



## Hospitality Volunteer Job Descriptions Rendezvous Canada – Halifax 2018

*Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the event and its volunteer need, a volunteer might perform all of the duties listed below or, be assigned to designated specialized functions.*

### **Position Title:** Administrative Support (Welcome Kit Assembly)

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#### **In advance of RVC**

Time Commitment: May 2 – 9 (exact timing TBC)

Duties:

- Organize and prepare collateral and other material to go in the Nova Scotia Welcome Kit for RVC
- Stuff the kits

### **Position Title:** Hosting Guide (Airport)

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Time Commitment: May 12 & May 13 (exact hours to be determined but anticipated we will be hosting the airport welcome booth from 10 am to 8 pm each day)

Duties:

- Be present at Nova Scotia welcome booth at airport
- Ensure booth is well stocked with relevant tourism collateral, maps, etc., and restocked at the end of each day/shift
- Greet delegates at arrivals area, as they enter baggage area
- Offer refreshments, ensure refreshments at welcome booth are replenished through the day
- Facilitate ground transfers, Halifax Stanfield to all host hotels
- Provide luggage tags/help with ensuring tags are put on luggage designating which hotel the person and his/her luggage is going to
- Stay in communication with shuttle drivers
- Support delegates needs in the airport, directions to washrooms, lost luggage, etc.
- Ensure the warmest and most enthusiastic welcome possible.

## **Position Title: Hosting Guide (Airport Departures)**

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Time Commitment: May 16, 5 pm – 9 pm and Thursday, May 17, 10:00 am – 4 pm

Duties:

- Brief airline check in personnel of anticipated demand, importance of the guests, etc.
- Be present to greet the busses as they arrive at the airport for departures
- Thank the people for coming, hope to see them again soon
- Provide support to their airline check in areas

## **Position Title: Shuttle Host (Airport Transfer)**

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Time Commitment: May 12 & May 13, hours to be determined based on confirmation of timing of shuttles, currently estimated to be from 10 am to 8 pm each day

Duties:

- Transfer hosts will ride on the shuttles with delegates from the Airport to the host hotels
- Make people feel welcome, tell them how to identify volunteers, hours and location of RVC registration at HCC, etc.
- This is not a tour guide role, however some city/province highlights on the way in may be helpful
- Answer questions, provide information

## **Position Title: Hotel Welcome and Information Desk Concierge**

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Time Commitment: 15 desks will be operating, Saturday, May 12 and Sunday, May 13, 10 am – 9 pm TBC and Daily May 14, 15, 16 from 7:30 am – 9:00 am and 4:00 pm – 6:30 pm

Duties:

- Greet guests as they disembark from shuttles, direct to lobby/front desk as needed for airport arrivals, and at other times when they are shuttling daily from the HCC
- Ensure booth is well stocked with relevant tourism collateral, maps, etc., and restocked at the end of each day/shift
- Be aware of location of hotel washrooms, amenities, etc.
- Support hotel staff with lobby hospitality, food/beverage service
- Provide direction and support to guests who are looking for activities, sites, restaurants, pubs, services in the downtown area. People love to know where Starbucks and Tim's are, NSLC, convenience store for snacks, etc.

- Be prepared to provide direction for people who choose to walk to the HCC daily
- Support shuttle services from hotels to HCC and to evening functions.

### **Position Title: Welcome and Information Desk Concierge (HCC)**

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Time Commitment: This may be a permanent mobile Tourism Nova Scotia Desk that will be in place and operational for full days of RVC marketplace, located at the Halifax Convention Centre. Staffing requirements to be confirmed.

Duties:

- Greet guests as they disembark from shuttles, direct to lobby/front desk as needed for airport arrivals, and at other times when they are shuttling daily from the Halifax Convention Centre
- Ensure booth is well stocked with relevant tourism collateral, maps, etc., and restocked at the end of each day/shift
- Be aware of location of convention centre washrooms, amenities, etc.

### **Position Title: Hosting Guides (Directional)**

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Time Commitment: Monday, May 14, Tuesday, May 15, Wednesday, May 16, to facilitate movement to lunch, and possible on Sunday evening to support arrival at Welcome Reception at Pier 21, 5:30 pm – 6:30 pm

Duties:

- Volunteer guides will be positioned strategically between the Halifax Convention Centre and Scotiabank Centre daily from 11:30 am to 1:00 pm to direct people moving between the buildings for lunch
- Volunteer guides may also be needed at Pier 21, to facilitate arrivals, Sellers will arrive for 6:00 pm and Buyers for 6:30 pm. we may have to support the direction to different areas for holding of Buyers until 6:30 pm
- This function may be supported by entertainment, animators, HCC staff, and other venue staff
- Needs for volunteers for lunch will reduce after day one, however, there is a hospitality opportunity directing and welcoming delegates to lunch

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## City/Day Trip Volunteer Job Descriptions Rendezvous Canada – Halifax 2018

### **Position Title:** Tour Hosts

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Time Commitment: Sunday, May 13, 7:30 am – 1:30 pm

Duties:

- Volunteer tour hosts are required to escort tours being staged on Sunday, May 13. Hosts must commit for the duration of the tour, including early arrival, time commitment is estimated to run from 7:30 am – 1:30 pm
- Tour hosts must be present at the Halifax Convention Centre for tour departures 30 minutes ahead of scheduled departure times
- Each Tour host will have a list of names of participants on his/her tour. He/she will check in guest as they arrive, confirm they have right clothing and footwear suitable for tour activity
- Tour host will go along on the tour, liaise with the tour operators, trouble shoot as necessary
- Tour host is responsible to keep the tour on time.
- Hosts will be provided with details for their tours in advance and will be expected to be somewhat briefed on the experience.

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## Transportation Volunteer Job Descriptions Rendezvous Canada – Halifax 2018

**Position Title:** Shuttle Coordinators

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Time Commitment: Saturday, May 12 – Thursday, May 17, during all transfer times

Duties:

- Volunteers will be required at all shuttle departure locations to facilitate boarding of busses
- Volunteers will ensure that correct luggage is loaded on busses, in the case of airport transfers
- Volunteers will scan lobbies, foyers etc, to ensure that all wishing to use the shuttles are aware of departures
- Volunteers will be required at all shuttle bus arrival locations to facilitate disembarking and moving busses along efficiently