

Commonwealth Youth Games Volunteering Team
Isle of Man 2011
Job Description

Job Title: Hotel Customer Service Hosts

Category: Accommodation

Location: Douglas Hotels - Admiral House, Chester House, Sefton, Empress, Palace, Hydro and Mount Murray Hotels

Organising Committee Representative: Geoff Karran

Job Purpose: To provide customer service, information and general support to Nations/VIPs staying in the Douglas area, from one of seven identified Hotels

Main duties and key responsibilities:

- Set up and keep well stocked information desks at identified hotels
- Provide information on The Games and the Isle of Man
- Provide general customer service and support to Nations/VIPs
- Assist and advise Nations and VIPs as required

Key skills or experience required:

- Good local knowledge
- Good knowledge of Games
- Excellent Customer Service Skills
- Ability to problem solve and work on own initiative

Health and Safety

The volunteer fulfilling this role will be responsible for their own health and safety and the impact of their actions on others. They will be responsible for identifying any possible risks to The Games Office.

Reporting Framework

The volunteer will report directly to the Volunteering Committee, and Angela Byrne, member of the Organising Committee of the Commonwealth Youth Games 2011.