



CityFolk

Hard Rock Hotel and Casino Ottawa VIP Zone and Hospitality Suites

We have merged our two onsite VIP areas into one team to provide patrons with the best streamlined VIP experience possible during their time at CityFolk. Located near TD Stage, our Hospitality Suites and Hard Rock Hotel and Casino Ottawa VIP Zone have private access to seating, bar, and washroom facilities, and an amazing team of volunteers who know how to make the VIP experience unique for every patron.

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

<p>Duties:</p> <ul style="list-style-type: none"> • Stock, set up, clean up & close • Verify patrons have access to VIP area • Manage crowd and assist patrons • Diligently check that patrons are 19 years of age or older • Provide responsible drink service • Handle electronic financial transactions (i.e. debit, credit) • Deliver information in a friendly manner (e.g. refuse service to patrons who show signs of intoxication) • Ability to uphold the rules and regulations of the festival and of the Casino Lac Leamy Suites and VIP areas 	<p>Requirements:</p> <ul style="list-style-type: none"> • Must be 18 years of age or over • Accessibility Standards Customer Service Training • This position requires individuals to be energetic • Must work efficiently on a team with little or no direct supervision • Respond to requests promptly & efficiently • Willing to stand for long periods of time • Willing to work in all types of weather • Some lifting may be required
<p>Skills:</p> <ul style="list-style-type: none"> • Able to multitask efficiently • Good organizational skills • Effective communication skills • Able to accurately process financial transactions • Excellent interpersonal skills 	<p>Assets:</p> <ul style="list-style-type: none"> • Previous bartending and/or serving experience • Valid Smart Serve certification • Bilingualism



CityFolk offers limited Smart Serve certification on a first-come, first-served basis. More information will be provided to eligible volunteers.



Some of the positions are wheelchair accessible.