

JOB DESCRIPTION

Cocktail Server – Seasonal

Aretha Franklin Amphitheatre • Detroit, Michigan
 Season: May – Early September | Up to 40–50 Events

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| Position Title | Cocktail Server – Seasonal |
| Department | Food & Beverage |
| Reports To | Bar Manager / Food & Beverage Manager |
| Employment Type | Seasonal, Part-Time / Event-Based |
| Season Dates | May – Early September 2026 |
| Service Area | Lower Level Seated Sections |
| Location | Aretha Franklin Amphitheatre, Detroit, MI |
| Compensation | \$15 + Tips |
| FLSA Status | Non-Exempt |

1. About the Venue

The Aretha Franklin Amphitheatre is one of Detroit’s premier outdoor entertainment destinations, situated on the scenic Detroit riverfront. With a capacity of 6,000 guests and a season schedule of 40–50 events from May through early September, the venue delivers world-class concerts and live entertainment to hundreds of thousands of fans each summer.

Our lower level seated sections offer guests a premium concert experience — and the Cocktail Server plays a central role in making that happen. By bringing beverage service directly to guests at their seats, you elevate the experience from a great show to a truly memorable evening. We are looking for personable, polished, and service-driven individuals who take pride in genuine hospitality.

2. Position Summary

The Seasonal Cocktail Server is responsible for providing attentive, friendly, and responsible in-seat beverage service to patrons in the lower level sections of the Aretha Franklin Amphitheatre

throughout each event. Working a designated section, the Cocktail Server takes drink orders, delivers beverages directly to guests at their seats, processes payments, and maintains a clean and organized service area — all while keeping pace with the energy of a live concert environment.

This role is beverage service only; no food service is required. The Cocktail Server must be guest-focused, physically agile, and capable of navigating crowded seating rows and aisles throughout the event. This is an event-based seasonal position; scheduling is tied directly to the concert calendar.

3. Key Responsibilities

Pre-Event Preparation

- Arrive at the designated call time (typically 1–2 hours before gates open) for pre-event setup and briefing.
- Attend the pre-shift meeting to receive section assignments, event-specific details, and service expectations from the Bar Manager.
- Familiarize yourself with the beverage menu, available products, and any event-specific offerings or promotions.
- Confirm your POS device or order pad is operational and ready for service before gates open.

In-Seat Beverage Service

- Greet guests warmly upon arrival to your section and introduce yourself and the beverage service available.
- Take beverage orders accurately from guests seated in your assigned lower level section.
- Communicate orders to the bar and retrieve beverages in a timely manner, prioritizing efficiency without sacrificing accuracy.
- Deliver drinks directly to guests at their seats, navigating rows and aisles carefully and courteously.
- Process payment promptly and accurately using a handheld POS device; handle cash and card transactions responsibly.
- Return to your section regularly throughout the event to offer additional service and check on guests.
- Anticipate guest needs — proactively offer refills and additional rounds before guests need to flag you down.
- Provide friendly, knowledgeable responses to questions about available beverages.

Responsible Alcohol Service

- Verify guest identification for all alcohol purchases; strictly enforce the legal drinking age (21+).
- Monitor guest consumption throughout the event and proactively identify signs of intoxication.
- Refuse service to visibly intoxicated guests in a professional and respectful manner; notify the Bar Manager or a supervisor immediately.

- Adhere to all Michigan Liquor Control Commission (MLCC) regulations and venue alcohol service policies at all times.
- Maintain current TIPS, ServSafe Alcohol, or equivalent responsible beverage service certification (or complete required training prior to first shift).

Section Maintenance and Cleanliness

- Collect empty cups, bottles, and trash from guests in your section during service — do not wait for the post-event cleanup crew.
- Dispose of empties promptly and appropriately to maintain a clean guest environment.
- Report spills, damaged seating, or safety concerns in your section to venue staff immediately.

Post-Event Responsibilities

- Complete end-of-event cash and POS reconciliation as directed by the Bar Manager.
- Return service supplies, trays, and equipment to their designated locations.
- Complete all assigned post-event side work before clocking out.

Teamwork and Professionalism

- Communicate openly with the Bar Manager, bartenders, and fellow Cocktail Servers to ensure seamless service across all sections.
- Notify the bar team of high-demand items or inventory needs in your section during service.
- Attend all required pre-season and pre-event trainings.
- Maintain a clean, professional uniform and a positive, guest-focused demeanor throughout every shift.
- Represent the Aretha Franklin Amphitheatre with pride and genuine hospitality at all times.

4. Qualifications

Required

- Must be 21 years of age or older.
- Minimum 1 year of server, cocktail server, or food & beverage experience in a restaurant, bar, club, or event venue.
- Current and valid TIPS, ServSafe Alcohol, or equivalent responsible alcohol service certification (or ability to obtain prior to first shift).
- Comfortable handling cash and processing card payments on a handheld POS device.
- Strong interpersonal skills and a genuine passion for guest service.
- Ability to navigate crowded, uneven seating aisles and rows while carrying a loaded tray throughout a full event shift.
- Ability to stand and walk for extended periods (up to 5–7 hours) and carry a beverage tray weighing up to 25 lbs.
- Reliable transportation and availability to work evenings, weekends, and holidays as required by the event schedule.

Preferred

- Prior cocktail server or in-seat service experience at a stadium, arena, amphitheatre, or large-scale event venue.
- Familiarity with Michigan Liquor Control Commission (MLCC) regulations.
- Experience with mobile or cashless POS platforms.
- Bilingual candidates are encouraged to apply.

5. Work Environment and Physical Demands

This position operates outdoors in all weather conditions typical of a Detroit summer, including heat, humidity, and occasional rain. The Cocktail Server works within the lower level seating bowl, navigating rows, steps, and aisles in an active concert environment for the duration of each event.

- Standing, walking, and navigating tiered seating rows and aisles for the full duration of each shift (5–7+ hours).
- Carrying a loaded beverage tray (up to 25 lbs) through crowded, narrow seating aisles.
- Bending, reaching, and maneuvering in tight spaces between seated guests.
- Working in direct sunlight and heat for extended periods.
- Operating in a high-noise, high-energy concert environment requiring focus and composure.

6. Schedule and Availability

This is an event-based seasonal position. Shifts are scheduled in accordance with the venue's concert calendar, which runs from May through early September and includes 40–50 events. Most events are held on evenings and weekends; some weekday events may also occur.

Availability Requirements

- Must be available for the full season: May through early September 2026.
- Must be available for evening and weekend events; some weekday shows included.
- Shifts typically begin 1–2 hours before gates open and run through post-event closeout.
- Late finishes (midnight or later) are common; reliable transportation is essential.
- Number of shifts per week varies with the event calendar; flexible scheduling between events.

7. Compensation and Benefits

- Competitive hourly wage: \$15 per hour.
- Tips earned directly from guests per event shift.
- Complimentary staff meal or meal allowance on event days (if applicable).

- Opportunity for rehire and advancement in future seasons.
- A dynamic, guest-facing role at one of Detroit's most iconic live entertainment venues.

8. How to Apply

Interested candidates should submit the following to be considered:

- A current resume highlighting relevant server, cocktail server, or food & beverage experience.
- A brief cover letter or note describing your guest service experience and availability for the 2026 season.
- Proof of current TIPS, ServSafe Alcohol, or equivalent certification (if already obtained).

Submit Applications To:

TRP Team
employment@thearetha.com

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