

HOSPITALITY SUITE HOST

One or two volunteers per shift will host THIN AIR writers in the Hospitality Suite.

GOALS

- Provide a welcoming social atmosphere
- Distribute information kits to writers as they arrive
- Provide information about the festival and the city for visiting writers
- Help resolve issues for writers by connecting them with the appropriate staff support

BENEFITS

- An excellent opportunity to meet with the writers and socialize with them
- Free access to all Mainstage events
- Special gifts and favors as part of the Volunteer Appreciation Package

JOB TASKS

- Welcome all writers to the suite, and introduce them to one another as well as to staff and other volunteers
- If a writer is arriving, provide them with their THIN AIR materials (gifts, information, itinerary, cheque); all writers must sign that they've received their package
- Encourage writers to use the Hospitality Suite and its message board
- Help writers resolve any issues by connecting them with the appropriate staff person
- Make coffee, set out snacks, etc, and make a note when supplies are low
- Cube cheese for Mainstage events (as needed)

AVAILABLE SHIFTS (3 shifts please)

- Monday, Sept 20 through Saturday, Sept 25
- 8:30 am –noon; noon – 4:00 pm; 4:00 – 7:00 pm; 7:00 – 10:30 pm

ORIENTATION

- Hospitality Suite at the Inn at the Forks (Room 412) – Sunday, Sept 19, noon – 5:00 pm
- Alternative: THIN AIR office (624-100 Arthur) – Tuesday, Sept 14 or Wednesday, Sept. 15, 9:00am – 4:00pm.

NOTE: attending one of these check-ins is imperative

QUALIFICATIONS

- An out-going personality, and an ability to draw out potentially shy people
- Good hosting skills, and an interest in greeting and talking with writers
- Basic familiarity with the THIN AIR program and a willingness to help writers resolve any problems by connecting them with appropriate staff members
- An ability to handle competing demands on occasion
- An interest in promoting Winnipeg and providing information to visitors

REPORTING

- overall question/concerns: Karen San Filippo, Volunteer Coordinator
- schedule-related questions: Tavia Palmer, Administrative Coordinator
- media-related issues: Michael Van Rooy, Publicist
- hotel-related issues: Tavia Palmer, Administrative Coordinator