



BIG CHILL

Are you able to make people feel instantly at ease in your presence? Is your personal motto “Good Vibes Only”? If so, consider bringing your love of lounging to Big Chill! This team is responsible for creating a fun and relaxed environment for festival-goers looking to grab some downtime between shows.

Big Chill is a lounge which functions as the patron’s home away from home while attending the festival, offering relaxing amenities and personal comforts - such as a beverages bar, seating and salon services - so they can recharge between shows or host guests in classic cottage comfort.

Duties in this area are varied and will be assigned by a Supervisor on a shift-by-shift basis.

<p>Duties:</p> <ul style="list-style-type: none"> ● answer festival-related inquiries ● provide responsible beverage service ● keep area free of litter consistent with the Bluesfest’s Green Team’s recycling program 	<p>Requirements:</p> <ul style="list-style-type: none"> ● Smart Serve certification recommended (not required) ● Accessibility Standards Customer Service Training ● this position requires individuals to be energetic ● must work efficiently as part of a team, with little or no direct supervision ● willingness to work in all types of weather & stand for long periods
<p>Skills:</p> <ul style="list-style-type: none"> ● strong customer service skills ● effective communication skills ● able to multi-task efficiently ● ability to take initiative and anticipate guests’ needs 	<p>Assets:</p> <ul style="list-style-type: none"> ● previous customer service/sales experience ● previous hospitality/serving experience ● Smart Serve certification ● bilingualism



Ottawa Bluesfest offers Smart Serve reimbursement on a first-come, first-served basis to volunteers in areas that serve alcohol who are in good standing at the end of the festival. Once you receive and complete the application form, complete your certification, then submit your certificate and receipt back to us. Further instructions will be shared with eligible volunteers.