



## Hôtel Casino Lac-Leamy Suites

Do you have strong interpersonal skills and the ability to anticipate customer needs? If so, the Hôtel Casino Lac-Leamy Suites is looking for mature, professional volunteers to provide top-notch customer service in this licensed VIP area.

Hôtel Casino Lac-Leamy Suites is a licensed beverage area located near the main stage, patrons enjoy reserved seating, a private bar, washroom facilities, above-average customer service and a stage-side view.

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

<p><b>Duties:</b></p> <ul style="list-style-type: none"> <li>● stock, set up, clean up &amp; close</li> <li>● verify patrons have access to VIP area</li> <li>● manage crowd and assist patrons</li> <li>● diligently check that patrons are 19 years of age</li> <li>● provide responsible drink service</li> <li>● handle a variety of financial transactions (i.e. cashless/RFID, debit, credit)</li> <li>● deliver information in a friendly manner (e.g. refuse service to patrons who show signs of intoxication)</li> <li>● escort patrons to reserved seats</li> </ul>	<p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>● must be 18 years of age or over</li> <li>● Smart Serve certification</li> <li>● Accessibility Standards Customer Service Training</li> <li>● this position requires individuals to be energetic</li> <li>● must work efficiently with little or no direct supervision</li> <li>● must be flexible in order to handle both fast pace, and slow periods</li> <li>● expected to respond to requests promptly &amp; efficiently</li> <li>● willing to stand for long periods of time</li> <li>● willing to work in all types of weather</li> <li>● some lifting may be required</li> </ul>
<p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>● able to multi-task efficiently</li> <li>● exceptional attention to detail</li> <li>● effective communication skills</li> <li>● excellent interpersonal skills</li> </ul>	<p><b>Assets:</b></p> <ul style="list-style-type: none"> <li>● bilingualism</li> </ul>



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.