

Music@Menlo

CHAMBER MUSIC FESTIVAL AND INSTITUTE • DAVID FINCKEL & WU HAN, ARTISTIC DIRECTORS

Hospitality Intern (3 Positions)

Location: Atherton/Menlo Park, California

MUSIC@MENLO, the San Francisco Peninsula's premier chamber music festival, brings some of the world's leading musicians, students, and scholars to the San Francisco Bay Area each summer for three weeks of public concerts, lectures, and workshops. Concurrent with the festival is Music@Menlo's Chamber Music Institute, which offers two distinct programs for serious music students and preprofessional musicians ages 9 to 29.

Music@Menlo's internship program is ideally suited for motivated individuals who are eager to learn about the field of event management, especially in the arts, and in related work areas in a professional setting. An internship with Music@Menlo offers invaluable training and mentorship towards a professional career in event planning, customer service, and the essentials of nonprofit administration. Through on-the-job training and hands-on experience, interns will build practical experience and develop professional skills to take them into the next stage of their career development. To learn more, please visit www.musicatmenlo.org.

Description

Music@Menlo is seeking mature, reliable Hospitality Interns for its 2017 summer festival. Successful candidates will have the opportunity to learn skills in catering and food service business principles and practices, event planning, hospitality, and customer relationship management, while gaining an understanding of what goes on behind the scenes at an internationally renowned arts organization. Working closely with the development department, interns will gain valuable, practical skills in the management of private events, festival hospitality, and event concessions. This internship is overseen and guided by the Stewardship and Events Manager and all activities are informed by principles and practices of exemplary customer service and hospitality.

Responsibilities

Hospitality Interns will gain valuable experience in a wide variety of activities including:

- Learning to develop plans for and learning to execute hospitality, catering, and guest services for all festival private events, with guest lists ranging from 15 to 200 people. Activities include monitoring multiple budgets, expense tracking, procuring food, supplies, and equipment (driving required), designing food and beverage stations, executing food service, and wrapping up events with break down, clean up, and daily anecdotal and financial summaries.
- Training with and then working with professional catering companies for cocktail receptions, seated dinners, and buffet meals.
- Working with professional caterers to provide daily meals for artists, interns and staff—over 100 people daily—and tracking and managing special requirements, including food allergies and dietary restrictions.
- Planning and preparing artist greenroom refreshments for all concerts and recording sessions—over 40 events—and working with other members of intern teams and staff to ensure successful delivery and inventory management.
- Working with the Development Interns at festival donor parties to ensure successful event production including guest list management, event set-up and breakdown, hands-on catering, and overall team leadership, delegation, and event management.
- Maintaining a clean and sanitary work environment when dealing with food preparation and storage, ensuring compliance with local food handling regulations.
- General administrative duties including inventory and expense tracking and event reporting.
- Representing the festival professionally, positively, and responsibly at all times, from working with

vendors to welcoming festival patrons and artists.

- Late-night event production from July 14 through August 5 required.
- Other duties may be assigned to ensure the overall success of the festival.

Qualifications

The ideal candidates will demonstrate: interest in hospitality, especially food presentation and service; interest in customer satisfaction; interest in learning and growing in a fast-paced and sometimes stressful environment; strong organization and interpersonal skills; strong multi-tasking and time management skills; unwavering positive energy and a willingness to pitch in and be a team player wherever needed; the ability to think quickly on their feet, be flexible, creative, forward thinking, and adaptable to their situations, thinking creatively to solve last-minute challenges; sound judgment, tact, diplomacy, and flexibility with different personalities and working styles. Through this internship, interns have the ability to further develop these job skills as well as learn new skills. Interns must be open to receiving feedback and guidance throughout the course of their internship.

In addition, the following qualifications must be demonstrated for this position:

- Ability to lift and carry at least 40 pounds
- Valid driver's license required. Personal vehicle preferred, however, a company vehicle may be available for work-related errands for those who are at least 21 years of age by June 12, 2017. All drivers subject to driving background check. Business mileage for personal vehicle is reimbursable.

Dates, Compensation, Work Hours, Misc. Info

Internship dates are June 12 through August 9, 2017. This is a full-time, seasonal, non-exempt position. Hourly compensation is at the rate of \$10.50 per hour. Work hours through July 7 will be approximately 9:00 a.m. to 5:30 p.m., Monday through Friday allowing for one half-hour lunch. Beginning July 8, the work schedule will change to include various forty-hour work week shifts, which may begin mid-week and include Saturday and Sunday hours plus paid overtime. All interns are required to complete a successful background check as required by California State law. Successful candidates will be responsible for securing his/her own housing and transportation arrangements in the Atherton/Menlo Park/Palo Alto area.

In addition, interns will receive the following:

- On-the-job training and hands-on experience working with the organization's staff in a professional, supportive environment
- A broad perspective on the many components that form an internationally renowned classical music festival
- Free tickets to select performances, subject to availability and schedule demands
- For positions beginning prior to July 1, a seminar series led by staff and guest speakers focusing on topics related to nonprofit administration, such as marketing, fund-raising, financial management, and strategic planning
- Career development assistance
- College credit, work study, independent study, and/or cooperative learning programs may be available through your college or university. Participants may arrange for academic credit through their school, but it is certainly not a requirement.

To Apply

Complete the application form at www.musicatmenlo.org and send with supporting materials to the address stated on the application. Applications will be reviewed as they arrive, so early applications are encouraged. Preferred deadline: March 1, 2017, however, applications will be considered until positions are filled.