



Dressage at Devon
23 Dorset Road, Devon, PA
Volunteer@DressageatDevon.org

Volunteer Job Description

Hospitality Crew Volunteer

Department: Hospitality – Helen Weaver/Emily Hart
Location: Report to VIP Room in Committee Stand/Building 49
Time Commitment: 4-6 hour shifts, some flexibility. Hours between 8 am and 10 pm.

Description: Dressage at Devon is one of the nation's longest running ***** Dressage shows in North America. 6 days of international level competition brings together hundreds of volunteers. The Hospitality Crew sets the tone for this world class experience. We look for warm and courteous delegates that share our enthusiasm to provide excellent service to a host of international judges, announcers, show stewards, veterinarians, audio engineers, competitors, sponsors, vendors and, of course, our hard-working volunteers! This is a great volunteer position for those who enjoy helping people while contributing to the show – and you'll have the pleasure of what are possibly the best seats in the house!

Duties & Responsibilities:

Several assignment areas available, some depending on day/time – No cooking required!

- **VIP Room (Box)** – Welcome guests to the VIP services. Help keep area clean and stocked. Rotate service tables between catered meals at breakfast, lunch and dinner and snacks/drinks throughout the day.
- **Volunteer Dining Area** – Keep our workforce happy! Prep/refresh stock throughout the day. Caterer will provide food for breakfast and serve lunch and dinner. Update menu board with mealtime/menu.
- **Judge Patrol** - Prepare "Judges Baskets" as needed with beverages, snacks, menus, Day Sheets. Take meal orders for catered lunch and dinner.
- **Party Support** – Several themed parties are scheduled for targeted groups. Help prep area, welcome and serve guests at the Competitors/Volunteer Party (Wed Eve), Master Class Eve (Thurs) and Box Holder's Party (Fri)
- **Satellite Support** – Maintain snack/beverages at the press/photography area and competitors' area.

Qualifications:

- Ability to stand/walk for 4+ hours – there are breaks.
- Excellent customer service skills – we want everyone to feel welcomed and special.
- Happy to follow direction as part of a team.
- Min age: 18

Requirements:

- Reliable
- Friendly and professional demeanor
- Dress appropriately for duty to impart a professional and neutral tone. Comfortable shoes, khakis or casual slacks and modest top. Please, no jeans/work-out clothes.

Training:

-On the job training provided just prior to start of first shift by Hospitality Coordinator or other volunteer. Includes an overview of duties, location of needed items, any safety requirements, and standard procedures.

Work Environment: This is a primarily indoor position. However, the VIP Box is open to the Dixon Arena. Volunteers may also be working between VIP Box and other locations and subject to weather conditions. Be prepared to work in a wide range of possible weather conditions!

The Volunteer Room is a central hub of the show. A fun and active indoor location that is particularly busy at shift change and mealtimes. The Show Volunteer Manager, or seasoned volunteer, will also be on site. Some duties may require walking to outdoor locations and subject to weather conditions.

We provide:

- A meal for each shift you work and coffee, tea, water, and snacks available at all times.
- Name badge, collectible D@D pin, our annual volunteer gift, and entry for prize raffle at check in.
- Parking and gate passes sent in advance with volunteer confirmation.