

# GUEST PROGRAM SUPERVISOR

The Guest Program team has a special role in serving Skate Canada and ISU special guests. They work in collaboration with the registration team to ensure the best possible experience for all guests.

As the Guest Program Supervisor, it is best if you do not include yourself in the volunteer schedule as your role will be to oversee, delegate and assist in this area where required, in addition to being onsite for most of the event. You should plan to be available on onsite starting with the second day of set-up (date to be confirmed with Skate Canada staff contact).

## Principle Duties

### General

- ◆ Lead the Guest Program team.
- ◆ Act as the primary point of contact with the Skate Canada staff contact for the Guest Program.
- ◆ Liaise with Registration Supervisor and Hotel Services Supervisor (as required) to coordinate any overlapping services.
- ◆ Participate in Skate Canada-LOC planning conference calls as required.
- ◆ Recruit, schedule and supervise Guest Program volunteers as required for all areas of operations (see below). The Skate Canada Guest Program staff contact will provide a preliminary volunteer schedule template to assist with scheduling volunteers.
- ◆ Ensure that Guest Program volunteers are dressed in the appropriate uniform.

### VIP Lounge

- ◆ Source décor for the VIP Lounge (minimal allocated budget will be provided in advance by Skate Canada contact). Coordinate with the Local Promotions & Sponsorship Coordinator for local sponsorship opportunities.
- ◆ Work with the Skate Canada Guest Program staff contact to coordinate and set-up requirements.
- ◆ Schedule volunteers to act as hosts in the VIP lounge and at the Concierge table per the schedule provided by Skate Canada.

### Registration

- ◆ Schedule volunteers to assist with Guest Program registration (preparing VIP packages, wrapping gifts, etc.). Ensure accurate completion of Guest Program registration packages prior to the arrival of all guests.
- ◆ Schedule volunteers for the Skater check-in table at Closing Celebration.

### Set Up/Tear Down

- ◆ Schedule volunteers for set-up and tear down of:
  - ◆ the VIP lounge at the arena, including any décor,
  - ◆ the Guest Program registration table (if applicable),
  - ◆ the concierge desk (located outside/inside of the VIP lounge),
  - ◆ the Officials' dinner (as required),
  - ◆ the Closing Party (as required).

## Volunteer Requirements

Volunteers in this area need to have strong people skills and a natural ability to make people feel welcome and well taken care of. There should be 3-5 volunteers assigned to the Guest Program team (not including the Guest Program Supervisor). A consistent team of volunteers (the same people for the duration of the event) is required for the Guest Program Team.

### **Main Duties of the Guest Program Volunteer Team**

- ◆ Meet and greet guests and escort them to their seating area (if appropriate).
- ◆ Contact relationship owner once guest arrives/registers and introduce them to their onsite contact, if applicable.
- ◆ Tend to special guests' needs throughout the event (confirming transportation information, itineraries etc.).
- ◆ Provide guests with VIP Lounge location and general event information. Familiarize them with other locations, such as washrooms, stairwells, etc.
- ◆ Provide support for the social functions such as the Officials' Dinner, Closing Party, as required.
- ◆ Schedule volunteers to assist with set-up and tear-down of the Closing Party, as well as ticket takers for guest arrival.

### **Skate Canada Staff Contact:**

Skate Canada staff contact information will be provided to you in the planning process.