

---

# CAUX INTERNS PROGRAMME

---



a training opportunity for young people  
in the International conference centre  
of Initiatives of Change in Switzerland

## 2012



## JOB DESCRIPTIONS

Hospitality is a core value of the Caux Conferences. It is the spirit that welcomes people from all corners of the world and makes them feel at home. Our aim is to create an atmosphere of welcome and care, so that the conference participants experience a functioning, spirited model of world community. This is the community in service, the place where we put into practice the values we talk about — teamwork, trust-building, inclusion, multiculturalism and community-building. It is where we experience it by developing the awareness and skills needed to create authentic communities.

The descriptions below outline the work responsibilities of the Intern groups. Each group will also be required to follow a parallel training programme, which will ensure that the experience of the Intern Program is as rich as possible.

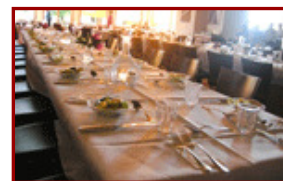
---

**Dining Room** – Interns in the Dining Room are responsible for a team of 10-15 conference participants. The work



of these teams, which you are supervising and which work in shifts, consists of the efficient service of food and drinks at all three main meals (plus tea and evening drinks) to the rest of the conference participants. The work involves setting the tables in the Dining Room, preparing breakfast, making coffee and tea, serving hot drinks, and ending up at the dish wash machine so that the next team coming in finds clean cutlery! Requirements include:

- Skilled leadership, in order to ensure both a high standard of service delivery and, as importantly, a rich experience for the volunteers in the service shift team.
- A good practical sense, with a responsiveness to fluid situations, and a capacity to improvise where necessary.
- An appreciation for the importance of systems, and a critical eye for improving existing systems, where possible.
- High attention to detail.
- The Interns who lead the teams have to know the Dining Room, but more importantly, they have to put people to work, be gracious and firm, have an overview of the environment and anticipate crisis.
- Senior Interns will also be expected to assume greater leadership responsibility within the Interns Program as a whole.



**Conference Administration** – This role is central both to the smooth functioning of the Conferences as well as to the historical record of all that takes place in the plenary sessions. Tasks will include making recordings of conference sessions for archival purposes along with administrative support under the supervision of the Office Manager. You will also provide day-to-day logistical support to conference organisers, and function as one liaison between the conferences and the operational side of the Conference Centre.

**Reception**– The Reception is, among other things, the first impression of everyone who comes to Caux, and can set the tone for their stay. Politeness, presence, service-mindedness, and readiness to go the extra mile are all key. This role will require a comprehensive understanding of the reception system, as well as the physical and logistical details of the house. It includes telephone duties and so the Intern must have fair knowledge of French, as well as a strong command of English. German can be helpful. Front desk financial operations are also part of the duties.

---

---

**Kitchen** – Interns in the kitchen will be working as key assistants within their team, under the direction of the head cook. There are three main areas of responsibility for Interns involved in the kitchen team:



- The main kitchen – this involves all the preparation of food for the main meals each day.
- The **Diet Kitchen** – here you look after people with specific dietary requirements.
- The vegetable-preparation team – starting work at 6.45 am with an inter-generational team, this involves preparing all the vegetables needed for the kitchen for that day. Someone with reasonable strength is needed as it sometimes involves carrying heavy crates.

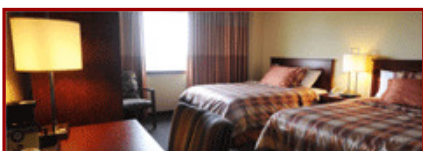
**Economat** – This team handles the ordering and distribution of all catering supplies. From day to day, the numbers in the house are constantly changing. In order to ensure that everyone is well fed, but that waste is avoided, a rigorous system is required to manage the flow of provisions. The Intern in the Economat will work closely with the Head of the Economat to guarantee a smooth process, from the ordering of supplies through to their delivery to the chefs in the kitchen. A good command of French would be an asset for this position, although it is not essential. Attention to detail and an ability to remain well organised are key. The Economat works behind the scenes, but its work is central to keeping all the Conference participants well-nourished.

