



SPOKANE INDIANS BASEBALL CLUB JOB DESCRIPTION

Title: Skybox Host/Runner

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 assigned.

Pre-Game:

1. Receive Host or Runner assignment from Skybox Lead before every game.
2. Prepare assigned area. Wash tables, chairs and drink ledges. Set out menu cards.
3. Greet and welcome fans entering your boxes.

During Game:

Host Responsibilities:

1. Accurately take and input food and beverage orders for assigned skyboxes.
2. Request additional buffet items as needed. Be proactive so that you never run out!
3. Open tabs and settle all checks in a timely manner.
4. Keep skyboxes clean by emptying trash cans and recycling bins when necessary, picking up skybox trash, cleaning up minor spills, and notifying the Clean Team of major spills.

Runner Responsibilities:

1. Accurately deliver food and beverage orders to assigned skyboxes. Deliver orders to other skybox sections as time allows and as instructed.
2. Keep skyboxes clean by emptying trash cans and recycling bins when necessary, picking up skybox trash, cleaning up minor spills, and notifying the Clean Team of major spills.

Last out of 7th Inning:

1. Make last call to fans at beginning of the 7th inning and settle checks accordingly.
2. Clean assigned area including wiping down tables, gathering menu cards, and other closing tasks.
3. Check with the Skybox Leads for anything else that needs to be done.

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.