

# Bacchus Team Leader Job Descriptions

\*This is a costumed Managerial position requiring much knowledge of our wines.  
The Faire will provide costume and Faire Employee Handbook  
Employee must provide his/her own Faire-approved footwear

## **Duties include:**

- Create an environment oriented to trust, open communication, creative thinking, and cohesive team effort with the assistance/involvement of the operations department.
- Motivate and inspire team members
- Lead by setting a good example (role model) - behavior consistent with words
- Coach and help develop team members; help resolve dysfunctional behavior with the assistance/involvement of the operations dept.
- Facilitate problem solving and collaboration with the assistance/involvement of the operations dept.
- Strive for team consensus and win-win agreements
- Ensure discussions and decisions lead toward closure with the assistance/involvement of the operations dept.
- Maintain healthy group dynamics
- Intervene when necessary to aid the group in resolving issues with the assistance/involvement of the operations dept.
- Encourage creativity and constant improvement
- Recognize and celebrate team and team member accomplishments and exceptional performance with the assistance/involvement of the operations dept
- Familiarize the team with the procedures and product which may suite the needs of customers.
- Provide necessary product information
- Help keep the team focused and on track
- Overseeing Bacchus staff, ensuring that all rules, procedures and job duties expected of them, are being executed.
- Morning prep and set up.
- Monitoring and executing sales of all wines. Responsible for ordering of wine, and ensuring all wine orders get to the Wine Tower in a timely fashion.
- Working cash registers – as only the Manager & Assistant Manager are to ring up customers.
- Interacting with patrons, making them feel welcome and let them know that we have fun. Use dialect and historically accurate references at every possible time – as this is a HIGHLY INTERACTIVE position! Make sure to thank them for stopping by, even if they do not purchase.
- Maintaining high energy level of staff – leading them into song and interaction among the crowd. This should be a place where everyone walking past will want to stop to join in on all the fun that they hear.
- Checking the ID of those under the age of 30 (unless they've acquired a wrist-band from the Pub) is a MUST! Providing portioned samples of various varieties of our award winning wines for the purpose of educating and entertaining our guests is a priority. Making sure staff is executing this procedure and policy.
- Helping patrons make selections as needed, reminding them of discounts and specials. Letting Bacchus staff know of any discounts and special before they begin their shift.
- Ability to interact with all types of people, all types of personalities, while trying to promote and execute sales of all our Mt Hope Wine. If anyone becomes offensive, all employees will refer them to the Manager.
- Maintaining a clean, orderly and well stocked work area. This includes delegation to the Bar Back.
- All breaks and lunches will be scheduled and approved by the Bacchus Manager.
- Responsible for all opening and closing paperwork, as well as completing necessary bank drops throughout the day.

**Qualifications:**

- Must be at least 18 years of age or older in order to serve alcoholic beverages.
- Previous Management experience a must!
- Must present an appropriate image including friendly outgoing attitude and desire to serve the public. This is a HIGHLY INTERACTIVE position.
- Must be able to successfully complete TIPS/RAMP alcohol service class.
- Must have steady transportation.
- Must be able to work well with others.
- Must meet company grooming standards as indicated in the employee handbook

**Working Conditions:**

- Must be able to stand and exert well-paced mobility for periods up to five hours in length.
- Must have ability to lift fifty pounds in weight.
- Must be able to tolerate extremes of hot and cold temperatures.
- Must be able to maintain professional attitude even during times of high stress.
- Flexible Schedule including weekends and holidays

## Bacchus Wine Tasting Steward Job Description

### Bacchus bar back Job Description

\*This is a costumed position requiring much knowledge of our wines.

The Faire will provide costume and Faire Employee Handbook

Employee must provide his/her own Faire-approved footwear

#### **Duties include:**

- Interacting with patrons, making them feel welcome and let them know that we have fun. Use dialect and historically accurate references at every possible time – as this is a HIGHLY INTERACTIVE position! Make sure to thank them for stopping by, even if they do not purchase.
- Checking the ID of those under the age of 30 (unless they've acquired a wrist-band from the Pub) is a MUST! Providing portioned samples of various varieties of our award winning wines for the purpose of educating and entertaining our guests is a priority.
- Helping patrons make selections as needed, reminding them of discounts and specials. Send the patron to the register with the order form
- Ability to interact with all types of people, all types of personalities, while trying to promote and execute sales of all our Mt Hope Wine. If anyone becomes offensive, refer them to the Manager.
- Maintaining a clean, orderly and well stocked work area.
- Bar back will assist servers with filling crackers, stocking sample cups, opening any wine bottles that need replenishing and replace them in the cooler with an unopened bottle of the same wine, putting bottle toppers on all bottles of opened wine bottles, wiping down counters.
- All breaks and lunches will be scheduled and approved by the Bacchus Manager.

