

EDEN ROLE PROFILE

TITLE: Events and Hospitality Team Work Placement Students

Updated: May 2012

REPORTING TO: Events and Hospitality Manager

ROLE OVERVIEW: Events and Hospitality staff are the key to Eden delivering first class events on site. As part of this role you will spend some of your time working 'front of house'. Your duties will include helping set up the venue for events, waiting tables and clearing tables and Barista duties. All of these tasks must be conducted in a friendly and professional manner. Time will also be spent in the office answering calls, filing and doing general day to day admin. You will also gain an insight into how events are planned and may be invited to sit in during meetings with clients where possible.

EXPECTATIONS FOR PERFORMANCE:

- Awareness of health and safety guidelines with regard to ensuring a safe environment for visitors and colleagues (covered at induction)
- Excellent customer service at all times, and confidence to talk to all kinds of people
- The ability to follow instructions and ask questions if unsure
- An enthusiastic outlook and flexibility
- An interest in food and drink
- An interest in event planning and organisation

KEY SKILLS THAT WILL HELP YOU:

- Communication
- High level of customer service awareness
- Basic IT, numerical and literacy skills

QUALITIES YOU WILL NEED TO DISPLAY:

- Smart appearance
- Good time keeping
- Respectful approach to both colleagues and delegates
- Friendly, polite and enthusiastic outlook
- Ability to work in a fast paced and busy environment
- An interest in the aims and objectives of the Eden Project