**Job Title:** Suite Runner/Suite Attendant  
**Job Code(s):** 3358  
**Job Family:** Food & Beverage  
**FLSA Status:** Non-Exempt  

**Unit Specific**  
**Unit Name:** SFB/Carolina Sportservice  
**Reports To:** Luxury Suites Manager, Pantry and/or Suites Supervisor  
**Union/Non-Union:** Non  
**Shift/Hours Required:** Game Day  
**Age Requirement (If Applicable):** At least 21 years old

**Position Summary**  
The associate in this position works in a cross-trained capacity as both a suite runner and a suite attendant. This is the entry position for any candidate wishing to become a suite attendant. Any interested candidate should consider the job description for both the suite runner and the suite attendant.

This is a seasonal position. The associate must work all events on the Bank of America Stadium events calendar, which includes all Carolina Panthers home games, soccer matches, college games and any other events that may arise throughout the season.

**Essential Functions: Suite Runner**  
- Works collaboratively with all luxury suites associates to ensure the overall successful operation of the department  
- Takes direction from the pantry supervisor and/or lead runner for game day responsibilities  
- Participates in the pre-game huddle at the beginning of each game day  
- Supports a hospitable environment by greeting guests throughout the stadium  
- Distributes food/beverage and other service products from the pantry or kitchen to luxury suites  
- Provides quick and attentive follow up for any delivery errors  
- Answers the pantry phone to assist with incoming requests  
- Assists with keeping the inventory in order in the pantry  
- Assists with keeping the pantry clean throughout the day  
- Retrieves service items from luxury suites for return to the kitchen throughout the day as directed  
- Completes opening and closing side work as assigned  
- Assists with the breakdown of luxury suites at the end of the event  
- Thoroughly cleans work area at the end of the day  
- Moves the pantry’s trash bin to the 000 Level at the end of the day  
- Checks out with the pantry supervisor at the end of the day  
- Performs other duties as assigned

**Essential Functions: Suite Attendant**  
- Works collaboratively with all luxury suites associates to ensure the overall successful operation of the department  
- Reads through and understands all aspects of the account information for the given event – menu, authorizations, restrictions, delivery schedule, etc as included in the game day folder  
- Conducts beginning inventory to ensure that all selections and supplies are on hand  
- Sets up assigned suite/terrace prior to event in accordance with company procedures  
- Receives, verifies and sets up all pre-ordered food and/or beverage  
- Reports any missing items to the pantry for follow up  
- Immediately addresses any quality issues with the pantry or suite supervisor  
- Participates in the pre-game huddle at the beginning of each game day  
- Successfully completes all opening duties prior to the gates opening  
- Supports a hospitable environment by greeting guests throughout the stadium

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination by employers, in compensation and employment opportunities, against qualified individuals with disabilities who, with or without reasonable accommodation, can perform the “essential functions” of a job. A function may be essential for any of several reasons, including: the job exists to perform that function, the employee holding the job was hired for his/her expertise in performing the function or only a limited number of employees are available to perform that function.
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JOB TITLE: SUITE RUNNER/SUITE ATTENDANT

JOB CODE(S): 3358
JOB FAMILY: FOOD & BEVERAGE
FLSA STATUS: NON-EXEMPT

KNOWLEDGE, SKILLS & ABILITIES: SUITE ATTENDANT
- Ability to work as part of a team with all associates, management and stadium departments
- Excellent guest service skills; ability to adhere to Company’s GuestPath Universal Service Standards
- Ability to complete all required training sessions
- Ability to work accurately, courteously and with a sense of urgency in a high pressure environment.
- Organizational skills; detail-oriented
- Strong communication skills; ability to effectively listen and communicate with guests; retain and communicate menu information and service preferences
- Ability to follow job procedures and supervisor instructions
- Basic math skills; ability to accurately account for inventory

PHYSICAL REQUIREMENTS: SUITE RUNNER
- Ability to lift and carry up to 35 pounds; ability to push up to 100 pounds
- Ability to frequently walk long distances while pulling/pushing a cart
- Frequent bending, stretching, reaching and walking up and down stairs as the work duties demand

PHYSICAL REQUIREMENTS: SUITE ATTENDANT
- Ability to lift and/or push up to 35 pounds for set-up, service and clean up of suite
- Ability to stand and walk for entire length of shift, including walking up and down stairs and lifting as the work duties demand

ENVIRONMENTAL WORKING CONDITIONS: SUITE RUNNER
- May be exposed to variable temperatures, including extreme hot and cold depending on the season
- May be exposed to large crowds and confined areas
- Frequently confined to small, window-less environment

ENVIRONMENTAL WORKING CONDITIONS: SUITE ATTENDANT
- Variable temperatures, depending on the weather
- May be required to work in confined and/or narrow spaces

*Nothing in this job description restricts the management’s right to assign or reassign duties and responsibilities on this job at any time.

Delaware North Sportsservice is an Equal Opportunity Employer.

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