

Position Description

Corporate Hospitality Assistant



Area: Event Operations

Reporting to: Corporate Functions Coordinator
Commercial Manager
Membership and Ticketing Executive

We are looking for volunteers who are:

- 18 years or older
- Reliable, punctual, well presented and courteous
- Friendly and personable, and a great communicator
- Flexible and able to support the team where required
- Able to answer questions from the general public, or at least direct them to help
- Willing and able to wear PPE (Personal Protective Equipment) where required
- Able to follow any COVID-19 regulations and protocols in place at the time, and instructed by Sunshine Coast Lightning representatives
- Quick learners, with the ability to adapt to different environments
- Hold a current Blue Card or can obtain one

In return, we will offer you:

- The opportunity to volunteer at our Game Days in a fun and supportive environment
- A training night where you will learn all about your role on Game Days and be shown around the venue
- A uniform shirt to wear and keep, and a weather jacket if working outside (jacket to be returned post-match)
- An Accreditation pass to access the venue and Game Day areas as required
- Catering throughout your shift
- Where tickets are available and your volunteer shift finishes on time, access to watch the game
- A photo on court with the entire Workforce Crew and Players after a selected game
- An end of Season thankyou event hosted by several Lightning Players

Primary Roles:

- Assist the Corporate Functions Coordinator to ensure the smooth running of the Corporate Function at each Sunshine Coast Lightning Home Game;
- Ensure guests have a high-end experience and the functions run smoothly and on time;
- Meet and greet VIP guests on arrival in a professional and personable manner;
- Ensure you, as well as the function itself, is always well presented;
- Show initiative – the Corporate Functions Coordinator may not always be able to assist. Therefore, you must be able to make decisions on the spot, follow instructions and assist guests wherever needed;
- This role require flexibility, and you may be required to stay a little longer for post-game functions after some Home Games. This will always be communicated to you prior to your shift.

Key Tasks	Description
1.	Arrive at the venue as per your shift allocation, collect your accreditation, check into the Workforce Room and have your meal.
2.	Head to the function room, check in with the Corporate Functions Coordinator and familiarise yourself with the space.
3.	Assist the Corporate Functions Coordinator to set up any function requirements such as signage, putting out menus, placing gifts on tables etc.
4.	Assist the Corporate Functions Coordinator with managing match day hospitality requirements, and follow all instructions given.
5.	Greet and welcome VIP guests, escort guests to the function location and assist with any of their enquiries.
6.	Corporate Hospitality Assistant's will be required to escort guests to their respective seating at the completion of the function. You will also be required to meet the VIP guests back in Corporate space at half time in the match to assist with any enquiries.
7.	Ensure the service staff are friendly and courteous at all times and are clearing guest plates and drinks in a timely manner.
8.	Ensure the function runs on time as per the run sheet (i.e. the MC commences and finishes on time, the food is being served at the correct time).
9.	Assist with the pack down of the function and returning all items to storage.
10.	At the end of your shift, return your accreditation to the Workforce Room and sign out. Write any feedback in the feedback book before departing.