#### **Qualifications:**

- Must be at least 18 years of age or older in order to serve alcoholic beverages.
- Experience preferred.
- Must present an appropriate image including friendly outgoing attitude, and a desire to serve the public. This is a HIGHLY INTERACTIVE position.
- Must be able to successfully complete TIPS/RAMP alcohol service class.
- Must have steady transportation.
- Must be able to work well with others.
- Must be able to lift heavy boxes
- Must be able to work in a fast-paced environment
- Must meet company grooming standards as indicated in the employee handbook

#### **Working Conditions:**

- Must be able to stand and exert well-paced mobility for periods up to five hours in length.
- Must have ability to lift fifty pounds in weight.
- Must be able to tolerate all weather conditions.
- Must be able to maintain professional attitude even during times of high stress.
- Flexible Schedule including weekends and holidays

Bacchus staff is asked at the end of their shift to assist in the wine shop with their rush. Bacchus employees are to punch out at the end of the Bacchus shift and Punch back in at the start of their Wine Shop shift so Pay rates can be adjusted accordingly. Please review the Wine Shop Steward Job Description.

# Front Gate Manager Job Description

\*Administrative, non-costumed position.

The Faire will provide a Faire Employee Handbook

## Duties include:

- Responsible for all financial information, currency, bank deposits and attendance records
- Supply Front Gate Ticket Agents with necessary tools to maintain a smooth and easy process for admissions is a priority
- Completes distribution of beginning banks for all Managers of a retail shop in the Front Gate office
- Provide quality service to our guests when providing Front Gate Ticket Agent for a lunch or comfort break, using 'Management cash drawer' and tickets. 'Management cash drawer' to be counted and paperwork completed at the completion of lunch and break coverage's by Front Gate Manager, DO (Director of Operations) or ADO (Asst Director of Operations).
- Working cash registers or POS (point of sale) machine and performing opening and closing operations, properly using all machinery and equipment
- Answering questions from guests and offering suggestions, handling guest complaints.
- Maintaining a clean and orderly work area.
- Assist in Lunch and comfort breaks to Front Gate Ticket Agents.
- While covering the Front Gate Ticket Agents gate area, responsibilities will include: sales of daily and seasonal passes, accountability for tickets sold and cash/credit received, providing quality service to our guests, properly using all machinery and equipment, working cash registers, collection of zip codes (and other information requested by management) of paying guests, answering questions from guests and offering suggestions, handling guest minor complaints, maintaining a clean and orderly work area. A separate drawer, tickets, paperwork and zip code sheet will be given to you, in which you will count out and complete paperwork at the end of your shift.
- Perform coupon sweeps outside Front Gate areas – this is a polite collection of all coupons that are out of site of the Ticket Agent but easily attainable by the public. Extra coupons are to be discarded.
- Help control patron 'traffic flow' at the Front Gate area.
- Audit Front Gate Ticket Agents' coupon boxes throughout your shift, completing report and ensuring the Front Gate Ticket Agent has received and accounted for the coupon report. Each Front Gate Ticket Agent should be coupon audited twice during their assigned shift by Front Gate Swing, Front Gate Manager, DO or ADO.

## Qualifications:

- Experience preferred.
- Must have steady transportation.
- Must be friendly and able to work well with others
- Must meet company grooming standards as indicated in the employee handbook

## Working Conditions:

- Must be able to sit, stand and exert well-paced mobility for periods up to four hours in length.
- Must have ability to lift fifty pounds in weight.
- Must be able to maintain professional attitude even during times of high stress.
- Flexible Schedule including weekends and holidays

# Front Gate Ticket Agents Job Description

\*This is a non costumed position.

The Faire will provide a Faire Employee Handbook

## **Duties include:**

Monitoring and executing sales of daily and seasonal passes

- Accountability for tickets sold and cash/credit received
- Providing quality service to our guests, ensuring the quality and appearance of your presentation
- Properly using all machinery and equipment, working cash registers
- Performing opening and closing operations
- Collection of zip codes, and other information requested by management, of paying guests
- Answering questions from guests and offering suggestions, handling guest minor complaints
- Maintaining a clean and orderly work area.

