



## 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 specialty beverages bar, large deck by the river 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><b>Duties:</b></p> <ul style="list-style-type: none"> <li>● answer festival-related inquiries</li> <li>● provide responsible beverage service</li> <li>● keep area free of litter while following Bluesfest’s Green Team’s recycling program</li> </ul>	<p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>● youth (ages 15-17) are accepted for certain tasks (such as, general tidying &amp; setting up games)</li> <li>● 18 years of age or over must have Smart Serve certification</li> <li>● Accessibility Standards Customer Service Training</li> <li>● this position requires individuals to be energetic</li> <li>● must work efficiently as part of a team, with little or no direct supervision</li> <li>● willingness to work in all types of weather &amp; stand for long periods</li> </ul>
<p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>● strong customer service skills</li> <li>● effective communication skills</li> <li>● able to multi-task efficiently</li> <li>● ability to take initiative and anticipate guests’ needs</li> </ul>	<p><b>Assets:</b></p> <ul style="list-style-type: none"> <li>● previous customer service/sales experience</li> <li>● previous hospitality/serving experience</li> <li>● Smart Serve certification</li> <li>● bilingualism</li> </ul>



RBC Bluesfest offers free Smart Serve sessions on a first-come, first-served basis. Sign up during registration on the Shift Selection page