

Hospitality 2016

As the host on duty, your role is to maintain the Author Hospitality Suite and the Volunteer Lounge, making sure they are warm and welcoming, that the display of foods and beverages is fresh and inviting. The Author Hospitality Suite (the St. Lawrence room), on the fifth floor of the Holiday Inn is our guest authors' home-away-from-home, and also serves as the 'green room' – the holding room where authors and moderators await their call to go onstage. Likewise, the Volunteer Lounge (the Cataraqui room) across the hall does double duty as a place for volunteers to relax before or after an event, and as a meeting place where information is exchanged and teams meet before they begin their shift. It's important that these spaces are always clean and inviting. You report to the Hospitality Manager, and follow their guidelines about presentation and timing of the food, which has been donated by local restaurants. Your main responsibilities are:

- To keep both rooms clean, tidy and uncluttered
- To receive food items that arrive during your shift
- To set out and replenish foods and beverages as scheduled
- To replenish plates, cups, glasses, cutlery and paper serviettes as needed
- To contact hotel housekeeping when necessary

As host of both the Author Hospitality Suite and Volunteer Lounge, your job is to welcome arrivals pleasantly, authors by name if possible, and offer refreshments. In the Author Hospitality Suite, please take your cue from each author about whether to initiate or continue a conversation; be guided by whether they are chatty or seem quiet/fatigued. Remember that some authors come to the lounge to confer with a fellow panelist or catch up with old friends, and some may simply appreciate a few quiet moments with a cup of tea. Be prepared to play "host" – on request to serve tea, coffee or plate of food. Strive to be personable and professional. Above all, do not use this opportunity to put forward a personal agenda or topics of personal interest.

If an author asks you questions about their events, their accommodations or any other business matters, please refer them to Writers Service Desk located in the lounge with you.

When you come on duty first thing in the morning, start coffee and tea, put out milk, cream and sugar, and set out any baked goods or fruit in both lounges according to the schedule provided by the Hospitality Manager.

Display sponsor tent cards or other promotional information on tables near their donation.

Monitor supplies of clean dishes. Wash up as necessary, or rinse and stack neatly out of the way for room service to remove. Call room service when needed for pickups. In the event of a spill, quickly remove soiled tablecloths and call housekeeping for fresh ones.

Throughout your shift, keep fresh coffee on hand, make tea as needed, and set out and serve other beverages. Set out and replenish foods, according to the Hospitality Manager's schedule. Return perishable items to the refrigerator quickly after peak times. Keep a copy of the event schedule on hand as these are peak times when volunteers are returning to their lounge and a top-up of supplies may be needed.

Throughout your shift, clear cups and saucers and tidy the entire space, including coffee table, bookshelves, etc. where glasses and food might be left. When the phone rings in either room, please answer it, and take a message to pass along, or summon the appropriate person or group. Authors going on stage will be summoned by Writers Services cell phone.

Report items that need replenishment to the Hospitality Manager.

If you're on the last shift of the day, leave a note of items that are running low, for next day's host. Place all dirty dishes in the hallway for pickup and call housekeeping. Wipe down counters and wash out coffee pots, cream pitchers etc. Cover and refrigerate perishables, unless there are people still using the room. Do a quick poll to see if anyone still wants to nibble.

If you are scheduled first thing in the morning, you may need to replenish some perishable items such as cream, and there may be a bit of tidy-up after late night guests who use the room once the night shift host has gone home. The Hospitality Manager will have petty cash on hand for emergency purchases. Please clear in advance any purchases over \$10. At the end of the festival, the Hospitality Manager may request your help in take-down of the two rooms.

Enjoy your opportunity to be of service to our guest authors or your fellow volunteers. Remember, this is a high-profile role, your professionalism and curtesy paramount as well as your discreet, friendly, efficient attention to tasks will ensure that visitors to each of these lovely spaces will be able to relax and enjoy their time here. Finally, be sure to take the time to relax and enjoy, yourself!