

Venue Support FA & Role Specific Training

Nat Broom

Venue Manager - Harvey Hadden

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Welcome to the VENUE SUPPORT TEAM



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Why FA?



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What's the plan?

- ▶ Games time information - Venue Managers and Communication Process
- ▶ Meet Your Team Leaders
- ▶ What is Venue Support?
- ▶ Discover the roles
- ▶ Q&A

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Games Time Support & Communication Process



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Getting to know your Team Leaders!



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Venue Support - What's it all about?

- ▶ Biggest FA
- ▶ 8 different Games Time Roles
- ▶ 3 Different Venues
- ▶ Responsible for delivering the **Games Time Experience!**

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The Roles

▶ Set-Up

- ▶ Set-Up Assistant

▶ Classification

- ▶ Classification Assistant

▶ Athlete Services

- ▶ Welcome Desk

▶ Spectator Services

- ▶ Event Marshalls
- ▶ Information/Help Desk
- ▶ Mascot & Mascot Escort
- ▶ Transport Coordinator

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Set Up & Classification

Set Up Assistant

- ▶ ALL venues -
 - ▶ Competition, Athletes & Volunteer Village, Ceremonies & Conference
- ▶ Decoration & organisation of venues & all associated equipment, furniture & overlay
- ▶ Signage, Access Control & Wayfinding
- ▶ Nags & Snags - finding, reporting & fixing

Classification Assistant

- ▶ Link between Athletes and Classifiers
- ▶ Covering the information/registration desk
- ▶ Registering athletes and checking ID
- ▶ Handing the athletes over to classifiers
- ▶ Ensuring athletes go to correct classification zone
- ▶ Keeping track of who is in classification & who has completed

NOTE* (May be using Classification Accreditation upgrade)

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Athlete Services

Welcome Desk

- ▶ Point of contact for Athletes & team managers/coaches
- ▶ Registering athletes pre-event & issuing competition numbers
- ▶ Liaising with officials to confirm which athletes will be competing
- ▶ Informing athletes of key areas - i.e Doping control, warm up areas, call forward
- ▶ Dealing with enquiries from team managers & athletes
- ▶ Keeping track of competition start & finish times
- ▶ Be aware of procedures & who to refer people on to
 - ▶ i.e - Appeals procedure, Lost accreditation, anti doping

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Spectator Services

Event Marshall

- ▶ Meeting & Greeting Spectators
- ▶ Wayfinding and directional support
 - ▶ Seating, information desks
- ▶ Providing photo registration information
- ▶ Addressing photography without registration
- ▶ **Access control to restricted areas** (FOP, Athletes areas)
- ▶ **Accreditation checks**
- ▶ Answering general enquiries

Information/Help Desk

- ▶ Main point of contact for all people on venue (predominantly spectators)
- ▶ Dealing with all general enquiries
- ▶ Issue photo consent/registration forms
- ▶ Lost Property
- ▶ Lost accreditation process (fee)
- ▶ Providing important contact information & timetables
- ▶ Directing Accredited Media & dealing with media requests

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*We will be producing a 'Help Desk Manual' to help you in this role

Spectator Services

Mascot & Mascot Escort

- ▶ **Bringing Louey to life!!**
- ▶ High 5'ing, hugging & waving (LOTS!!!)
- ▶ Interacting with the spectators, athletes & volunteers
- ▶ Adhering to Louey Guidelines (30min in costume)
- ▶ Following appearance schedule across all venues
- ▶ Ensuring Louey is safe & guiding appropriately
- ▶ Team of 3 to rotate throughout shift

Transport Coordinator

- ▶ Liaison point between our transport partner and the Athletes, Officials (and where applicable Games Starters)
- ▶ Identify appropriate Drop off/pick-up points for Athletes & Officials
- ▶ Games Village & Competition Venues
- ▶ Co-ordinating waiting areas
- ▶ Directing passengers
- ▶ Informing the sport's FA if there are any delays in transport that may affect competition (through appropriate channels)

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Q&A Time!



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WORLD GAMES
Games Starters

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