



Volunteer HELP TEAM Task Description *Meet & Greet and Crowd Control*

Thank you for joining the HELP TEAM. As a Weet-Bix Kids TRYathlon Volunteer, you'll be instrumental in making a real difference to Aussie kids who have entered, and their supporting friends and family, as we direct and encourage them to complete the TRY challenge and get a great boost in self-confidence.

Meet & Greet

This is *your first task of two* for the event and the first point of contact with the kids and their parents. So it is important to represent Sanitarium well and create an excellent first impression. Please be courteous and efficient. Your warm welcoming smile, friendly attitude and informative responses to their questions will be important.

- You will be allocated to your Meet & Greet location by your TEAM LEADER. Please make yourself familiar with the event area and the direction/s in which patrons will likely be approaching you.
- Make yourself familiar with the location of the Check-In area (Scan Check In for people WITH bibs and Manual Check In for all others), the Numbering/Get Ready area that follows Check In, the toilets and the Weet-Bix Breakfast Tent.
- Read through the Information Boards and listen to your morning briefings to understand what will happen throughout the day.
- Be proactive in greeting people - for example, you could ask them where they have travelled from, if the kids have been training, or if they have had their Weet-Bix. Show genuine interest and wish them a great day!
- Direct everyone to head to the Check-In area first and ask them to check the Information Boards for up-to-date event schedule and information.
- If you are stationed after the Check-In Tent, direct participants through to the Numbering and Get Ready area before Transition.
- If possible, please lead people to the area where they need to go rather than just directing them.

If you don't know the answer to a question from a participant or parent, please check with your Team Leader or another Team Leader before responding.

All must arrive by the time transition closes. At that time, take a quick toilet break and assemble back at INFORMATION/MEETING POINT tent and regroup with your Team Leader for your next task of the day.

(See next page for Crowd Control details)





Crowd Control Marshall

Your TEAM LEADER will meet you at INFORMATION and allocate you to the right location to perform the following duties:

- Manage pedestrian crossing point/s.
- Keep spectators off the course and out of participant areas.
- Help to ensure that the children are safe on course at all times.
- Help guide parents to specific areas.
- Assist with relieving crowd flow blockages identified by your Team Leader or communicated to your Team Leader by Operations Manager or Event Director.
- Answer enquiries. (Refer to your FAQ sheet provided when you sign in)

Stay on site where you have been asked to attend. If you must leave at any time, or if the task has been completed, please speak to your TEAM LEADER first.

At the conclusion of the event, we also require your help with packing up. Please check with your TEAM LEADER for instructions and **ensure all tasks are completed prior to returning to INFORMATION**. Return to INFORMATION and sign out. A light lunch will be provided.

Thank you for your support, it is very much appreciated. We sincerely hope you enjoy your day with the champion TRYathletes and their families and friends. See you at the event!

The Weet-Bix Kids TRYathlon Team

