SPOKANE INDIANS BASEBALL CLUB
POSITION DESCRIPTION

Position: Concessions Runner

Responsibilities within your Team:

1. Have fun! ☺
2. Learn and embrace the Spokane Indians approach to customer service and culture. Incredible internal customer service leads to exceptional external customer service.
3. Seek opportunities to learn, always working to improve the Spokane Indians organization and yourself.
4. Implement a "yes attitude", always contributing to the success of your team.
5. Approach each event with a strong gameday walk, operate with a purpose and sense of urgency.
6. Be proactive, find and solve challenges before they become problems.
7. Work in a tobacco-free environment.
8. Represent the Spokane Indians in a professional manner.
9. Other duties and responsibilities as assigned.
10. Don't forget to have fun!

Pre-Game Responsibilities:

1. Assist your Team Lead with the daily opening checklist. This includes filling nacho trays and popcorn tubs, replacing soda nozzles, cleaning, reviewing specials, etc.

In-Game Responsibilities:

1. Accurately prepare, fulfill, and deliver all orders to customers in a timely manner.
2. Request additional inventory from your assigned lead as needed.
3. Maintain a clean work space to ensure a positive fan and employee experience and an efficient end of night closedown.

Top of 8th Inning/Post-Game Responsibilities:

1. Assist your Team Lead with the daily closing checklist. This includes cleaning Pepsi towers and all equipment, washing dishes, taking out trash and recycling, sweeping, mopping, etc.
2. Check in with your Team Lead prior to leaving.

Indians Customer Service Goal

The Spokane Indians organization provides affordable family entertainment for everyone by creating a safe, fun and friendly atmosphere while exceeding guest expectations.