

LAV CUP™

POSITION DESCRIPTION

Position	Team Services (Laver Cup 2024)
Role	Responsible for assisting both teams players, team managers, player entourage and guests with both tournament-related information and services to ensure that players and guests have an exceptional and memorable stay during their time at the Laver Cup.
Responsibilities	<ul style="list-style-type: none"> - Provide a warm and friendly greeting to the players and their guests - Ensure outstanding professional presentation and cleanliness of key areas including the Team and Guest Lounges, Berlin Room, Team Locker Rooms, Player Gym, and Team Services Lounge. - Ensure only authorised guests are entering the Berlin Room and Team Spaces - Assist the player guests with your local areas of expertise and knowledge about Berlin to facilitate their needs and necessities (see “Areas to cover” below) - Assist with player ticketing - Assist with any adhoc tasks as required by Team Managers <p><i>*Please note: You will not be required to complete all responsibilities as this is a general overview of responsibilities/tasks that the Team Services’ cover over a range of various roles and areas</i></p>
Benefits	Uniform Accreditation Onsite meals
Work Location	Uber Arena, Berlin Player Hotels *Shifts will be allocated at the player hotel and/or event venue with a mixture of early, mid and late shifts between 7am and end of play on match days (20 - 22 September)
Work Schedule	15 - 16 September: Orientation and training days with site tour 17 – 22 September: Shift times (TBC)
Areas to Cover (alphabetical order)	<ul style="list-style-type: none"> - City information (tourist and tour suggestions) - Consulate information - Contact list with important information - Doctors, hospitals & drug store information - Hotel information - Restaurants - Shopping suggestions - Ticketing - Tournament schedule information, order of play & match results - Tourist spots - Transport information (shuttle bus schedule, pick up and drop off) - Travel information

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Knowledge, Competencies and Attributes	<ul style="list-style-type: none">- Always display professionalism, patience, and a people first attitude, with demonstrated commitment to exceptional customer service in an inclusive manner- Demonstrate ability to work successfully in a team- Strong communication and interpersonal skills- Demonstrate ability to maintain confidentiality- Player and tournament knowledge is highly desirable- Always present in an impeccable way- Always demonstrate flexibility and adaptability in the course of your role- Resilient, capable approach to your specific job tasks- Ability to remain calm under pressure and work in a challenging and changing environment
Supervisor	Team Services Supervisor

Rules and Guidelines

We are looking for candidates that should be:

- ✓ Open, NOT afraid to ask: If you are not sure of what the guest is asking, you should not be afraid to ask her / him again to double check. If you still are not sure of how to answer the request/problem, please ask the Team Services Supervisor or one of your colleagues. **It is worse to pretend to understand and do something wrong or provide incorrect information, than to ask in the beginning if you are not sure.**
- ✓ Proactive: If you see a problem, please point it out to the team supervisor discretely so that we can solve it before the players or guests see it.
- ✓ Friendly, positive, happy: We want people who will enjoy working the event as the players and guests like to see smiling faces.
- ✓ Multilingual: Speaking additional languages are desirable as the players and guests come from many countries.

✗ NO asking for autographs or pictures.

✗ NO acting like a crazy fan. This is a serious offence and you can be removed from the tournament.

✗ Do NOT misuse your accreditation and the access privileges that come with it.

✗ Do NOT do anything to discredit your position as you are the face of the tournament to the players and their guests.

To apply, please email mlim@tennis.com.au with your CV and a cover letter.