

# Guest Welcome Supervisor

## 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

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 4), who'll be ensuring safe entry of all 1200 guests on arrival and into the care of the Stewards.

### 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 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 1200 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 any event welcome processes such as providing a wristband if they don't already have one.
- Liaising with the Guest Transport Supervisor and rotating roster throughout the day to enable hassle-free parking and bus runs, if they require more help and as your role becomes more quiet.
- Providing ongoing administrative support throughout the day as required.
- Directing the Guest Welcome Team to pass guests on to Stewards, to take to tables and picnic areas via the Wellness Zone..
- 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.
- **Referring any unsafe concerns to your Supervisor, St John Ambulance or Security immediately.**
- **Enjoying the day and sharing that joy with others!**