



## **Employment, Industry work placement and professional development**

We offered casual Voluntary opportunities to, front of house wait staff, events and hospitality students, graduates and trainers, student work placements as team members and team leaders. For trainers we offered industry professional development opportunities to gain industry currency recognised.

Interested people should apply in writing using the following job description to [garryw2009@live.com](mailto:garryw2009@live.com)

### **Students**

#### **Event Customer Service Team Member Volunteers**

Cas Cat Events is seeking enthusiastic and motivated students to volunteer to assist with the delivery of quality events. The successful applicants will work under the supervision of qualified trainers and experienced industry professionals.

The Team Member will be able to provide the following duties:

- Willing and able to contribute to a team
- High level Customer Service, with excellent English language skills
- Reception and event registration duties
- Assist with room set-up and theming as presented in event plan and or style guide
- Able to assist for Food & Beverage service
- Manual handling skills
- Strong time management skills, punctual
- Excellent personal presentation
- A commitment to customer satisfaction, the initiative to react when obvious needs arise to deliver seamless service

To apply for this please write a one page application letter addressing the following role requirements:

- Experience providing quality customer service:
- Outline if you have experience in Food and Beverage service and RSA:
- Experience setting up or assisting in styling events:
- Strong communication and interpersonal skills to clearly convey information:

Ensure your application has your full name, contact number and the qualification you are currently studying, and units completed; also noting previous relevant training.



Please highlight the event or conference you wish to be considered for, to [garryw2009@live.com](mailto:garryw2009@live.com) , all applicants will be notified of receipt of their application.

## **Student**

### **Event Customer Service Team Leader Volunteers**

Cas Cat Events is seeking enthusiastic and motivated students to volunteer to assist with the delivery of quality events. The successful applicants will work under the supervision of qualified trainers and experienced industry professionals. You will be given a letter acknowledging your work for your resume.

The Team Leader will be able to provide the following duties:

- Must have completed 12 months of study in an appropriate qualification and or have similar industry experience in a customer service leadership role
- Willing and able to lead, allocate tasks and contribute to a team to meet deadlines
- High level Customer Service, with excellent English language skills
- Reception and event registration duties
- Assist with room set-up and theming as presented in event plan and or style guide
- Able to assist for Food & Beverage service (RSA required)
- Manual handling skills
- Strong time management skills, punctual
- Excellent personal presentation
- A commitment to customer satisfaction, the initiative to react when obvious needs arise to deliver seamless service

To apply for this please write a one page application letter addressing the following role requirements:

- Experience providing quality customer service including food and beverage service
- Experience planning and setting up or assisting in styling events:
- Strong oral communication and interpersonal skills to clearly convey information:
- Able to solve problems or conflicts in a calm and diplomatic manner:

Ensure your application has your full name, contact number and the qualification you are currently studying, and units completed; also noting previous relevant training.

Please highlight the event or conference you wish to be considered for to [garryw2009@live.com](mailto:garryw2009@live.com) , all applicants will be notified of receipt of their application.



## **Qualified Trainer**

### **Event Supervisor Volunteers (Trainer)**

Cas Cat Events is seeking enthusiastic and motivated industry trainers to volunteer to assist with the delivery of quality events. The successful applicants will work experienced industry professionals. You will be given a letter acknowledging your work for your resume.

The Event Supervisor will be able to provide the following duties:

- Able to supervise, motivate and coach students in a public setting
- Demonstrated Customer Service focus
- Patient and able to direct operations in a calm and precise manner
- Willing and able to take responsibility for team performance
- Highly organized, able to multitask
- Able to display initiative and solve problems in real time
- Site risk assessments, developing operations safety plans as required
- Provide constructive student feedback

To apply for this please write a one page application letter addressing the following role requirements:

- Experience planning and delivering quality events:
- Highly organized, able to multitask:
- Strong self-motivation and initiative, able to solve problems in real time:
- Demonstrated experience leading, motivating and coaching quality customer service teams:

Desirable:

- Knowledge of staging and technical aptitude to supervise set-ups:
- Able to assist with pre-event planning, marketing and invitation lists:

Ensure your application has your full name, contact number and the qualification/s you are currently delivering.

Please highlight the event or conference you wish to be considered for to [garryw2009@live.com](mailto:garryw2009@live.com) , all applicants will be notified of receipt of their application.