



EXPO  
2020  
DUBAI  
UAE



OFFICIAL PARTICIPANT - CANADA



# Appendix 2 to Annex A

## Statement of Duties

### Canada Pavilion Personnel

[www.CanadaExpo2020.ca](http://www.CanadaExpo2020.ca)



Government  
of Canada

Gouvernement  
du Canada

Canada



## Table of contents

<b>Hosting Staff Coordinator.....</b>	<b>3</b>
<b>Hosting Staff.....</b>	<b>4</b>
<b>VIP Officer .....</b>	<b>5</b>
<b>Receptionist .....</b>	<b>6</b>
<b>Driver/ Administrative Clerk .....</b>	<b>7</b>
<b>Protocol and Events Officer .....</b>	<b>8</b>
<b>Junior Events Officer .....</b>	<b>9</b>
<b>Culinary graduates (First cook/cuisinier) .....</b>	<b>10</b>



## **Hosting Staff Coordinator**

Team: Pavilion Operations

Supervisor: Pavilion Director Operations / Operations Manager

The Hosting Staff Coordinator is responsible for managing the Hosting Staff. He/She is responsible for the efficient operation of the Pavilion on a day-to-day basis and will accomplish the functions detailed below on a rotational basis with other Pavilion managers. This position requires fluency in French and/or English. At least one Hosting Staff Coordinator must also be proficient in Arabic language skills.

The Hosting Staff Coordinator shall:

- Arrive at the pavilion before the hosting staff in the morning and ensure the appropriate closing of the pavilion;
- Unlock the building and start all office operations;
- Ensure that the pavilion is clean and ready for visitor presentation;
- Ensure that all offices and VIP facilities are clean;
- Ensure that audio-visual systems are in operational order;
- Report any abnormalities to the Pavilion Director Operations or his/her representative on site;
- Ensure that hosting staff members are in position 10 minutes prior to opening time;
- Brief hosting staff about any special activities or visitors;
- Supervise staff during the day and attend to emergencies;
- Log all information on the daily report (computer data base);
- Assist the Pavilion Director Operations with his/her duties;
- Assist with special or protocol events, when required;
- Track hours of work of hosting staff;
- Ensure that employees' pay is in accordance with agreement;
- Allocate and monitor accommodation;
- Participate in training development and delivery.



## **Hosting Staff**

Team: Pavilion Operations

Supervisor: Hosting Staff Coordinator

The Hosting Staff will assist in the day-to-day operation of the public presentation areas by:

- Welcoming visitors to the Canada Pavilion;
- Controlling the flow of traffic consistent with pre-determined pulsing for the different areas of the Pavilion and in accordance with the operational plan;
- Answering questions about Canada, the contents of the Pavilion, Canada's cultural program and special events;
- Executing emergency procedures and carrying out other duties when required;
- Report any abnormalities to the Hosting Staff Coordinator or Duty Manager on site;
- Administer first aid if required.

Hosting staff will adhere to a shift schedule established for the Pavilion (precise shift to be determined).



## **VIP Officer**

Team: Complimentary Programming and Protocol

Supervisor: Manager, Special Events and Protocol

The six (6) VIP Officers will assist in the day-to-day operation of the VIP area of the Canada Pavilion by:

- Welcoming visitors to the Canada Pavilion;
- Answering questions about Canada, the contents of the Pavilion, Canada's cultural program and special events;
- Preparing a schedule of visits for Canadian VIP visitors to other pavilions and making reservations for these; ensuring timely distribution of schedules of visits to appropriate personnel, and maintaining an electronic data base of information on VIP visitors, hospitality activities and special events
- Responding to requests for VIP easy access to the Canada Pavilion by making reservations for Canadian and Foreign VIPs to the Canada Pavilion;
- Escorting VIP visitors on tours of the Canada Pavilion and other pavilions; responding to their requests for information;
- Assisting the Protocol and Events Officers in the organization of VIP functions, such as receptions, dinners, and special events;
- Giving access to the groups who have made a booking in our Pavilion and ensuring they are walked through the public presentation area;
- Making judgement calls for access to individuals arriving without reservations;
- Providing on-site support as required to the Director, Complimentary Programs and Protocol.

VIP Officers will adhere to a shift schedule established for the Pavilion (precise shift to be determined).



## **Receptionist**

Team: Pavilion Operations

Supervisor: Pavilion Director Operations

The Pavilion receptionists will strategically be located in the main VIP entrance. Their duties will primarily include:

- Answering the telephone, redirecting calls, taking messages and ensuring that these messages are delivered to the appropriate person promptly;
- Answering general inquiries;
- Monitoring the whereabouts of the drivers, technical and other staff as required;
- Providing basic secretarial services to managers, such as word processing, photocopying, sending faxes, receiving mail deliveries, maintaining computerized data base systems using various softwares;
- Keeping informed of daily schedule of special visits (easy access) by VIP visitors; entering information on VIP visitors into the Reservation Log;
- Welcoming VIP visitors as they arrive at the main reception of the Canada Pavilion;
- Assisting other staff in the organization of special events;
- Assisting Canadians to gain easy access when feasible;
- Working on a flexible/non-standard schedule;
- Carrying out other assignments as required.

Receptionists will adhere to a shift schedule established for the Pavilion (precise shift to be determined).





## **Driver/ Administrative Clerk**

Team: Executive Offices / Pavilion Operations

Supervisor: Commissioner General / Pavilion Director Operations

Three (3) Drivers/Administrative Clerks will be required at the Canada Pavilion and will have the responsibility of driving the Commissioner General, guests, and other pavilion management staff to specific locations as directed. When chauffeur services are not required, the drivers will be assigned to other duties at the Pavilion, which may include, but are not limited to:

- Carrying out errands, such as delivery of invitations, post office pick-up and drop-off, etc.;
- Maintaining a “Driver Log” according to departmental policies;
- Providing messenger services;
- Carrying out other general office tasks and assignments as directed;
- Photocopy, files and records maintaining;
- Conduct research using internet;
- Type, edit, and print various documents and data;
- Collect, organise, prepare, and distribute correspondence.

