

# **Concessions Manager**

## **Overview**

The Concessions Manager oversees HTI's concessions operations, including inventory management, staffing, sales tracking, and compliance with alcohol service regulations. While not required to attend every event personally, they are responsible for ensuring adequate staffing and oversight.

## **Duties and Responsibilities**

- Maintain an up-to-date inventory of all concession items (e.g., drinks, snacks, serving supplies) and place orders as needed
- Track expenditures, sales revenue, and profits in a clear and organized manner
- Advise on pricing strategy for concessions in consultation with the Board and Treasurer
- Ensure all events requiring concessions (in-house or external rentals) are properly staffed with trained volunteers, as needed
- Be present at events with concessions or assign and train a suitable volunteer to manage sales and cash reconciliation
- Count and reconcile cash and/or point-of-sale systems at the end of each event
- Train new Concessions volunteers and ensure they meet safety and service standards
- Hold a valid Smart Serve certification and ensure at least one certified individual is present at events where alcohol is served
- Comply with all food safety and alcohol service regulations
- Produce monthly reports for the Board of Directors

## **Time Commitment**

- Estimated 1–2 hours per week, with higher engagement during show runs or special events.

## **Accountability and Support**

HTI's volunteer roles are designed to support the theatre's operations without overburdening any one person. Each role is responsible for ensuring the duties are completed—not necessarily by doing everything personally, but by recruiting volunteers or hiring paid support as needed (with Board approval). Volunteers are encouraged to take ownership of their role while maintaining a strong work-life balance. If unable to attend a scheduled event or fulfill a task, volunteers must arrange suitable coverage in advance.