



## BACKSTAGE HOSPITALITY

Passionate about creating a comfortable environment and making sure things run smoothly? If so, join this team of professional individuals that serve backstage members and create the PERFECT good vibe hangout area.

Backstage Hospitality is responsible for addressing artists' requests and is located behind or near each stage. Volunteers in this area are expected to demonstrate exceptional professionalism, maturity and commitment, working cohesively to create a relaxing, fun, safe and secure performer experience, as set out by the Backstage Hospitality Manager.

\*This is a privately-recruited area that provides great motivation to volunteers to practice and strengthen their management skills because leadership positions in this area are staffed from within.

### FOR ALL BACKSTAGE HOSPITALITY VOLUNTEERS

<p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>● exceptional attention to detail</li> <li>● effective communication skills</li> <li>● good organizational skills</li> <li>● strong customer service skills</li> <li>● able to troubleshoot problems</li> <li>● able to multi-task efficiently</li> <li>● ability to show initiative and make effective use of downtime.</li> </ul>	<p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>● must be <b>18 years of age or over</b></li> <li>● Accessibility Standards Customer Service Training</li> <li>● this position requires individuals to be flexible, energetic &amp; patient</li> <li>● must work efficiently, individually or with a small team, with little or no supervision</li> <li>● must be able to follow very specific instructions</li> <li>● willing to work in all types of weather</li> <li>● some heavy lifting may be required, e.g. flats of drinks, storage bins, etc.</li> <li>● bilingualism is an asset</li> </ul>
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### FOR CATERING

<p><b>Duties:</b></p> <ul style="list-style-type: none"> <li>● set up and serve breakfast, lunch &amp; dinner</li> <li>● prepare food trays when required</li> <li>● clean &amp; maintain food tent</li> <li>● wash dishes</li> <li>● replenish supplies for next day's service</li> </ul>	<p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>● must know how to properly handle &amp; serve food</li> <li>● must be available to work some daytime, weekday shifts</li> <li>● willing to stand for long periods of time</li> </ul> <p><b>Assets:</b></p> <ul style="list-style-type: none"> <li>● Smart Serve certification</li> <li>● Food Handler's certificate</li> <li>● previous culinary/food prep/serving experience preferred for catering positions</li> </ul>
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### FOR DRESSING ROOMS

<p><b>Duties:</b></p> <ul style="list-style-type: none"> <li>• clean &amp; set up dressing rooms to a high standard</li> <li>• respond to artists' requests under direction of the Hospitality stage lead</li> <li>• maintain &amp; replenish supplies, as required</li> </ul>	<p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>• For evening shifts, must be prepared to stay until midnight if necessary to clean dressing rooms.</li> <li>• lifting and moving moderately heavy items is frequently required</li> </ul>
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### FOR ON-SITE RUNNER

<p><b>Duties:</b></p> <ul style="list-style-type: none"> <li>• maintain &amp; replenish supplies from inventory for all backstage areas</li> <li>• maintain order of hospitality supplies in the sea container</li> <li>• cleaning duties for late shift</li> </ul>	<p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>• lifting and moving items is frequently required</li> <li>• must be comfortable with driving a golf cart</li> </ul>
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### FOR SET-UP

<p><b>Duties:</b></p> <ul style="list-style-type: none"> <li>• clean trailers, organize and prepare the backstage area, organize and wash supplies for backstage catering area</li> <li>• create, maintain &amp; install décor</li> <li>• participate in tear-down and pack-up at the end of the festival</li> </ul>	<p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>• must be 18 years of age or over</li> <li>• for set up &amp; tear down shifts, must have steel-toed boots or shoes, hard hat and reflective safety vest</li> <li>• willing to stand for long periods of time</li> <li>• must be available for shifts scheduled on weekdays, evenings &amp; weekends pre-festival and at the end of the festival</li> <li>• lifting and moving moderately heavy items is frequently required</li> </ul>
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### FOR RUNNERS

<p><b>Duties:</b></p> <ul style="list-style-type: none"> <li>• shop for artist/tour manager's requirements</li> <li>• may be assigned to tour manager for duration of their stay</li> </ul>	<p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>• must be 25 years of age or over</li> <li>• available to work full day shifts (9 a.m. to close)</li> <li>• vehicle required (SUV or van - parking &amp; gas compensated)</li> </ul>
<p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• good knowledge of Ottawa's amenities and driving routes</li> </ul>	

 This is a privately recruited team.

 Room to grow – This team has supervisor positions.