

Events and Hospitality Intern (2 positions) *Reports to Development Director*

Music@Menlo is seeking mature, reliable Events and Hospitality Interns for its 2019 season. Interns will have the opportunity to learn skills in catering and food service business principles and practices, event planning, hospitality, and customer and patron relationship management, while gaining an understanding of what goes on behind the scenes at an internationally renowned arts organization. As part of the development department team, interns will gain valuable, practical skills through the management of private events, festival hospitality, and event concessions. This internship is overseen and guided by the Development Director and all activities are informed by principles and practices of exemplary customer service and hospitality. In addition to the Development Director, interns will work closely with the Development Associate and Patron Engagement Manager.

Responsibilities

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

- Learning to develop plans for and execute hospitality, catering, and guest services for all festival private events, with guest lists ranging from fifteen to one hundred and fifty people. Activities include monitoring multiple budgets, expense tracking, procuring food, supplies, and equipment (driving required), designing food and beverage stations, executing food and bar service, and wrapping up events with breakdown, clean up, and daily anecdotal and financial summaries.
- Training with and working alongside professional catering companies for cocktail receptions, seated dinners, and buffet meals.
- Working with the Development Interns at festival donor parties to ensure successful event production including guest list management, event setup and breakdown, hands-on catering, and overall team leadership, delegation, and event management.
- Planning and executing festival concessions including pricing, inventory management and planning, and running the concessions stand on a daily basis. Working with Catering and Hospitality Manager to place orders with vendors. Requires cash handling.
- 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 12 through August 3 required.
- Other duties may be assigned to ensure the overall success of the festival.

Qualifications

The ideal candidates will demonstrate attention to detail; interest in hospitality, especially food presentation and service; interest in customer satisfaction; interest in learning and growing within a fast-paced and demanding 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 will have the ability to further develop these job skills as well as learn new skills. The position requires flexibility, stamina, and the ability to thrive in a fast-paced environment. Interns must be open to receiving feedback and guidance throughout the course of the internship.

In addition, the following qualifications are required to ensure a meaningful, well-rounded experience for the intern:

- Ability to lift and carry at least forty 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 twenty-one years of age by June 10, 2019. All drivers subject to driving background check. Business mileage for personal vehicle is reimbursable.

Dates, Compensation, Work Hours, Misc. Info

Internship dates are June 10 through August 7, 2019. This is a full-time, seasonal, non-exempt position. Hourly compensation is at the rate of \$12.00 per hour. Work hours through July 3 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 will include Saturday and Sunday hours plus paid overtime. All interns are required to complete a successful background check as required by California State law. Interns will be responsible for securing their 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 management, including nonprofit finance, strategic planning, fundraising, and arts marketing
- 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, if desired.

To Apply

Complete the application form at www.musicatmenlo.org/about/internships.

Preferred deadline: February 15, 2019, or until position is filled.

About Music@Menlo

Music@Menlo, an internationally acclaimed chamber music festival and institute under the artistic direction of cellist David Finckel and pianist Wu Han, was founded in 2003. Based in Atherton, California, and an important part of the San Francisco Bay Area's dynamic cultural fabric, Music@Menlo is noted for its world-class chamber music performances, extensive audience engagement programs, intensive training for preprofessional musicians through its Chamber Music Institute, and efforts to enrich and expand the global chamber music community.

About the Arts Management Internship Program

Music@Menlo's internship program is ideally suited for motivated individuals who are eager to learn about the field of arts management and related work areas in a professional setting. An internship with Music@Menlo offers invaluable training and mentorship towards a professional career in arts management or nonprofit administration. Through on-the-job training and hands-on experience, interns gain practical experience and develop professional skills to take them into the next stage of their career development.