**The IT Team** – This department is responsible for the computers and computer network for the Caux Conferences. We look after the machines, and we help people use them. In other words, we troubleshoot problems and we support people. We have a few long-standing volunteers who do the more technical infrastructure work. Each summer, a couple of Interns help us to do user support. We have a network consisting of Mac OS X and GNU/Linux systems. Conference participants also connect to this network with their laptops.



- Your main responsibility will be providing end-user support in our 'Internet Cafe' that consists of 15-20 Apple (Mac) computers. Many people come to Caux with laptops, and you will also be expected to help those people connect to the wireless network.
- All candidates should be fluent in English and have an outgoing personality. Extra languages are a benefit - people from all of the world come to Caux, and for most people English is not the primary language.
- We will be looking for at least one person with a more technical background. This person would be very comfortable with computers, a quick learner, and ideally have experience maintaining Mac OS X and/or GNU/Linux systems. You don't have to know everything, but you should be able to learn what you need to know to help people more or less independently. Being able to work in a somewhat chaotic, do-it-yourself kind of environment is essential.
- If you are not a very technical person but like teaching and/or helping people, and you're not afraid to learn more about computer support, please do apply. People skills are the most important part of this job, and training for Mac OS X will be provided. Don't be afraid of Macs - they are much easier to use than Windows-based machines and are much less error prone.
- You will be expected to work a rota with your colleague Interns that doesn't have early mornings but will have late evenings. You will be supervised by a department leader who will be experienced in all aspects of what you will be expected to do.

**Housekeeping** – the Housekeeping Department is responsible for 225 rooms with 450 beds. The housekeeping team is committed to transforming the experience of our conference participants visiting Mountain House to one of friendly service and comfort. Duties and responsibilities include:



- To make beds and prepare rooms quickly, neatly, and efficiently.
  - To maintain a neat and clean cart, equipment, storage rooms, and supplies.
  - To maintain a friendly and approachable attitude towards conference participants and other volunteers in the house.
  - To maintain a professional service.
  - To document any deficiencies, including repairs and electrical problems from the rooms and report to the housekeeping supervisor.
  - To label and submit all lost and found items to the housekeeping supervisor immediately.
  - To complete all other duties as assigned.
  - To inspect the rooms on floors assigned and take responsibility to ensure rooms are clean and ready for occupants.
  - To ensure that all rooms in the specified floor are serviced every two days.
  - To establish and maintain seamless coordination and cooperation with Allocation, Reception and the cleaners.
-

---

**Flowers** – Beginning early in the morning, work with the flower arrangements involves picking flowers, preparing various flower decorations, watering the plants, checking the bouquets for the dining room tables, and so on. This role would be combined in part with service in another area. It requires someone with a love of flowers and an artistic eye for the arrangements.

**Technical Team** – Technical Services covers the whole spectrum of technical needs for a large conference centre, which includes a full working theatre and a main meeting hall, as well as a number of smaller meeting rooms. The equipment we use ranges from simultaneous translation set-ups to sound desks and associated equipment, lighting control desks, projectors, and so on. The Technical Team role covers all technical aspects of conferences, seminars and artistic productions. You are involved in a number of activities during the Caux Conferences, aiming towards three principle outcomes: Good Sound, Good Vision, and, as far as is possible, congenial surroundings.



To achieve this we work on a rota system with personnel available for most of the day – this means that there could be some early morning and late night work. We look for very flexible people who are not afraid of a little hard work. Some knowledge of sound or lighting equipment or a keen interest in these areas would be an advantage, however on the job training and advice will be given.

**Conference Secretariat** – The Conference Secretariat is the first contact for all the participants with the Caux Conferences. We are responsible for the registrations and help the participants to get their Visa. Communication is our daily business: e-mails and phone calls around the world, dealing with Embassies and supporting the participants in every issue. The ConfSec is also working together with other departments like Allocation and Reception and also with the different Conference organizers. We do statistics, create lists and graphics and help everyone who has an administrative problem.

*and...*

**Caux Café** – There is a lot of serious business in Caux, but many of the most important encounters take place in an informal environment. As well as the meal-times, which are more than just a pause for physical sustenance, Caux creates other less structured spaces. The Caux Café is one example, open after dinner and through the evening. **The Interns team as a whole** will take on responsibility for the Caux Café. This means ensuring the basic operation - the food and drinks, music, cleanliness, etc - but gives the scope to plan creative, relaxed evenings for conference participants, including the other young people in the Centre.

