



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, visitors 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 maintain the area's cleanliness and maintain food displays. 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.
- **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 various events that include, but are not limited to the 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 - our goal is to have our VIP members leaving the show even happier than when they arrive.
- Reliable
- Friendly and professional demeanor
- Happy to follow directions as part of a team.
- Min age: 18
- Ability to stand/walk for 4+ hours (there are breaks). This position also requires the ability to walk up and down a short flight of steps to gain access to the Committee Stand.

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

Training:

- On the job training provided just prior to the start of the 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!

Department: Show Support/Hospitality - Emily Hart (484.787.6252)

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.