## **Qualifications:**

- Experience preferred. (must have excellent math skills)
- Must present an appropriate image including friendly attitude, good personal hygiene and professional appearance, and desire to serve the public.
- Must have steady transportation.
- Must be friendly and able to work well with others.
- Must meet company grooming standards as indicated in the employee handbook

## **Working Conditions:**

- Must be able to sit for periods up to four hours in length.
- Must have ability to lift 25 pounds in weight.
- Must be able to tolerate extremes of hot and cold temperatures.
- Must be able to maintain professional attitude even during times of high stress.
- Must be able to have a flexible schedule including weekends and holidays

## GATE/BUS GREETER JOB DESCRIPTION

\*This is a costumed position.

The Faire will provide costume and Faire Employee Handbook  
Employee must provide his/her own Faire-approved footwear

### **Duties Include:**

#### **Bus Greeting:**

- Welcoming clients/customers that arrive by bus, teaching them the heralded cheer of "God Save the Queen!", reviewing the days' special entertainment features and reiterate any feast or picnic details that apply.
- Provide general shire information to the guests; distribute the daily Faire schedules and maps to the feasting area (if they have a feast scheduled).
- Collecting previously purchased admission tickets and stamping their hands for entrance to the Faire.
- Collecting payment, if necessary. Those groups with no tickets may or may not need to pay. Group Sales will provide all information for Bus Greeter, and will be communicated through the DO or ADO to the Bus Greeter. Knowledge of acceptable forms of admission is expected.
- An accurate count of those in the group is a must!
- Providing general shire information to guests.
- Completing billing paperwork at the conclusion of each greeting, and all final billing paperwork required, at the end of the shift.

#### **Gate Greeting:**

- Welcoming our patrons to the Faire...welcoming committee extraordinaire! Those assigned this position will set the stage for the day. Polite greetings and salutations are required!
- At Castle Gates - collecting admission tickets (purchased or pre-purchased) to gain entry. Knowledge of acceptable forms of admission is required. At E-ticket entry way – collecting pre-purchased (via web) paper tickets from the patron, scanning the paper ticket which will confirm admittance to the Faire. Knowledge of acceptable forms of admission is required. Must be able to operate scanner and be responsible for scanner equipment. That includes, cleaning, opening and closing procedures required, and general machine operating functions.
- Distribution of daily faire program and daily schedule ("Elizabethan times" and "Daily Writs")
- The Shire and other offerings of PRF Productions to inquiring guests.
- As time permits, "coupon sweep" by the Castle Gate entry Gate Greeters at the Ticket Agents windows will be required – this is a polite collection of all coupons that are out of site of the Ticket Agent but easily attainable by the public. Extra coupons are to be destroyed – not distributed.
- All Greeters will have the responsibility of assisting the evening shift Greeter in completion of the Attendance Report. All Greeters leaving at 4:00 PM have the responsibility of counting and documenting all pre-sold and complimentary tickets received prior to 4:00 PM. This information will be recorded on the daily Greeter's Report. After completion of the report, the tickets and report are to be given to the Front Gate Manager, by evening shift Greeter.
- Greeter's are responsible for giving each other a 30-minute lunch break (suggestion of 12:30, 1:00 and 1:30 PM as break times.)
- At the scheduled start time, please report to the Upper Front Gate where you will receive instruction from the DO or ADO.
- Promoting and maintaining a positive, professional image for The Pennsylvania Renaissance Faire.
- Greeters are responsible for giving patrons a hand stamp to return as they are leaving the gate if they wish to return.

#### **Qualifications:**

- Gate Greeters MUST possess an ability to be customer service oriented, friendly, and motivated to provide necessary information and assistance to our valued patrons.
- Must have steady transportation.
- Must be friendly and able to work well with others.
- Must meet company grooming standards as indicated in the employee handbook

**Working Conditions:**

- Must be able to work a combination of indoors and outdoors in all weather conditions.
- Requires standing, bending, lifting, and walking.
- Must be able to work weekends and holidays.

## Privy Attendants Job Description

\*This is a costumed position. Privy Attendants are a welcomed sight to all who attend the Faire and use the facilities. God save the Privy Attendant!

