

GUELPH JAZZ FESTIVAL — 2019 HOSPITALITY MANAGER JOB DESCRIPTION

Job Title: Hospitality Manager	Compensation: \$500 + hst if applicable
Posting Date: 18 June, 2019	Employment Status: Short-term, contractor
Duration: Start as needed until 20 September, 2019 (or when clean-up is complete and report is submitted)	Job Location: Guelph Jazz Festival Office: 202-6 Dublin St. S, Guelph, N1H 4L5, 519-763-4952; plus festival venues as required

Job Summary

The Hospitality Manager is responsible for managing and organising all green rooms for festival artists. Oversee a hospitality budget of \$2,000. Reports to the Artistic and General Director and Assistant AGD.

Responsibilities pre-Festival:

- Confirms volunteer tasks and schedules volunteers with Volunteer Manager, including assisting with food preparation, delivering food to venues, collecting dirty dishes afterward, assisting with clean up
- Does inventory of in-house hospitality supplies and purchases anything required to prepare, serve, and clean
- Determines a green room menu based on the needs of the artists involved, noting any special requests from the artist hospitality riders
- Determines catering requirements, orders appropriately, and organises delivery
- Purchases all food and drink (non-alcoholic) required

Responsibilities during the Festival:

- Oversees in-house food-prep and instructs volunteers on how to prepare food for trays
- Oversees volunteer deliveries of food and supplies to green rooms, as well as handling some re-stocking and food deliveries, possibly in person
- Oversees set-up and clean-up of green rooms at Festival venues: Silence, River Run Centre, Co-operators Hall at River Run Centre, 10C Shared Space on Market Square, Royal City Church, Guelph Youth Music Centre. Ensures site coordinators have set up green rooms properly and that green room volunteers are trained.
- Sets up Market Square green room and instructs volunteers on how to oversee it
- Oversees clean-up of green rooms; cleans, sorts and properly packs hospitality equipment as it comes in at the end of the festival
- Ensures that all reasonable artist green room requests are met and maintains the highest possible level of customer service within the given resources; a good hospitality experience means a lot to our artists; it is a principal medium by which the Festival communicates with its artists and, as such, contributes to our international reputation

Post-Festival Responsibilities:

- Returning green room items, clean, to the Guelph Jazz Festival's storage room and pack them away for the year with clear labels.
- Provide a written report to the Artistic and General Director about green room service including: a time-line of jobs done; final expenses; where things were purchased and recommendations for future years.

Qualifications:

- Experience in the catering and food preparation business necessary
- Knowledge of food safety, proper food preparation and storage, is necessary
- Access to a kitchen is helpful
- Access to a car is helpful; gas used for duties directly related to the job will be reimbursed
- Excellent organizational skills; detail oriented
- Proficiency in Word and Excel-type programs
- Effective communication skills and works well with people
- Takes initiative, can work independently, and is self-motivated
- Able to work under stressful situations that can arise in a festival setting

Work Conditions:

The Green Room Manager sets her/his own hours in order to accomplish the pre-festival goals within the given time frame but must be available throughout the festival week

Time Frame:

The 2018 Guelph Jazz Festival runs from Wednesday, 11 September through to Sunday, 15 September