

Position Description

Position Title	Hospitality Host – Corporate Hospitality
Functional Area	Operations
Responsible to	Event Operations
Staff Supervision	NA
Employment Status	Volunteer
Date	September 2019
Employment Period	13 January – 18 January 2020



Key Responsibilities

This role is responsible for providing exceptional customer service to all corporate guests during Hobart International. Duties include but are not limited to:

- Ensure excellent services is provided to all clients and guests
- Meet and greet guests to the venue
- Identify the guest seating type and direct guests to their seats
- Assist guests with general queries and directions
- Assist with delivery of the Corporate Hospitality service and ensure process is seamless (provision of front of house and back of house duties)
- Assist with ad-hoc tasks and duties as requested by Tennis Australia Corporate Hospitality team

Knowledge / Skills / Service Expectations / Attributes

Knowledge / Skills

- The ability to participate as an effective team member in a fast paced environment
- Excellent time management skills
- Outstanding customer services and communication skills - ability to build rapport and engage quickly with a diverse range of cultural backgrounds
- Sound problem solving skills, and excellent administrative skills with high attention to detail
- Previous hosting/hospitality experience is an advantage in particular working with Kounta software

Service Expectations / Attributes

- Be an ambassador for Australian Tennis and the Hobart International event
- Hold a Responsible Service of Alcohol (RSA) certificate (desirable)
- Always present in an impeccable way
- Always demonstrate flexibility and adaptability in the course of your role
- High level of self-motivation and a positive, enthusiastic attitude
- Have a 'Can Do' attitude and be willing to support others to succeed
- Always be resourceful and do whatever it takes to seek solutions
- Be level-headed and calm in high pressure situations
- Be self-motivated, proactive and demonstrate initiative in the course of your role
- Work with corporate caterers to deliver a high quality and memorable experience for guests

Environmental / Health / Safety Responsibilities

- Complies with Venue OH&S policies and procedures
- Takes reasonable care for the safety of his/her own health and safety and that of other people who may be affected by their conduct in the workplace
- Seeks guidance for all new or modified work procedures to ensure that any hazardous conditions, near misses and injuries are reported immediately to the Manager
- Participates in meetings, training and other environment, health and safety activities

- Does not wilfully place at risk the health or safety of any person in the work place
- Does not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare
- Cooperates with Hobart International in relation to activities taken by HC to comply with OH&S and environmental legislation.
- Participate in Return to Work Programs, as required to, across the organisation.

Compulsory Training / Position Requirements

Training Requirements

- Undertake the Hobart International 2020 Online Induction Program
- Attendance at any Team Rally, Uniform & Accreditation Collection and area specific training – TBC
- Training in use of Kounta software if required
- Undergo RSA training if working front of house

Position Requirements

- Prepared to work a shift roster, including weekends, public holidays and evenings as required.
- Flexibility with regard to working hours with availability during the Tournament period (dates)

Other Information

- We will provide a uniform shirt to wear. Black trousers and shoes to be provided by the volunteer