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IT'S ALL ABOUT THE OPPORTUNITY TD Garden – Boston, MA



The Opportunity: Food & Beverage Supervisor

Reports To: Food & Beverage Manager

Unit Summary: TD Garden is located in Boston, MA. This facility is home of the Stanley Cup Champion Boston Bruins and Boston Celtics. The state-of-the-art TD Garden is a year-round, 19,600-seat arena, fully equipped with three private restaurants, 104 executive suites, 2,400 club seats, a multi-million dollar video scoreboard and our newest addition, complete 360° LED technology. Sportservice currently operates all retail stores and all retail portables at this location. Please visit www.tdgarden.com for more information.

Your Role: Oversees operation of assigned concessions outlets, supervises concessions associates and non-profit volunteers (if applicable), in accordance with the Company's GuestPath Universal Service Standards and applicable Operational Standards. Inspects all stands and portables in the assigned area. Ensures that all equipment is set up properly and operating efficiently and accurately. Ensures all stands, portable carts and surrounding areas remain clean, sanitized, and safe. Analyzes and resolves all problems with associates, guests, and the operation with the assistance of management. Cashes out associates following cash handling procedures; investigates "over and shorts" with stand leaders and volunteer groups. Estimates, requests, and inspects supplies and inventory. Ensures accuracy of all deliveries. Adheres to and enforces inventory and labor control measures. Performs opening and closing procedures for assigned area. Assists concession associates in serving guests as business levels demand. Assists management in performing inventory counts All other duties as assigned.

Our Expectations: Minimum of one-year experience in foodservice position required; previous experience as a stand attendant or stand manager preferred. Previous cash handling/cashier experience required. Previous supervisory experience preferred. Excellent guest service skills; ability to adhere to GuestPath's Universal Service Standards. Knowledgeable in the operating food service equipment, basic food preparatory techniques, sanitation and safety issues. Strong verbal and written communication skills - ability to communicate with staff and to prepare written stand reports after each event. Strong time management and organizational skills; ability to direct the work activities of several associates simultaneously and plan ahead. Highly motivated, ability to take initiative. Ability to work in fast-paced environment

Physical Requirements:

- Frequent walking, throughout entire facility, for entire length of shift
- Constant standing, bending, reaching and repetitive motions
- Ability to perform normal lifting of stock up to 50 pounds

