



## **Volunteer Position Description**

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**Position Title:** Hospitality Host  
**Department:** Training and Volunteer Operations

### **I. Position Summary:**

The Hospitality Host volunteer will interact and assist guest needs throughout their visit. Hospitality volunteers will walk the atrium and when busy engage our guests outside in line. They will also work with other departments to perform duties that will enhance the guest experience.

### **II. Qualifications:**

1. Interview required
2. Develop an interactive and engaging identity.
3. Interact with guests in a friendly and engaging manner.
4. Interact with other departments to assess their needs in engaging guests.
5. Work with the Hospitality Interns to implement surveys of our guests based on experience.
6. Perform other duties as workload necessitates.
7. Trial period to see if applicant is able to develop an engaging identity and provide an environment of hospitality.
8. Has completed the following: 101-Orientation, 121 Hospitality Excellence and Interaction, 130 Aquarium Basics, 230 Ocean Voyager and 220 CWQ: Birds and Mammals
9. Ability to stand for 4 hour shifts.
10. Commit to 4 shifts per month.

### **III. Responsibilities:**

1. Seek out and engage the guests.
2. Enthusiastic and positive attitude.
3. Ability to interact properly with guests and address their needs.
4. Familiar with conducting surveys and assessing data.
5. Verbal and written communications skills required.
6. Provide an environment of hospitality by following the Nine Levels of Professional Expectations and supporting the *Values* of Georgia Aquarium (see below).

### **IV. Description of Activities:**

1. The Hospitality Host Volunteer will report to the small volunteer break room (located behind Georgia Explorer) for the update meeting if it is the first shift of the day (Other shifts throughout the day may report to the Volunteer Office for any pertinent Animal or General Aquarium update information).
2. Once update meeting is complete Hospitality Host volunteers will take up their Primary Position in the Atrium and then throughout the day take up their Secondary positions per the Hospitality Zones document.
3. For the duration of their shift Hospitality Hosts will **rove** throughout the Aquarium engaging guests and creating that one imaginative, magical moment for our guests.

### **V. Uniform Requirements:**

1. All Hospitality Hosts must wear the red oxford or polo shirt during Hospitality shifts.
2. All shirts should be tucked in except for the women's polo.

3. Any shirt worn under your uniform shirt should be black, white, or grey.
4. Pants shall be navy, khaki, black, and charcoal grey. Solid colors only; please no designs or patterns. Also, denim and “cargo” pants are unacceptable. This means no side pockets on or below the knee.
5. Acceptable outerwear includes the soft shell jacket, the navy reversible vest, the cardigan sweater (zip up and button), and the cardigan vest (zip up). These items shall be in navy blue. If you wear a jacket or sweater, you should have collared uniform shirt underneath it.
6. Shoes shall be closed-toe with a full heel in black or dark brown and uniform in color. Solid navy shoes are acceptable for women only. No stripes or other patterns.
7. Name tags are mandatory and must be worn on the outermost layer of clothing on the right hand side of your uniform at all times. Please do not add decorations or other adornments to the name tag.
8. All uniforms shall be neat in appearance and not showing excessive wrinkles. Please iron or have your uniforms pressed before coming to work to present a neat appearance.
9. Uniforms that are faded or stained should be retired.

**V. Professional Expectations:**

1. Safety & Security
  - a. All Team Members are required to adhere to all Georgia Aquarium safety and security standards.
2. Courteous and Welcoming Posture
  - a. We create a welcoming and positive atmosphere that is indispensable as we strive to create memorable guest experiences.
3. Professional in Uniform and Grooming
  - a. We look the best we can to ensure we deliver nothing less than professional hospitality and customer service.
4. Acknowledgement of the Guest
  - a. We recognize it is exceptional service that will bring our guests back and it begins with a greeting that shows we are approachable and eager to assist.
5. Anticipation of the Guest
  - a. We are ready to provide exceptional service to our guests through well prepared, confident Team members.
6. Teamwork
  - a. We understand we have one chance to make a good first impression and it takes the efforts of all of us to guarantee this happens.
7. Knowledge of Aquarium
  - a. We will meet and exceed our guests’ expectations when we have knowledge of the Aquarium.
8. Ownership of Responsibilities
  - a. We take pride in our Aquarium by being accountable for our actions and the guests’ perception of the facility.
9. Thank the Guest
  - a. We realize the way to seal our relationship with our guests is to show our appreciation through common courtesy.

**VI. Georgia Aquarium Values:**

Respect, Teamwork, Integrity, Accountability, Hospitality, Innovation, and Fun

