

## **SPIEGELTENT HOST CAPTAIN**

### **REPORTING RELATIONSHIPS**

The Spiegeltent Host Captain reports to the Spiegeltent Venue Director and supervises a team of up to five Spiegeltent Hosts. The Host Captain interacts closely with the catering, box office, security, and production teams.

### **POSITION SUMMARY**

The Host Captain plays a critical role in the overall guest experience at the SummerScape Spiegeltent, contributing directly to a safe, enjoyable, and unique experience. As a frontline hospitality representative, Hosts seek to create an immediate rapport with guests. They must be knowledgeable of SummerScape programming, venue details, and the food & beverage program. Hosts must be able to work calmly and efficiently in a fast-paced dining/cabaret environment – always anticipating, listening, and responding with grace to guests' needs. The Host Captain will oversee the team of Hosts, ensuring that these individuals work together as a unit to create the Spiegeltent experience.

Most activity at the Spiegeltent occurs Thursdays to Sundays from the end of June through the end of August. Average working shifts are 8 hours with a meal break. The Host Captain is paid \$12.70. A limited number of on-campus housing rooms are available.

### **RESPONSIBILITIES**

- Assume responsibility for the comfort, safety and assistance of all guests.
- Serve as the primary information point for guest questions; serve as a point of escalation for guest concerns brought to the Host staff.
- Work with Venue Director to create the weekly shift schedule for Hosts and the daily position assignment schedule.
- Coordinate dining table assignments with box office reports of seating assignments.
- Coordinate VIP needs with Venue Director.
- Greet guests on arrival and supervise venue entrance and exit procedures.
- Oversee the execution of Host post assignments, rotations, and breaks.
- Supervise all Hosts and ensure proper protocols are followed.
- Conduct ticket taking, hand stamping, and seating.
- Seat dinner reservations via Open Table.
- Assist waitstaff as required (busing tables, running orders, etc) in the venue and garden.
- Proactively solve problem with ticketing, dining, and other patron issues.
- Make necessary public announcements in the venue.
- Maintain a clean and presentable garden, entrance, and table/seating area.
- Conduct venue and garden set-up and breakdown, including table/chair reconfiguration.

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- Maintain awareness of and ability to communicate program subject matter and menu details.
- Maintain awareness of patron behavior and anticipate potential hazardous activity.
- Attend house staff briefing meetings at the beginning of each shift.
- Other duties as assigned.

## **QUALIFICATIONS**

- Frontline customer service and/or restaurant experience in a supervisory role and a passion for the arts preferred.
- Must possess a positive work attitude and enjoy interacting with people.
- Superior attention to detail.
- Able to work nights and weekend hours.
- Reliable means of transportation.
- Ability to stand for extended periods of time and ability to lift at least 50 pounds.

## **TO APPLY**

Please submit a cover letter and résumé to [fishercenter@bard.edu](mailto:fishercenter@bard.edu) with the subject line “SummerScape 2020 Application.”

## **ABOUT THE FISHER CENTER**

The Fisher Center develops, produces, and presents performing arts across disciplines through new productions and context-rich programs that challenge and inspire. As a premier professional performing arts center and a hub for research and education, the Fisher Center supports artists, students, and audiences in the development and examination of artistic ideas, offering perspectives from the past and present, as well as visions of the future. The Fisher Center demonstrates Bard’s commitment to the performing arts as a cultural and educational necessity. Home is the Fisher Center for the Performing Arts, designed by Frank Gehry and located on the campus of Bard College in New York’s Hudson Valley. The Fisher Center offers outstanding programs to many communities, including the students and faculty of Bard College, and audiences in the Hudson Valley, New York City, across the country, and around the world. Building on a 159-year history as a competitive and innovative undergraduate institution, Bard is committed to enriching culture, public life, and democratic discourse by training tomorrow’s thought leaders.

The Center presents more than 200 world-class events and welcomes 50,000 visitors each year. The Fisher Center support artists at all stages of their careers and employs more than 300 professional artists annually. The Fisher Center is a powerful catalyst of art-making regionally, nationally, and worldwide. Every year it produces 8 to 10 major new works in various disciplines. Over the past five years, its commissioned productions have been seen in more than 100

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communities around the world. During the 2018-19 season, six Fisher Center productions toured nationally and internationally. In 2019 the Fisher Center won the Tony Award for Best Revival of a Musical for Daniel Fish's production of *Oklahoma!* which began life in 2007 as an undergraduate production at Bard and was produced professionally in the Fisher Center's SummerScape Festival in 2015 before transferring to New York City.

## **ABOUT BARD COLLEGE**

Founded in 1860, Bard College is a four-year residential college of the liberal arts and sciences located 9 miles north of New York City. With the addition of the Montgomery Place estate, Bard's campus consists of nearly 1000 park-like acres in the Hudson River Valley. It offers bachelor of arts, bachelor of science, and bachelor of music degrees, with majors in nearly 40 academic programs; graduate degrees in 11 programs; nine early colleges; and numerous dual-degree programs nationally and internationally. Building on its 159-year history as a competitive and innovative undergraduate institution, Bard College has expanded its mission as a private institution acting in the public interest across the country and around the world to meet broader student needs and increase access to liberal education. The undergraduate program at our main campus in upstate New York has a reputation for scholarly excellence, a focus on the arts, and civic engagement. Bard is committed to enriching culture, public life, and democratic discourse by training tomorrow's thought leaders. For more information about Bard College, visit [bard.edu](http://bard.edu).