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Job Details

Requisition Number	17-0360
Post Date	4/24/2017
Title	Premium Intern
City	Los Angeles
State	CA
Location	Los Angeles Coliseum
Work Schedule	Non-traditional hours (Nights, Weekends & Holidays as necessary)

Description **PREMIUM INTERN**

PRIMARY FUNCTION:

Under the direction of Premium Management, is responsible for the overall operation of the assigned location. Supervisors provide leadership, direction, and guidance for all frontline outlet staff while upholding all company policies and procedures.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

- Must maintain a friendly, positive attitude and a professional demeanor at all times.
- Reports for scheduled event on time and reports to assigned area in a timely manner.
- Fulfills opening and closing duties as dictated by management.
- Ensures that all frontline staff are completing assigned duties to the quality mandated by company standards and the employee handbook.
- Ensures that all premium locations have received their orders and continually check on guest needs.
- Resolves guest issues and ensures customer satisfaction.
- Ensures that all supplies are stocked as per set par levels, all work areas and party locations are clean, and frontline staff are conducting themselves in a professional manner.
- Efficiently and accurately completes required paperwork; including but not limited to inventory sheets, suite inventories, etc.
- Maintains a leadership presence at all times in the premium department.
- Works as a team with fellow associates and other service departments within the stadium.
- Performs and successfully completes tasks assigned by management.
- Responsible for tracking hourly labor on event days and ensuring California labor laws are always upheld.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Food and beverage experience required; orientation and on-the-job training are provided.
- Must be pleasant, courteous, and enjoy working with people.
- Must be able to work in a team environment.
- Must be able to remain calm under stressful situations.
- Must be able to smile, maintain positive body language, and consistently provide positive guest service.
- Must be able to evaluate situations and make decisions without immediate supervision.
- Must be able to lead others and maintain employee morale.
- Must be knowledgeable about alcoholic beverage offerings.

MINIMUM QUALIFICATIONS:

- Must be at least 18 years old
- Must be willing to work hours that vary, according to the event schedule
- Must be able to work at a fast pace
- Must be able to lift and carry up to 50 lbs.

PHYSICAL REQUIREMENTS:

Constant standing, walking, bending, reaching, and repetitive motions. Able to perform normal lifting of stock, up to 50 lbs.

DISCLAIMER: The above is intended to describe the general contents and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.

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