

Hospitality Team Member

Role Objectives:

Assist the Hospitality Manager at the event, and be on hand to answer questions or queries about the competition.

Duties and Responsibilities:

- Meet and greet VIPs who attend the event.
- Provide VIPs with accreditation and any other necessary goods, such as programmes and water.
- Ensure any VIP requirements are taken care of throughout the event.
- Assist with refreshing the VIP room each day i.e. Daily newspapers, refreshment replenishment, decoration etc.
- Fill VIP goody bags, if applicable.
- Liaise with Sports Presentation Team to confirm medal presenters.
- Ensure that the VIP presentation party report to the necessary meet point for medal ceremonies.
- Work closely with Front of House team to ensure all VIPs are managed efficiently from the moment they arrive at the venue.

Skills and Qualities Required:

Essential	Desirable
Friendly, polite and approachable	Understanding of aquatics
Excellent organisational and time management skills	
Effective and prompt decision making in pressure situations	
Well presented	
Ability to remain calm and composed when under pressure	
Team player	
Effective communicator	

Other:

This is a voluntary role. For national events, expenses as detailed in the Volunteer Handbook will be covered by Swim England. You will be provided with a Swim England polo top to wear during the event.