



## CLUB VIP

*Do you enjoy working with customers while listening to great music? Are you an experienced server looking to have fun in an open-air venue with a fantastic team? If you are 18 years or older come join the Club VIP Team, where you will be a part of an amazing experience.*

Club VIP is a licensed beverage service area reserved for Clubhouse ticket holders only. Located near the front of each stage, patrons in this area enjoy private access to seating, bar, washroom facilities and stage-side views.

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

Volunteers *may* be moved or relocated to various clubhouse areas based on demand.

RBC Bluesfest offers free Accessibility Standards Customer Service Training and Smart Serve Certification sessions on a first-come, first-served basis. Sign up during registration on the Shift Selection page.

<p><b>Duties:</b></p> <ul style="list-style-type: none"> <li>• see below for role-specific duties (ie. Bar, Cashier, Entrance, Front of House, Rover)</li> </ul>	<p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>• must be 18 years of age or over</li> <li>• Accessibility Standards Customer Service Training</li> <li>• must be energetic</li> <li>• must work efficiently on a team with little or no direct supervision</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 heavy lifting may be required</li> <li>• always check-in with supervisor upon arrival to ensure shift is credited</li> </ul>
<p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• able to multi-task efficiently</li> <li>• good organizational skills</li> <li>• effective communication skills</li> <li>• able to accurately process financial transactions</li> <li>• excellent interpersonal skills</li> </ul>	<p><b>Assets:</b></p> <ul style="list-style-type: none"> <li>• Smart Serve certification</li> <li>• bilingualism</li> <li>• bartending and/or serving experience</li> </ul>



This is a wheelchair-accessible position.



Room to grow - Supervisor positions are available on this team.



<p><b>Bar Duties:</b></p> <ul style="list-style-type: none"> <li>● stock, set up, clean up &amp; close</li> <li>● diligently check that patrons are 19 years of age or older</li> <li>● deliver information in a friendly manner</li> <li>● Smart Serve Certification</li> <li>● will be partnered with a cashier to ensure swift customer service</li> <li>● ensure accurate bar service</li> </ul>	<p><b>Cashier Duties:</b></p> <ul style="list-style-type: none"> <li>● provide responsible drink service</li> <li>● able to accurately process and handle a variety of financial transactions (cash, cashless/RFID, debit, credit)</li> <li>● diligently check that patrons are 19 years of age or older</li> <li>● Smart Serve Certification</li> <li>● assist with set-up, clean-up and closing</li> </ul>
<p><b>Entrance Duties:</b></p> <ul style="list-style-type: none"> <li>● verify patrons have access to VIP area</li> <li>● handle scanner for electronic ticket verification for both IN and OUT</li> <li>● deliver information in a friendly manner</li> <li>● ensure patrons without VIP access do NOT come into area unless accessibility requirements are met</li> <li>● monitor entrance security</li> <li>● assist with set-up and tear-down</li> </ul>	<p><b>Front of House Duties:</b></p> <ul style="list-style-type: none"> <li>● manage crowd and assist patrons</li> <li>● deliver information in a friendly manner</li> <li>● fence patrol to ensure that regular patrons do not access VIP area</li> <li>● ensure area is kept neat and clean</li> <li>● ensure tables and chairs are in position to welcome VIP patrons</li> <li>● assist with opening shift venue set-up</li> </ul>

<p><b>Rover (for all three stages -- Main, Videotron, Bluesville) Duties:</b></p> <ul style="list-style-type: none"> <li>● be ready to assist supervisors</li> <li>● be available to replace volunteers who need breaks</li> <li>● willing to jump in at a moment's notice if short staffed</li> </ul>
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