

Position Description

Position Title	Corporate Services Volunteer
Functional Area	Corporate Hospitality
Responsible to	Corporate Sales Manager Commercial Manager
Staff Supervision	N/A
Employment Status	Volunteer
Date	April 2012
Employment Period	28/12/2012 – 6/01/2013



Key Responsibilities

This role is responsible for exceptional customer service to all corporate clients during Brisbane International 2013. Duties include but are not limited to:

Corporate Entry

- § Welcome guests to the venue
- § Remain available at the corporate entry at all times to assist with enquiries

Corporate Dining

- § Ensure the correct company signage and menus are placed on tables prior to service (if applicable)
- § Check table configurations with dining bookings to ensure correct room set up
- § Work with Michael O'Brien Catering (MOBC) staff and supervisors to ensure a consistent level of service excellence is provided at all times
- § Welcome guests to the restaurant/dining room and identify their reservation on an alphabetised guest list provided
- § Show guests to their designated table(s)
- § Maintain the cleanliness and tidiness of the dining area

Corporate Boxes/Suites

- § Ensure the correct company signage is displayed on suites and boxes prior to start of each session
- § Show guests to their facility upon arrival

- § Provide and maintain professional and friendly customer service at all times
- § Liaise with appropriate Tennis Australia/MOBC staff regarding guest service on an ad hoc basis
- § Assist guests with general queries and directions around the site
- § Assist with ad-hoc tasks and duties as requested by Brisbane International Corporate Hospitality team

Knowledge / Skills / Service Expectations / Attributes

Knowledge / Skills

- § Previous experience in a hospitality role within the corporate or VIP area preferred
- § Previous experience hosting guests at events is advantageous
- § Outstanding customer services and communication skills - ability to build rapport and engage quickly with a diverse range of cultural backgrounds
- § Demonstrate the ability to maintain confidentiality
- § Demonstrate the ability to exercise sound judgement in complex decision-making and problem solving
- § Demonstrates initiative at every opportunity
- § Professional and confident when communicating with clients
- § Is effective in working both autonomously or as a part of a team

Service Expectations / Attributes

- § Be an ambassador for Australian Tennis and the Brisbane International
- Actively demonstrate the Brisbane International Service Principles and Standards including:
- § Always present in an impeccable way
 - § Always demonstrate flexibility and adaptability in the course of your role

Environmental / Health / Safety Responsibilities

1. Complies with Tennis Australia's OH&S policies and procedures
2. Takes reasonable care for the safety of his/her own health and safety and that of other people who may be affected by their conduct in the workplace
3. Seeks guidance for all new or modified work procedures to ensure that any hazardous conditions, near misses and injuries are reported immediately to the Manager
4. Participates in meetings, training and other environment, health and safety activities
5. Does not wilfully place at risk the health or safety of any person in the work place
6. Does not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare
7. Cooperates with Tennis Australia in relation to activities taken by TA to comply with OH&S and environmental legislation

Compulsory Training / Position Requirements

Training Requirements

- § Attend the Tournament Staff Launch, Uniform and Accreditation Collection scheduled for Sunday 2nd December 2012 (details tbc)
- § Undertake the Brisbane International 2013 Online Induction Program (details tbc)

Position Requirements

- § Be prepared to work a shift roster, including weekends, public holidays and late evenings, as required
- § Flexibility with regard to working hours and unrestricted availability during the tournament period
- § Must successfully complete a National Police Check if required