



## Join The Hospitality Services Team!

This part-time, multi-function, customer service position includes running valet, bartending, setting-up for meetings and events, and serving as parking lot and garage attendants.

### PERFORMING ARTS FORT WORTH, Inc Position Posting

**Title:** Hospitality Services Team Member  
**Department:** Hospitality Services  
**Reports To:** Hospitality Services Managers  
**Date:** April 2024  
**Status:** Part-Time; Non-Exempt, Hourly

#### Essential Functions:

To ensure Performing Arts Fort Worth (PAFW) achieves an optimal work environment and equitable treatment of all, employees are guided by two fundamental directives, the PAFW Operating Principles and the PAFW IDEA Statement, in addition to adhering to other terms and policies outlined in the Employee Handbook.

In addition to upholding to these fundamental directives, the Hospitality Services Team Member supports the Front of House department and provides first-class customer service. The position entails all the following essential job functions:

Valet Runner: Requires quick and skillful running to and from the parking lot and valet stations; attention to detail and driving skills to maneuver cars safely in downtown Fort Worth traffic; ability to park patrons' cars with concentrated attention before and after performances and events.

Parking Attendant: Monitors PAFW parking lot; directs incoming valet traffic; ensures that cars are locked while on the lot. Responsible for organizing patrons' keys for efficient retrieval post performance.

Garage Attendant: Monitors garage prior to opening for public and directs staff and volunteers to available parking spaces. Continues to monitor patron parking in garage as needed.

Bartender: Sets the bar area at beginning of shift. This includes taking inventory inside the liquor closet, loading carts with bar supplies, fruit and snack trays, ice supply, cups, and napkins, etc. Effectively operates Point of Sale (POS) register throughout bar service assignment.

Setup Crew: Responsible for setup and breakdown of special events in Bass Hall and Maddox-Muse Center. Assists with preparing spaces according to diagrams and approved specifications.

**Education, Experience & Skills Required:**

- A High School degree, or equivalent, and 18 years of age or older.
- Must hold a valid Texas Driver's License with the ability to drive vehicles and maintain an impeccable driving record.
- Must have TABC and Food Handlers certification, or the ability to obtain certification quickly.
- Previous bartending experience is preferred.
- Ability to communicate clearly and effectively with patrons and other staff.
- Skilled in basic math with the ability to count for bank reconciliation and complete deposit paperwork.
- Must be able to work outside in all weather conditions, including extreme temperatures, rain, sleet, snow, ice, and strong winds.
- Must be flexible to work varied schedules, including nights, weekends, and some holidays.
- Must be able to work a minimum of two shifts per month.
- Must maintain a professional attitude and serve as a role model for other team members.

Must maintain a positive attitude and influence others to do the same. Must make decisions consistent with organizational policies and goals and responsibly handle confidential information. Must work with accuracy and attention to numerous details and timelines. Strong verbal communication skills are essential to interact successfully with all PAFW staff and a diverse customer base. Ability to work under pressure, consistently providing calm and effective resolution of customer and PAFW staff concerns, requests and/or complaints in a courteous and informed manner.

**Position Responsibilities:**

Key activities of this position include but are not limited to:

- Accountable for bank bags as assigned. Count and set up banks and notify management of any discrepancy before shift; count and reconcile bank after intermission and return to managers' office.
- Operates Point of Sale (POS).
- Safely drive and park Patrons' vehicles.
- Safely move, setup, teardown, and organize furniture as directed.
- Provides excellent, first-class customer service to all (patrons, guests, clients, touring companies, resident companies, and to other PAFW staff).
- Always maintains a pleasant and professional demeanor.
- Verbally welcomes patrons and guests to Bass Performance Hall.

- Responds positively and professionally to patron's questions and/or complaints and ensures patron satisfaction within Hospitality Services' established guidelines.
- Dresses neatly and in complete uniform as scheduled.
- Must follow Departmental and Company procedures and policies for all assignments to ensure safe and secure operations.
- Must report to work on time and as scheduled.
- Other PAFW and departmental duties as assigned.

**Please Note:**

PAFW is in the business of presenting arts and entertainment. To that end, all employees understand and accept that evenings and weekends are part of our operation. This position requires interacting with the public and being onsite for performances regularly.

This job posting is not written to provide an all-inclusive listing of responsibilities and related activities. Job duties and assignments may change at any time with or without prior notice.

**Physical/Visual Activities or Demands:**

Physical/visual activities or demands that are commonly associated with the performance of the functions of this position include, but are not limited to:

- Working in close physical proximity to others including co-workers, vendors, and the public.
- Work schedules are varied and include nights, weekends, and some holidays.
- Valet drivers must effectively handle stress associated with safely driving various types, models, and sizes of vehicles in downtown traffic and parking those vehicles in assigned spaces on Company lots.
- Must be able to walk, run, climb stairs, stoop, crouch, reach, push / pull, load and move tables, chairs, and other objects, and lift 25 lbs or more.
- Must be able to stand for long periods of time.
- Ability to operate assigned office equipment with adherence to all safety guidelines.
- Clarity of vision; ability to bring objects into sharp focus; color perception.

**Environmental/Atmospheric Conditions:**

Environmental and atmospheric conditions commonly associated with the performance of the functions of this position include but are not limited to:

- Valet and parking lot assignments are performed outside in all weather conditions, including extreme temperatures, rain, sleet, snow, icy and windy conditions.

**Machines, Tools, Equipment and Work Aids:** Representative, but not all inclusive of those commonly associated with this position are: POS System, vehicles, two-way radios, dollies, furniture carts.

**If you are interested and meet the qualifications as noted in this job posting, submit your letter of interest and current resume.**

**Email:** [careers@basshall.com](mailto:careers@basshall.com)

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