

Special Event Planning and Hospitality Intern (3 positions)

Music@Menlo Chamber Music Festival & Institute

David Finckel & Wu Han, Artistic Directors

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 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, production, digital media, or 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 Special Event Planning and Hospitality Interns for its 2014 summer festival. Successful candidates will have the opportunity to learn skills in event planning, hospitality, customer relationship management, and food service business principles and practices, while expanding their breadth and depth of knowledge about what goes on behind the scenes at a major arts organization. Working closely with the development department, interns will gain valuable, practical skills in the management of special private events and event concessions. This internship is guided by the Development Director and all activities are informed by principles and practices of customer cultivation and hospitality.

Responsibilities

The Special Event Planning and Hospitality Interns will have the opportunity to gain valuable experience in a 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.
- Coordinating and executing catering for public receptions and concert concessions. Activities include sales forecasting, inventory tracking, marketing, pricing, selling, and financial analysis and reporting.
- Training with and then working with a professional catering company to provide meals for artists, interns and staff—over 100 people daily.
- Planning and preparing artist greenroom refreshments for all concerts and recording sessions—over 30 events.
- 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 and filing.
- 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 18 through August 9 required.
- Other duties may be assigned to ensure the overall success of the festival.

Qualifications

The ideal candidates will demonstrate: interest in 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; 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, 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 and reliable transportation

Dates, Compensation, Work Hours, Misc. Info

Internship dates are June 25 through August 15, 2014. This is a full-time, seasonal, non-exempt position. Hourly compensation is at the rate of \$8 per hour through June 30, and \$9 per hour beginning July 1. Work hours will consist of various forty-hour work week shifts, which may begin mid-week and include Saturday and Sunday hours. All interns are required to complete a successful background check as required by California State law. Successful candidates 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 administration, such as marketing, fundraising, financial management, and strategic planning
- Career development workshop
- 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: April 1, 2014, however, applications will be considered until positions are filled. Interviews will begin in mid-February.