The Faire will provide costume and Faire Employee Handbook

Employee must provide his/her own Faire-approved footwear

The PA Renaissance Faire will supply the equipment and supplies needed for daily operation of the lavatory facilities. The Attendant must maintain the facility and equipment for the hours scheduled. Attendants are also encouraged to bring additional sundries, personal supplies and environmental enhancements (flowers, candles, lotions, etc.).

Upon arriving for duty and before leaving, Attendants must check with the DO or ADO and report on condition of facility and paper supply status.

### Duties Include:

- Provide Comfort for our guests
- Providing a clean and accessible restroom facility to our guests
- Completing inventory paperwork at the conclusion of each day
- Attending to details of signage
- Promoting and maintaining a positive, professional image for The Pennsylvania Renaissance Faire
- Toilets maintenance: Brush out toilet bowels, wipe clean from top to bottom and under the seat
- Replace urinal cakes if necessary and applicable.
- Stocking supplies: Toilet Paper, paper towel and soap Dispensers should be constantly monitored and stocked when necessary.
- Keep your own area clean! Throw away your own cups, wipe up all spills, get ride of trash left behind
- If there is not a swing person on duty and you need any supplies, you will need to get them yourself

### Qualifications:

- MUST possess an ability to be customer service oriented, friendly, and motivated to provide necessary assistance to our valued clients.
- Must be available to work a rotating schedule, which will include weekends and holidays.
- Must have steady transportation.
- Must be friendly and able to work well with others.
- Must be creative, organized and personable
- Must meet company grooming standards as indicated in the employee handbook

### Working Conditions:

- Must be able to work a combination of indoors and outdoors in all weather conditions.
- Requires standing, bending, lifting, cleaning of bathrooms and walking.
- Must be able to work weekends and holidays.

# Retail Attendant

Description: This is a costumed position that requires the ability to interact with the customers while providing information about merchandise.

The Faire will provide costume and Faire Employee Handbook

Employee must provide his/her own Faire-approved footwear

## Duties Include:

- Interacting with customers using language from the Elizabethan era
- Maintaining appropriate dress and behavior of the time period
- Aid customers in locating merchandise
- Providing friendly and quality customer service
- Knowledge of all merchandise & their prices
- Arranging merchandise display
- Marking or pricing all merchandise
- Handling all cash register duties, including opening and closing procedures
- Operating credit card machine
- Answering customer questions and offering suggestions
- Keeping work area clean and orderly
- Restocking and maintaining inventory of merchandise
- Handling minor customer complaints
- Completing other duties as assigned by Team Managers
- Promoting "Return to the Past" passes and other weekend specials.
- Answering questions from guests and offering suggestions

## Qualifications:

- Must be at least 16 years of age
- Must be friendly and willing to interact with guests
- Must have reliable transportation
- Must be able to lift heavy boxes
- Must be able to work in a fast-paced environment
- Must meet company grooming standards as indicated in the employee handbook

## Working Conditions:

- Able to work in all weather conditions
- Able to work in Renaissance clothing
- Able to stand for long periods of time
- Able to work long shifts on weekends and holidays

# Shire Maintenance Job Description

(Skill hunter type characters)

\*This is a costumed position.

The Faire will provide costume and Faire Employee Handbook

Employee must provide his/her own Faire-approved footwear

## Duties include:

- Monitoring assigned area, ensuring the Fairgrounds appearance is clean, and all trash is picked up. Anything out of place should be returned to its' proper place. Maintaining cleanliness in your assigned area is your priority.
- Assist Privy attendants within your assigned area with trash removal.
- Answer questions from guests. Must be familiar with the layout of the Fairgrounds. A map for your use will be provided.
- Interaction with guests, to provide an overall entertaining experience at the Pennsylvania Renaissance Faire.

## Qualifications:

- Must present a friendly attitude and desire to serve the public.
- Must have steady transportation.
- Must be friendly and able to work well with others
- Must meet company grooming standards as indicated in the employee handbook

## Working Conditions:

- Must be able to stand and exert well-paced mobility for periods up to five hours in length.
- Must have ability to lift fifty pounds in weight.
- Must be able to tolerate all weather conditions.
- Must be able to maintain professional attitude even during times of high stress.
- Flexible Schedule including weekends and holidays

# Security Checkpoint/Gate Guards Job Description

The Faire will provide Uniform Shirt and Faire Employee Handbook

A two-way radio will be available at the Front Gate in case of question(s) or emergency. Security Officers have a variety of roles and duties from reporting hazardous conditions to helping lost children and keeping general order among patrons that visit our establishments

At the scheduled start time, please report to the Upper Front Gate where you will receive instruction from the DO or ADO.

