

Guest Welcome Supervisor

Questions?

Check out the volunteering section of the event website:
christmaslunchinthepark.com.au/volunteer

Or send us an email:
christmaslunch@missionaustralia.com.au

Your brief

Experienced in events, hospitality or customer service leadership, you're a multi-skilling masterpiece with a warm, welcoming and supportive nature. You'll oversee a Guest Welcome Team (of 7), who'll be registering some 1400 guests on arrival and into the care of the Stewards. In addition, you oversee 8 Environmental Elves as they keep the venue tidy.

Arriving onsite

Please arrive onsite at your allocated time and register yourself at the Volunteer Concierge. Here you will collect your lanyard before reporting to the Event Manager for briefing.

Event timings

Please refer to the enclosed event schedule for estimated timings of the event.



Leadership experience preferred



Mostly standing



Outdoors

The Guest Welcome Supervisor contributes by...

- Supporting the enjoyment of the guests of Christmas Lunch in the Park by leading an efficient, effective and easy welcome and introduction process for some 1400 guests.
- Ensuring the Guest Welcome area is set up in a timely and appropriate manner and is kept tidy throughout the day.
- Coordinating volunteer lunch breaks to ensure all mouths are fed (including your own!)
- Supervising and supporting your team members as they welcome guests on arrival and take them through a short welcome process (recording details e.g. the guest's postcode; whether in possession of a wristband and where they received it; how they heard about the event; whether they are attending with friends/family).
- Liaising with the Bus & Parking Supervisor and rotating roster throughout the day to enable hassle-free parking and bus runs; also overseeing a team of four Environmental Elves who will keep the venue safe, hazard-free, rubbish-free and tidy.
- Providing ongoing administrative support throughout the day as required, such as directing your team to help us better understand our guests by taking them through a brief questionnaire (on completion of welcome process).
- Upon full completion of the guest welcome process, directing the Guest Welcome Team to assist Stewards, Environmental Elves or others as required e.g. chaperoning children to games areas as needed, etc.
- Resolving any issues reported by your team members where possible, referring matters to event staff or contractors (e.g. Security, St John's Ambulance first aid station) where relevant to ensure safe and successful outcomes for all.
- Monitoring your area for risks and potential hazards (e.g. trip hazards, electrical hazards, illnesses, injuries, emotional guests, etc), referring to the relevant staff or contractor as appropriate (e.g. Security).
- Attending an additional supervisor-specific site induction in the lead up to the event.
- **Enjoying the day and sharing that joy with others!**