Beverage Services
REPORTS TO: Food & Beverage Manager / Director of Food & Beverage
FLSA STATUS: Hourly Non-Exempt

Summary

SAVOR... a leading provider of food and beverage services at sports, entertainment and convention facilities has an excellent and immediate opening for a Suite/Event Attendant for SAVOR/SMG at BB&T Arena.

Essential Duties and Responsibilities:

Include the following. Other duties may be assigned.

- Greets all guests with enthusiasm and friendliness.
- Serves alcoholic beverages in an appropriate manner consistent with company standards.
- Answers guest questions about food, beverages, and our facilities accurately and in a friendly manner.
- Does side work during non-busy hours.
- Speaks to guests with enthusiasm at all times.
- Develops relationships with guests.
- Provides the highest level of service in accordance with our standards.
- Identifies food orders when ready and delivers items to tables in a timely manner.
- Maintains a professional appearance at all times.
- Communicates with food and beverage staff to ensure guest satisfaction.
- Reports to work as scheduled, in uniform, and ready to be in position.
- Maintains professional relationships with all coworkers.
- Follows checklists and standard operating procedures.
- Maintains a safe, clean, organized, and stocked work area.
- Performs duties as assigned.
- Maintains full knowledge of menus, recipes, and other pertinent information.
- Constantly increasing knowledge of food, beverages, and other products and services.
- Ensures that guests have a positive and memorable experience.
- Responsible for constant sanitation, organization, and proper food handling.
- Prepares work area for either opening, mid-shift, or closing in accordance with company standards.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to work flexible hours, nights, weekends and holidays.
- Must be able to obtain a Food Handler's Permit upon hire.
- Must attend all SMG Alcohol and Policy Training Classes

Education and Work Experience

- High school diploma or equivalent preferred.
- 1-2 years serving experience.

Skills and Abilities

- Excellent communication skills.
- Good with people.
- Ability to handle high stress situations
- Ability to read and understand English
- Ability to work a flexible schedule including nights, weekends and holidays

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must be able to lift and carry up to 40 pounds. Must be able to stand, walk, lift and bend for long periods of time.

Note:

The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

To Apply: Please visit our website www.thebbtarena.com, click **ARENA INFO** and choose **Employment Opportunities** and click on the **Application** button.

NOTE: Only applicants that apply through our online portal will be considered.

Recruiter:

Tammy Fryman
HR Manager/Executive Assistant
BB&T Arena
500 Nunn Drive
Highland Heights, KY 41099
Fax: 859-442-2659
Email: hr@thebbtarena.com

***Applicants that need reasonable accommodations to complete the application process may contact Tammy Fryman at 859/292-2886.

SMG is an Equal Opportunity/Affirmative Action employer, and encourages women, minorities, individuals with disabilities, and protected veterans to apply. VEVRAA Federal Contractor.

Date Opened: 8/23/19

Closing Date: When filled