

# Steward

## Questions?

Check out the volunteering section of the event website:

[christmaslunchinthepark.com.au/volunteer](http://christmaslunchinthepark.com.au/volunteer)

Or send us an email:

[christmaslunch@missionaustralia.com.au](mailto:christmaslunch@missionaustralia.com.au)

## Your brief

You're an "up and at 'em" kind of person, who loves people and enjoys life's activity. As a Steward, you'll offer guests the warmest of welcomes as you escort them to their tables to meet their respective Table Host. From there, you continue to meet the needs of patrons seated at the tables assigned to your care, as you jovially ferry their food and drinks.

### Arriving onsite

Please arrive onsite at your allocated time and register yourself at the Volunteer Registration point. Here you will collect your lanyard, water bottle and PPE, before reporting to your Floor Supervisor for further briefing.

### Event timings

Please refer to the event schedule.



High level of activity



High level of interaction



Food handling

## As a steward, your contribution is to...

- Support our guests' enjoyment of Christmas Lunch in the Park, through your warm, friendly attitude and your active, can-do approach. **And, of course, to have fun!**
- Cheerfully greet guests as they are directed to you by the Guest Welcome Team and escort them to tables of 8 or to one of the Picnic Areas (spreading across your zone rather than one at a time and making every effort to seat family/friends together). Don't forget a Table Host will also be seated at each table, taking up one of the 8 seats.
- Identify dietary requirements specific to each table in consultation with the respective Table Hosts.
- Support your Table Hosts and Picnic Hosts by responding to requests for assistance and ensuring guests have all they need. You'll also probably chip in and play messenger between your Floor Supervisor(s) and other areas as required.
- Communicate with Table Hosts and Picnic Hosts and the Food and Beverage (F&B) Team, to ensure everyone stays hydrated, via the Water Station Crew re-filling bottles.
- Deliver lunch (from F&B Distribution Point) in three separate courses: entrée, main and dessert:
  - **Entrée:** food boxes or trays will contain meals to deliver across your respective tables or picnic area. If we serve a seafood entrée' and someone doesn't want this or is allergic, simply offer the vegetarian option and return the other.
  - **Main:** food boxes/trays will contain meals from refrigerated containers when directed by your Floor Supervisor. Upon delivery, if you are advised of additional dietary requirements (e.g. vegetarian, nut allergies, halal, etc), then you'll simply swap the meal for an alternative at the F&B Distribution Point.
  - **Dessert:** desserts to be collected from the F&B Distribution Point and placed in the centre of each table.
- Be sure to return unallocated meals to the F&B Distribution Point, to go to deserving recipients later in the day.
- Make sure you eat lunch too! Just check with your Floor Supervisor before collecting from the F&B Supervisor.
- Help maintain your zone, ensuring tables are continually cleared and rubbish is disposed. But! We'll all refrain from packing up until after the official close and as advised by our supervisors.
- **Report all incidents, issues or COVID-19 concerns to your Supervisor, St John Ambulance or Security immediately.**