



SPOKANE INDIANS BASEBALL CLUB JOB DESCRIPTION

Title: Concessions Cashier

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 assigned.

Pre-Game:

1. Prepare stand for service including checking out your bank, stocking product, logging into Point of Sale (POS) system, and other tasks as needed.

During Game:

1. Provide exceptional customer service to fans.
2. Accurately input and fulfill all orders, taking payment accordingly.
3. Work closely with Runners to deliver items to guests in a timely manner.
4. Maintain a clean work space to ensure a positive fan and employee experience and an efficient end of night.

Top of 8th inning:

1. Clean Pepsi towers, take out trash, recycle cardboard, sweep, and mop.
2. Wash dishes and put away correctly.
3. Turn off all equipment and clean appropriately.
4. Print POS "Cashout" sheet and log out. Turn in cashout sheet and all payments to the door located on the east side of the main office.

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.