

Hospitality Volunteer Description

Hospitality Volunteers will report to the HamCation Hospitality Chair and Assistant Chair

Responsibilities and Duties:

- **Purpose:** Assist Hospitality Chair and Assistant Chair with daily setup of Volunteer Lounge and Vendor Kitchens. Assist volunteers and vendors with their refreshment needs.
- **Must be able to work with a TEAM that has one goal:** to make the commercial vendor a happy camper. Be willing to collaborate with others to accomplish this goal. Be willing to accept the guidance and decisions of the Commercial Co-Chairman.
- **Hospitality Team Responsibilities:** Setup and support of the vendor kitchens and the Volunteer Lounge. Clean and stock the kitchens for the show.
- **Must be motivated:** Help clean and stock the kitchens for the show. Know the layout of the Central Florida Fairgrounds property to be able to direct visitors to any place they would like to go (restrooms, Swap's building, Tailgate Check-in, RV Check-in, Forums, etc.). Inspire your teammates.
- **Must be creative and adaptable:** look for solutions to problems that seem insurmountable. Be willing to go beyond what is asked of them and identify opportunities for improvement (solve problems). Be willing to accept that things will change when dealing with vendors or volunteers.
- **Must be dependable and energetic:** must be on time for the shift work that is involved and must be ready to work the entire shift assigned. Also, must be able to carry out tasks efficiently and honestly. Must show enthusiasm about the tasks to be performed, including assisting vendors to their booths.
- **Must be patient and compassionate:** must be ready to deal with commercial vendors or volunteers who may be first time attendees and are confused. And be willing to show empathy to everyone as there may be cultural differences as well as language challenges.
- **Must always be courteous and friendly.**

Qualifications:

- An individual with a genuinely positive friendly attitude; people friendly.
- Able to stand for long periods of time and walk long distances frequently.
- Problem solver: must think how to solve problems that have not occurred. Keep our commercial vendors and volunteer's safety in mind.
- Can lift a 24 pack of water and sodas for restocking of the areas.

- Must be able to use a commercial radio to communicate with other committee members.
- Hospitality Volunteers who have volunteered with us before or at another hamfest are a definite plus.