



Job Description – Event Setup Crew and Venue Attendant

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Position Title: Event Setup Crew and Venue Attendant

Department: Events and Venue Management

Reports To: Event Coordinator / Event Manager

Version: 1.0

Job Overview

The Event Setup Crew and Venue Attendant plays a key role in preparing, setting up, and maintaining event spaces for functions, conferences, and special occasions hosted by Grand Royale Group. This position ensures that all venue setups meet the required standards for presentation, safety, and functionality, creating seamless and memorable experiences for clients and guests.

Key Responsibilities

Event Setup and Coordination

- Set up tables, chairs, stages, decorations, and equipment according to event layout plans.
- Assist in the installation and dismantling of audiovisual, lighting, and staging equipment.
- Ensure event spaces are clean, safe, and ready prior to guest arrival.
- Work closely with the Event Coordinator and Supervisor to confirm details of event requirements.

Venue Maintenance and Cleanliness

- Maintain the cleanliness and presentation of all event spaces before, during, and after functions.
- Assist in quick room turnovers between events to meet schedule timelines.
- Handle equipment and furniture safely to prevent damage.
- Report any maintenance or safety issues to the supervisor immediately.





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Guest and Client Support

- Provide courteous and professional assistance to event organisers and guests.
- Support catering or beverage service teams during event execution when required.
- Assist with directional signage, crowd flow, and guest comfort throughout events.
- Uphold Grand Royale Group's service standards in all client interactions.

Health, Safety, and Compliance

- Follow WHS and manual handling procedures to ensure personal and team safety.
- Ensure clear walkways, emergency exits, and fire regulations are maintained.
- Participate in safety briefings and event risk assessments.
- Adhere to hygiene, cleanliness, and equipment handling policies.

Qualifications and Experience

- Previous experience in event setup, hospitality, or venue operations preferred.
- Certificate II or III in Events, Hospitality, or related discipline (desirable).
- Strong physical stamina and ability to handle equipment and furniture safely.
- Good teamwork and communication skills.
- Flexibility to work varied shifts including early mornings, late nights, weekends, and public holidays.

Skills and Competencies

- Attention to detail and commitment to presentation quality.
- Time management and ability to meet setup deadlines.
- Strong communication and problem-solving skills.
- Reliability, punctuality, and a proactive attitude.
- Ability to work effectively in both independent and team environments.





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Working Conditions

This role is based at Grand Royale Group's hotels, event venues, and hospitality sites across the Gold Coast, Queensland. The position involves physical tasks such as lifting, carrying, and standing for extended periods. Shift work, including weekends and evenings, is required based on event schedules.

Key Performance Indicators (KPIs)

- Event Setup Accuracy (target: 100% as per layout specifications).
- Event Turnaround Time (target: within scheduled setup and pack-down windows).
- Client and Guest Satisfaction Rate (target: $\geq 90\%$).
- Safety and Compliance Adherence (target: 100%).
- Equipment and Asset Care (target: zero damage incidents per event).
- Team Efficiency and Collaboration Rating (target: $\geq 95\%$).

Company Values and Culture

Grand Royale Group values precision, teamwork, and professionalism. The organisation promotes a culture of service excellence and collaboration to ensure every event reflects the group's high hospitality standards and attention to detail.

Career Path

This position provides opportunities for progression into roles such as Senior Venue Attendant, Event Coordinator, or Event Supervisor within Grand Royale Group or other large-scale hospitality organisations.

