



EXPO  
2020  
DUBAI  
UAE



OFFICIAL PARTICIPANT - CANADA



# 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> .....	3
<b>Hosting Staff</b> .....	4
<b>Receptionist</b> .....	5
<b>Driver/ Administrative Clerk</b> .....	6
<b>Culinary graduates (First cook/cuisinier)</b> .....	7
<b>Service Staff/Administrative Clerk</b> .....	8
<b>Service/Wait Staff</b> .....	9



## **Hosting Staff Coordinator**

Team: Pavilion Operations

Supervisor: Deputy Pavilion Director Operations

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 Deputy 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 Deputy 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;
- 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).



## **Receptionist**

Team: Pavilion Operations

Supervisor: Deputy 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 / Deputy 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).

Leased vehicles will include:

- sedan type vehicle;
- 7-passenger van;
- 12-passenger van.

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



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

Team: Public Affairs

Supervisor: Canadian Chef and Culinary Program Manager

As a main component of the Canada Pavilion Culinary Program, the five (5) recent graduates from Canadian culinary schools (cuisiniers), under the guidance of the Canadian Chef, will maintain the day-to-day pavilion kitchen operations in food preparation and service at the Canada Pavilion.

The culinary graduates:

- Will actively contribute to food preparation, presentation and service to ensure an outstanding customer experience to all clients in the VIP area of the Pavilion or any other reserved reception and events space;
- Will demonstrate versatility by participating in all activities related to the operations of a professional kitchen and the food service at the Pavilion including logistics, cleaning, storage and event organization;
- Will adapt to variable work schedules established by the Canadian Chef;
- Will adhere to all the rules and regulations of sanitary food preparation and workplace safety;
- Will collaborate and communicate clearly with superiors and colleagues (kitchen and service staff);
- While abroad, will behave professionally with an eye towards Canada's image.



## **Service Staff/Administrative Clerk**

Team: Public Affairs

Supervisor: Canadian Chef and Culinary Program Manager

As a member of the Culinary Program under the direction of the Canadian Chef, the service staff / administrative clerk will provide quality service to all guests of the Canada Pavilion and will support the Canadian Chef in the day-to-day management of the Program.

The service staff / administrative clerk primary duties will include:

- Actively contributing to food presentation and service to ensure an outstanding customer experience to all clients in the VIP area of the Pavilion or any other reserved reception and events space;
- Providing a professional and personalized food and beverage service to all Canada Pavilion clients and guests during events;
- Supporting the Canadian Chef in the day-to-day management of the kitchen, and other related administrative tasks and assignments such as invoicing, ordering and receiving food and beverages as well as liaising with the Pavilion's finance team;
- Liaising with the Expo 2020 Dubai authorities in food and beverage services and products;
- Demonstrating versatility by participating in all activities related to food service at the Pavilion including logistics, cleaning, storage and event organization;
- Adapting to variable work schedules established by the Canadian Chef;
- Adhering to all the rules and regulations of sanitary food preparation and workplace safety;
- Collaborating and communicating clearly with superiors and work colleagues;
- Behaving professionally with an eye towards Canada's image during the entire Expo 2020 Dubai.



## **Service/Wait Staff**

Team: Public Affairs

Supervisor: Canadian Chef and Culinary Program Manager

As members of the Culinary Program assigned to the preparation of events and the service of food and beverages at the Pavilion, the service team, under the supervision of the Canadian Chef, will provide quality service to all guests of the Canada Pavilion.

The service/wait staff primary duties will include:

- Actively contributing to food presentation and service to ensure an outstanding customer experience to all clients in the VIP area of the Pavilion or any other reserved reception and events space;
- Offering a professional and personalized food and beverage service to all Canada Pavilion clients and guests during events;
- Demonstrating versatility by participating in all activities related to food service at the Pavilion including logistics, cleaning, storage and event organization;
- Adapting to variable work schedules established by the Canadian Chef;
- Adhering to all the rules and regulations of sanitary food preparation and workplace safety;
- Collaborating and communicating clearly with superiors and work colleagues;
- Behaving professionally with an eye towards Canada's image during the entire Expo 2020 Dubai.