\*There is support from Pa State Constables in case problems arise

## **Duties Include:**

- Helping to assist a lost patron by informing PA State Constables of details and keeping lost patrons calm.\*
- Providing general shire information to patrons
- Promoting and maintaining a positive, professional image for The Pennsylvania Renaissance Faire.
- Checking weapons to ensure that they are peace tied. \*
- Checking bags to ensure that there are not weapons or other un-permitted items.\*

## **Qualifications:**

- Security Guards MUST possess an ability to be assertive in their duties.
- 21 and over.
- Must have steady transportation.
- Must be friendly and able to work well with others.
- Must be able to attend training seminar
- Must meet company grooming standards as indicated in the employee handbook

## **Working Conditions:**

- Must be able to work a combination of indoors and outdoors in all weather conditions.
- Must be able to stand for long periods at a time.
- Requires standing, bending, lifting, and walking.
- Must be able to work weekends and holidays.

## Swing I and II Job Descriptions

This is a costumed position requiring knowledge of several positions.

The Swing I member is required to assist in Set-up of the Infomistress Shop, Front Gate, and Exit Gate; Assistance at the Front Gate (filling program baskets, greeting, giving lunch/comfort breaks) as well as assisting to complete admissions reports.

The Swing II member is required to assist in sales and closing of the Infomistress Shop and Lower Front Gate; assistance at Front Gate (filling program baskets, greeting, giving lunch/comfort breaks) as well as assisting to complete admissions reports.

The Faire will provide costume and Faire Employee Handbook

Employee must provide his/her own Faire-approved footwear

Swing members may also be called on to provide assistance in the Food and Beverage Dept as backup on heavily attended Faire Days.

### **Duties Include:**

- Monitoring and executing sales of all merchandise and ensuring the quality and appearance of the presentation
- Providing quality service to our guests
- Working cash registers and performing opening and closing operations
- Properly using all machinery and equipment
- Answering questions from guests and offering suggestions, handling minor guest complaints
- Maintaining a clean and orderly work area

### **Qualifications:**

- Experience preferred.
- Must have steady transportation.
- Must be friendly and able to work well with others.
- Must meet company grooming standards as indicated in the employee handbook

### **Working Conditions:**

- Must be able to stand and exert well-paced mobility for periods up to four hours in length.
- Must have ability to lift fifty pounds in weight.
- Must be able to tolerate extremes of hot and cold temperatures.
- Must be able to maintain professional attitude even during times of high stress.
- Flexible Schedule including weekends and holidays

## **SPECIAL EVENTS TICKET TAKER**

\*This is a costumed position.

The Faire will provide costume and Faire Employee Handbook

Employee must provide his/her own Faire-approved footwear

### **Duties Include:**

#### **Special Events Greeting:**

- Welcoming our patrons to the Special events in the Special Events Area. Polite greetings and salutations are required!
- Collecting admission tickets (purchased or pre-purchased) to gain entry. Knowledge of acceptable forms of admission is required. Wrist Band/Valid ID required to ensure guest is over 21 for Pirate Smoker Admission At entry way – collecting pre-purchased (via web) paper tickets from the patron, scanning the paper ticket which will confirm admittance to the special event. Knowledge of acceptable forms of admission is required. Must be able to operate scanner and be responsible for scanner equipment. That includes, cleaning, opening and closing procedures required, and general machine operating functions.
- Giving Information about The Shire and other offerings of PRF Productions to inquiring guests.
- Completion of the Attendance Report. All Greeters have the responsibility of counting and documenting all pre-sold and complimentary tickets received. This information will be recorded on the daily special events report. After completion of the report, the tickets and report are to be given to the Front Gate Manager.
- Report to the Upper Front Gate at the scheduled start time, where you will receive instruction from the DO or ADO.
- Promoting and maintaining a positive, professional image for The Pennsylvania Renaissance Faire.

#### **Qualifications:**

- Special Events Greeters MUST possess an ability to be customer service oriented, friendly, and motivated to provide necessary information and assistance to our valued patrons.
- Must have steady transportation.
- Must be friendly and able to work well with others.
- Must meet company grooming standards as indicated in the employee handbook

#### **Working Conditions:**

- Must be able to work outdoors in all weather conditions.
- Requires standing, bending, lifting, and walking.
- Must be able to work weekends and holidays.