



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

Volunteer Job Description

Hospitality Crew Volunteer

Overview: Our Hospitality Crew sets the tone for this five star show. We rely on volunteers that share our enthusiasm for providing excellent service to a host of international judges, announcers, delegates, show stewards, veterinarians, audio engineers, competitors, sponsors, vendors and, of course, our hard-working volunteers! This is a great 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!

What will I do?

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

- **VIP 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. Refrigerate leftovers. Communicate between areas.
- **Judge Patrol** - Prepare "Judges Baskets" as needed with beverages, snacks, menus. 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 (Sat).
- **Satellite Support** - Maintain snack/beverages at the press/photography area and competitors' area.

Requirements:

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

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, and our annual volunteer gift.
- Parking and gate passes will be available at Will Call for confirmed schedule.

Department: Hospitality - Coordinators: 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.