



## METROPOLITAIN VIP ZONE

*Do you have great customer service and would like to be part of our premium festival experience? If you're 18 years of age or older, join the VIP Zone team and help provide a distinguished experience for our guests, all while being part of the action next to the main stage.*

Metropolitain VIP Zone is a licensed beverage area reserved for VIP Zone and Party Zone ticket holders. 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. cash, 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>● 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>● Smart Serve certification</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>



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