

Floor 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

SUPER indeed! Experienced in events management or hospitality, you're an operationally fit "smooth operator". As one of two supervisors overseeing two of four designated zones, you will apply your relevant expertise and ensure a smooth and collaborative operation for all. The calm to the proverbial storm!

Arriving onsite

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

Event timings

Please refer to the event schedule.



Leadership experience preferred



Mostly standing



Indoors

As a Floor Supervisor, your contribution is to....

- Support our clients' and volunteers' enjoyment of Christmas Lunch in the Park 2020, through the provision of high-quality event management supervision.
- Support an outstanding client experience with effective team leadership and operational management.
- Provide a warm welcome and briefing for Table Hosts, Picnic Hosts and Stewards, allocated to your designated zone.
- Work with your fellow zone supervisor to oversee a team of around allocated Stewards, Table Hosts and Picnic Hosts.
- Support your volunteer team and address any of their concerns or queries on the day.
- Coordinate volunteer lunch breaks to ensure all mouths are fed (including your own!)
- Ensure both guests and volunteers have access to plenty of water throughout the event.
- Resolve any issues reported by your team members where possible and refer 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.
- Monitor your area for any risks or potential hazards (e.g. trip hazards, electrical hazards, illnesses, injuries, emotional guests, etc) and refer to the relevant staff or contractor as appropriate (e.g. Security).
- Ensure your dedicated zone is set-up appropriately and kept tidy throughout the day.
- Attend an additional supervisor-specific site induction in the lead up to the event.
- Referring any unsafe or COVID-19 concerns to your Supervisor, St John Ambulance or Security immediately.
- **Enjoy the day and share your joy with others!**