



Hospitality Attendant

Role Description

THE ROLE

Role	Festival Hospitality Attendant
Location	Fringe Hub: Trades Hall, Cnr Lygon & Victoria Streets, Carlton, 3053
Reporting to	Bar Manager
Direct Reports	N/A
Lateral Relationships	Working closely with: Volunteer Coordinator, Festival Administrator, Bar Managers, Fringe Hub Venue Manager, Fringe Hub Duty Manager, Melbourne Fringe Management team and Melbourne Fringe volunteers
Stakeholder Relationships	Producers, Artists, Customers
Role type	Unpaid/Volunteer
Volunteer period	06/10/22 – 23/10/22

ROLE SUMMARY

We are looking for enthusiastic Hospitality Attendants to assist with the smooth running of the festival bars and provide an excellent hospitality experience throughout the festival at our Fringe Hub. Shifts will involve monitoring and replenishing stock levels, picking up and washing glasses and general cleaning duties. You must have an RSA to be involved.

KEY DUTIES AND RESPONSIBILITIES

- Report to the Bar Manager at the commencement of each shift
- Provide exceptional customer service to patrons, staff and key stakeholders
- Maintain a personable/comfortable demeanour when interacting with festival patrons
- Assess customers' needs and preferences and make recommendations
- Restock and replenish bar inventory and supplies
- Stay guest focused and nurture an excellent guest experience
- General cleaning duties as required, including collecting and washing glasses
- Comply with all food and beverage regulations