



PERFORMER HOSPITALITY

Performer hospitality volunteers are ambassadors providing general hospitality to and looking after requests from performers including, but not limited to, those relating to green room/backstage, meals, and other on-site requirements.

Duties:

- Keep artist care area clean and stocked;
- Set up catering, clean & maintain food tent, wash dishes and replenish supplies for next day's service;
- Provide information to artists in a positive and welcoming manner;
- Deliver inventory to other areas;
- Set-up and take-down of the performer hospitality area including arranging festive decor;
- Liaise with performer transportation;
- Maintain logbook of problems/questions/solutions;
- Where appropriate, liaise between performers and Festival staff while on site;
- Respect performers' privacy and personal space;
- Deal appropriately with media and public's requests.

Requirements:

- **18 years of age or over;**
- Professional and positive attitude;
- Respectful of privacy and confidentiality;
- For catering positions, must know how to properly handle & serve food;
- Should be available for shifts scheduled from early morning to close, including weekdays;
- Excellent communication skills;
- Detailed oriented and ability to multi-task in a fast-paced yet fun team environment;
- Ability to work with little or no supervision when required;
- Festival knowledge a strong asset; some lifting may be required;
- Bilingualism an asset but not required;
- Ability to work in all types of weather;
- Accessibility Standards Customer Service Training is required.

Skills:

- Exceptional attention to detail;
- Effective communication skills;
- Good organizational skills;
- Strong customer service skills;
- Able to troubleshoot problems;
- Able to multi-task efficiently.