

# HOTEL SERVICES SUPERVISOR

The role of the hotel services volunteer team is to ensure that all hotel services and functions are executed as planned and required throughout the event. The goal of the team is to create a positive atmosphere for athletes and the rest of the skating family while performing these duties.

As the Hotel Services Supervisor, it is best if you do not include yourself in the volunteer schedule, as your role will be to oversee, delegate and assist in this area where required, in addition to being on-site for most of the duration of the event. You should plan to be onsite and available starting with the first day of set-up (date to be confirmed with Skate Canada staff contact).

*The Hotel Services Supervisor should select an individual to act as a backup or alternate to relieve you from your post to ensure reasonable hours throughout the event.*

## Principle Duties

- ◆ Lead the hotel services volunteer team.
- ◆ Act as the primary point of contact with the Skate Canada staff contact for hotel services.
- ◆ Participate in Skate Canada-LOC planning conference calls as required.
- ◆ Maintain and balance cash floats (when applicable).
- ◆ Ensure that hotel services volunteers are dressed in the appropriate uniform.
- ◆ Schedule meal breaks (30-60 mins) and 1 to 2 other breaks in all areas as needed.
- ◆ Recruit, schedule and supervise hotel services volunteers as required. The Skate Canada staff contact for hotel services will provide a preliminary volunteer schedule template to assist with scheduling volunteers.

## Event Office - \*applicable at ISU events only

- ◆ Schedule volunteers for the information desk in the event office.
- ◆ Ensure cash & cash box are available for the start of the day and secured as required at the end of the day.

## Dining Room - \*applicable at ISU events only

- ◆ Schedule volunteers for the dining room during meal periods (breakfast, lunch, dinner) to collect and sell meal & drink tickets.
- ◆ Dining room hours will be provided in advance by the Skate Canada staff contact.
- ◆ Ensure cash & cash box are available for the start of the shift and secured as required between shifts and at the end of the day.
- ◆ Reconcile daily sales and provide update to Hotel and Event Coordinator.

## President's Suite (at the hotel)

- ◆ Purchase President's Hospitality Suite stock. An approved budget and shopping list will be provided in advance to purchase requirements for the President's Suite.
- ◆ Stock the President's Hospitality Suite daily, ensuring drinks and snacks are available and fresh glasses, linens, and ice have been provided by the hotel.
- ◆ Volunteers are only responsible for ensuring room is ready for the evening and unlocking the room door. A Board member will be assigned to monitor and close the Suite at the end of the evening.

## Meetings (at the hotel)

- ◆ Schedule volunteer(s) to verify meeting rooms are open, set-up and functional for the meetings at hotel.
- ◆ Ensure all AV and catering requirements are in place. Contact the hotel for any missing items or with any issues.
- ◆ Primary point of contact onsite for any additional meetings that are scheduled at the hotel. A phone number will be provided for these purposes, with sign-up sheets in place for available rooms.
- ◆ The Skate Canada staff contact for hotel services will provide a meeting schedule in advance and guidelines for additional meetings that are requested during the event.

### **Other**

- ◆ Assist with selling tickets (closing celebration tickets, meal tickets, and bus passes) in the Event Office as required by and in collaboration with the Registration Supervisor.
- ◆ Reconcile daily sales and provide update to Skate Canada staff contact.
- ◆ Maintain and balance cash floats (if applicable).
- ◆ Assist Skate Canada Staff with set-up and tear-down of signage around the hotel

### **Hotel Volunteer Requirements**

- ◆ The hotel team will consist of 5-6 people who should be scheduled throughout the event for all hotel services duties list above.
- ◆ Skate Canada staff contact will provide a preliminary volunteer schedule template to assist with scheduling volunteers.

### **Skate Canada Staff Contact:**

Skate Canada staff contact information will be provided to you in the planning process.