One of the three drivers will be assigned to the Commissioner General throughout the Expo period. The work schedule of the Commissioner General’s driver will be contingent upon the Commissioner General’s official requirements and engagements. Other drivers will adhere to a shift schedule established for the Pavilion (precise shift to be determined). All drivers must ensure:

- the cleanliness of the vehicles inside and outside at all times; and
- that the pavilion vehicles are regularly maintained (oil changes and mechanical and other repairs).

All Drivers must be fluent in English and Arabic and if possible in French.



## Protocol and Events Officer

Team: Complimentary Programming and Protocol  
Supervisor: Manager, Special Events and Protocol

The two (2) Protocol and Events Officers will work with the Special Events and Protocol team on a project-by-project basis and will work the hours necessary for the delivery of their assigned events. When they are not overseeing an event in the Pavilion they will work 37.5-hour workweeks. During the events for which they are responsible, they are expected to work the necessary hours to see it through, though it may involve longer than 7.5-hour days for short periods.

The functions of the Protocol and Events Officers include:

- Working with client/partnering organizations on the advance planning of their special events at the Canada Pavilion. As client organizations sign-up, in the months leading up to Expo 2020 Dubai, Protocol and Events Officers will work with clients on all aspects of their special event;
- Coordinating and overseeing all special event requirements on site (at the Canada Pavilion). Protocol and Events Officers will work closely with client organizations in the delivery of their events. From meeting them at the airport, to assisting them with last-minute needs to ensuring that all elements for which Canada Pavilion officials are responsible are in place;
- Assisting in the planning of major events initiated and hosted by senior Canada Pavilion officials (includes Canada Day, Opening Day, etc.). Under the direction of the Director of Complementary Programming and Protocol, Protocol and Events Officers will each be responsible for coordinating an aspect of the Canada Pavilion's major events;
- During the planning phase, providing clients with information on Canada Pavilion facilities and services, travel and accommodation in Dubai and event-related services and suppliers in Dubai;
- During the delivery phase, liaising with other teams in the Canada Pavilion for matters of: accreditation, cleaning and security, room-set-up, technical and audio-visual requirements, culinary (food and beverage) needs, and the involvement / presence of senior Canada Pavilion officials;
- During the Canada Pavilion Major Events, developing a logistics plan for each aspect of the major event. On-site coordination of an assigned team;
- (With the assistance of VIP Officers), facilitating easy access to other Pavilions;
- Knowledge of Arabic is an asset.





## **Junior Events Officer**

Team: Complimentary Programming and Protocol

Supervisor: Manager, Special Events and Protocol

The Junior Events Officer will assist the Protocol and Events team by providing day-to-day support in the planning and delivery of events at the Canada Pavilion.

The functions of the Junior Events Officer include:

- Working under the direction of the Manager, Protocol and Special Events Officer, the Junior Events Officer may work with a Protocol & Events Officer on advance planning of events at the Canada Pavilion. As client organizations sign-up, in the months leading up to Expo 2020 Dubai, Protocol and Junior Events officers will work on all aspects of events;
- Coordinating and overseeing all special event requirements on site (at the Canada Pavilion). Junior Events Officers will work closely with client organizations on the delivery of their events. From documenting on-site requirements for VIP guests: meeting them at the airport, to assisting them with last-minute needs to ensuring that all elements for which Canada Pavilion officials are responsible are in place;
- Assisting in the planning of major events initiated and hosted by senior Canada Pavilion officials (includes Canada Day, Opening Day, etc.). Under the direction of the Director of Complementary Programming and Protocol, Protocol and Junior Events Officers will be responsible for supporting the delivery of the Canada Pavilion's major events;
- During the planning phase, providing clients with information on Canada Pavilion facilities and services, travel and accommodation in Dubai and liaising with event-related services and suppliers in Dubai;
- During the delivery phase, liaising with other teams in the Canada Pavilion for matters of: accreditation, cleaning and security, room-set-up, technical and audio-visual requirements, culinary (food and beverage) needs, and the involvement / presence of senior Canada Pavilion officials;
- During the Canada Pavilion Major Events, execute the logistics plan for each aspect of the major event. On-site coordination of an event;
- Should VIP Officers require assistance, the Junior Events Officer will assist in facilitating easy access to other Pavilions;
- Knowledge of Arabic is an asset.



## **Culinary graduates (First cook/cuisinier)**

As a main component of the Canada Pavilion Culinary Program, the four (4) recent graduates from Canadian culinary schools (First cook) will support the caterer in food preparation and service in both the Canada Pavilion and the caterer's off-site kitchen.

The culinary graduates:

- Will adhere to the schedule established by the caterer. The schedule includes both work at the Canada Pavilion and in the caterer's off-site kitchen.
- Will adhere to all the rules and regulations of sanitary food preparation and workplace safety established by the caterer and the Canada Pavilion.
- Will work under the direct supervision of the caterer and the Canadian Chef Coordinator, as applicable, to prepare and participate in the presentation and service of all foods and beverages to be provided to events, guests and Canada Pavilion Clients.
- Will be responsible for proper storage and labelling of food and beverages.
- Will participate, as required, in the organisation, logistics, clean up and all other tasks related to the delivery of successful world class events in the VIP area of the Pavilion (Boardroom, Conference Centre, VIP lounge and Bar, Commissioner General's office, Bar, Reception area).
- Will complete all tasks in a professional manner with an eye towards Canada's image abroad.