



SPOKANE INDIANS BASEBALL CLUB JOB DESCRIPTION

Title: Hawker

General Duties:

1. Have fun! ☺
2. Learn and embrace the Spokane Indians approach to customer service.
3. Work in a tobacco-free environment.
4. Represent the Spokane Indians in a professional manner.
5. Other duties and responsibilities as determined by the Hawker Lead.

Pre-Game:

1. Sign out bank from the Hawker Lead.
2. Buy and gather your items to sell from Hawker Land.

During Game:

1. Sell items to fans by continuously walking thru aisles.
2. Help educate fans on stadium rules regarding alcohol as needed.

Top of 7th inning or before:

1. Remind fans of last call.
2. Sell back unsold product to the Hawker Lead and turn in beginning bank.
3. Assist with Hawker Land nightly closedown. This includes cleaning, organizing, sweeping, and mopping as needed.
4. Check with the Hawker Lead for anything else that needs to be done before 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.