



## BEVERAGE CASHIERS


Are you over the age of 18 AND are Smart Serve certified? Do you have finely tuned observation skills and are able to be firm yet fair? Then we've got a place for you on the Cashiers team, where you'll ensure our festival-goers get their cold beverages in a timely manner!


The Beverage Cashiers team works in the Beverage/Beer Tents. Volunteers are responsible for proper IDing, taking drink orders, and processing payment. Duties in this area may be varied and will be assigned by a supervisor on a shift-by-shift basis.

<p><b>Duties:</b></p> <ul style="list-style-type: none"> <li>● diligently check that patrons are 19 years of age or older</li> <li>● Look for signs of intoxication in order to determine if patron should be cutoff from alcoholic beverage purchases</li> <li>● accurately take drink orders</li> <li>● process electronic payments (i.e. debit, credit, cashless/RFID, Apple Pay, Google Pay)</li> <li>● deliver information in a friendly, yet professional manner</li> </ul>	<p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>● must be 18 years of age or over</li> <li>● Accessibility Standards Customer Service Training</li> <li>● Valid Smart Serve certification</li> <li>● this position requires individuals to be energetic and outgoing</li> <li>● must work efficiently in a team setting, with or without direct supervision</li> <li>● willing to work in all types of weather</li> <li>● some locations may require you to be able to stand for long periods of time.</li> </ul>
<p><b>Skills/competencies:</b></p> <ul style="list-style-type: none"> <li>● exceptional attention to detail</li> <li>● good organizational skills</li> <li>● effective communication skills</li> <li>● excellent interpersonal skills</li> <li>● able to multitask efficiently</li> <li>● Good computer skills</li> <li>● Able to work under pressure</li> </ul>	<p><b>Assets:</b></p> <ul style="list-style-type: none"> <li>● previous bartending and/or serving experience</li> <li>● cashier experience</li> <li>● bilingual (English – French)</li> </ul>



Ottawa Bluesfest offers Smart Serve reimbursement on a first-come, first-served basis. Complete the reimbursement form and once you have completed your certification, submit your Smart Serve certificate and proof of payment to [volunteers@ottawabluesfest.ca](mailto:volunteers@ottawabluesfest.ca)

 This is a wheelchair-accessible position, limited to specific locations.

 Room to grow! Supervisor positions are available on this team.

## BEVERAGE CASHIER SUPERVISOR

The Beverage Cashiers team works in the Beverage/Beer Tents. Volunteers are responsible for proper IDing, taking drink orders, and processing payment. The Supervisor is responsible for overseeing the team of beverage cashiers assigned to their Beverage tent.

<p><b>Duties:</b></p> <ul style="list-style-type: none"> <li>● Supervise team of Beverage Cashiers which will include:           <ul style="list-style-type: none"> <li>• attendance verification</li> <li>• schedule meal breaks</li> <li>• communicate schedule issues with leadership team</li> <li>• provide support to the cashier in assessing patrons for signs of intoxication</li> <li>• process refunds using the electronic payment system</li> <li>• complete incident reports when a patron is cut-off or there is an injury</li> </ul> </li> <li>● deliver information in a friendly, yet professional manner</li> </ul>	<p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>● must be 18 years of age or over</li> <li>● Accessibility Standards Customer Service Training</li> <li>● valid Smart Serve certification</li> <li>● energetic and outgoing</li> <li>● work efficiently in a team setting</li> <li>● willing to work in all types of weather</li> <li>● able to stand for long periods of time.</li> </ul>
<p><b>Skills/competencies:</b></p> <ul style="list-style-type: none"> <li>● effective communication skills</li> <li>● excellent interpersonal skills</li> <li>● exceptional attention to detail</li> <li>● good organizational skills</li> <li>● able to multitask efficiently</li> <li>● able to work under pressure</li> </ul>	<p><b>Assets:</b></p> <ul style="list-style-type: none"> <li>● previous bartending and/or serving experience</li> <li>● previous supervisory experience</li> <li>● prior Bluesfest/CityFolk beverage cashier experience</li> <li>● bilingual (English – French)</li> <li>● experience using two-way radios</li> </ul>



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