# Description

The Falcon Hub staff is responsible for serving beverages and food to patrons in the Falcon Hub, ensuring efficient, polite, and prompt service for all patrons, and promoting all Falcon Hub sponsored events.

# Supervision

## Received

Works under the supervision of the professional staff, Building Managers, and Falcon Hub Lead.

## Exercised

None.

# Duties

* Enforce alcohol policies of Fitchburg State University and the Commonwealth of Massachusetts.
* Maintain acceptable standards of practice as prescribed in the TIPS program.
* Check IDs of Falcon Hub patrons.
* Clean and maintain all bar equipment.
* Serve wine and draft or bottled beer, as well as sodas and food to patrons.
* Assist with cleaning the Falcon Hub.
* Assist with the inventory of all Falcon Hub supplies.
* Assist with programming in the Falcon Hub.
* Collects payments and reconcile cash in a manner approved by the state auditors.
* Keep bar area secure.
* Attend staff meetings as scheduled by the Falcon Hub Lead.
* Perform other duties as assigned.

# Qualifications

Ability to prepare and serve food and beverages. Ability to handle patrons courteously and, at times, assertively. Ability to work with speed and efficiency. Must have good cash handling skills as well as effective customer service skills. Must pass TIPS program. Effective verbal and written communication skills required.