



Job Title: Hospitality Team Member

Primary Location: Reilly Arts Center

Salary: \$15/hr + tips

Hours/Schedule: Variable based on venue event and performance schedule. Schedule will typically be posted 6-weeks in advance and the Reilly hosts 2 to 3 events per week.

The Reilly Arts Center is seeking optimistic and empathetic individuals with a strong work ethic to become Hospitality Team Members. The Reilly is located in downtown Ocala's Tuscawilla Park and is a venue for national, regional, and local performing organizations and events averaging over 100 events per year. The Reilly has two indoor theatres: a 709-seat stadium style theatre and a 3,500 sq-ft black-box style theatre. The arts center also hosts an outdoor theatre, multiple concessions and merchandise areas, and an administrative and education wing.

Our Hospitality Team is our first, most frequent, and most direct connection with our guests. We value positive and friendly colleagues who go above and beyond to ensure our guests receive the highest level of service and have unforgettable experiences. We maintain a professional work environment with high standards.

All hospitality team members will participate in a paid 3-day training program that will take place at the Reilly Arts Center on October 18th through 20th, 2021 from 4 PM to 8 PM each day. The training will cover 5 separate modules on our beer, wine, and cocktails in addition to the POS system, and the Reilly's best practices.

All team members earn paid time off (PTO) from their first day on the job and are eligible to accrue up to 80 hours of PTO in their first year of employment.

For those interested in joining our team, please send your resume and cover letter to hire@reillyartscenter.com

Description: This person will be responsible to ensure our guests are receiving great service, maintaining health and safety guidelines and work to the highest productivity level possible. Responsibilities include but are not limited to;

- Ensure friendly, efficient, courteous service is provided at all times
- Keep bar, work areas, overstock/storage areas neat, clean and organized
- Pre/Post event setup, tear down and overall venue clean-up when needed
- Have a good working relationship with all team members.
- Maintain a high level of communication, teamwork and respect at all times
- Have good working knowledge of all drinks and ingredients and be able to explain them to patrons with confidence
- Understand your responsibility in relation to Food and Health Safety guidelines
- Take orders, prepare and deliver drinks/food as needed
- Carry out jobs or tasks as directed by the management team
- Learn and operate point-of-sale system

Qualifications:

- Ability to perform well in a fast-paced environment
- Ability to stay focused and ensure completion of tasks
- Ability to ensure a pleasant patron and staff experience
- Ideal candidate will be organized, ability to think on your feet, have solid computer experience/skills
- Former hospitality experience is preferred, but not required