



Volunteer HELP TEAM Task Description

Scan Check-In & Finish Line

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 to their supporting friends and family, as we direct and encourage kids to complete the TRY challenge and get a great boost in self-confidence.

Scan Check-In

This is *your first task of two* for the event and one of the first points 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. There are two types of lanes for entrant queuing:

1. EXPRESS LANE for those who have received their kit (no need to pick up a shirt)
2. REGULAR LANE for those who did not receive their shirt but have their bib ready for scanning (will pick up a shirt). They will have received their bibs either through the mail or from Manual Check in Tent.

BOTH lanes will pick up a swim cap that matches their bib colour.

You will be allocated one of two duties by your TEAM LEADER to serve kids and families as they walk through:

1. Scanning Bib Numbers - you will be given a handheld barcode scanner to scan each participant. Please ensure you return the barcode scanner to your Team Leader.
 2. Handing out Swim Caps and, if required, Participant T-shirts to every participant who has been scanned.
- You will work in a team of 2 or 3 at each entry point lane scanning Bibs and handing out Swim Caps (plus Participant T-shirts if required).
 - In the event that a Bib Number is not scanning correctly, please notify your Team Leader and direct the participant to the Manual Check-In Tent.
 - Once scanned-in, and items collected direct them forward to the adjacent Numbering area, where they will have their Bib Number written on their right arm and right leg.
 - If the participant would like to exchange their Participant T-shirt for another size, direct them to the exchange table.
 - If a parent approaches and is wishing to enter their unregistered child on the day, please direct them to the Manual Check-In Tent.
 - Where possible, please direct parents and participants to ask any questions to Help Team members in the Numbering and Get Ready areas or the Information Tent to avoid delays in serving the next customer.
 - For map and timetable enquiries, direct parents and participants to the Event Guide we sent by email and mobile or the large Information Boards on site.

Please stay in your area. If you must leave at any time please let your TEAM LEADER know first. When Check In closes, take a quick toilet break and proceed straight to the Weet-Bix FINISH ARCH to regroup with your TEAM LEADER to attend your second exciting task of the day: (See next page for Finish Line details)





Finish Line

It is important that the Finish Line and associated activities runs smoothly, and caring for kids moving through this area is an important role as they recover from the thrill of their achievement. Here kids receive their medallions from sporting ambassadors and VIPs after they cross the FINISH LINE. They then move on through recovery, hydration, and Champion Zone photos to find their parents on the other side of the barriers at the exit. Your Team Leader will assign you one or more of the following duties:

- **Unpack medallions** from cartons/plastic, unravel the ends, and stack them in bundles of 10 on the tables. Replenish the supply of medals on the table, as needed. Ensure that no one steals medallions (you are within crowd control barriers without public access).
- As participants arrive through the Finish Arch, **pass the medallions** in a handful of 10 to each presenter/ambassador, as needed. Each presenter/ambassador will hang a medallion around the participant's neck. You may also be asked by your TEAM LEADER to give out medallions if large numbers of kids are finishing at once.
- **Assist with recovery and water supply at Hydration Station.** First help finishers get a drink of water, recover and then help them move on to where they have their photo taken in the Champions Zone.
 - Fill cups with water from hose so they are ready for participants.
 - Ensure you are wearing gloves (avoid touching the rim of cups).
 - Stand in the finish chute and hand out cups of water to participants as they finish.
- **Assist kids to get on the small podiums** to have their photo taken.
- Help move them **towards the misting/cooling zone, and on to the exit.**
- Congratulate and encourage the kids

Before you leave Finish Line, please help your TEAM LEADER to complete the following pack up duties:

- Collect all leftover medallions, tape and label boxes. Ensure boxes of medals are returned to the Information Tent. Fold medal tables down.
- Clean up any rubbish and put it in the bins.
- Cut mesh signs from crowd control barriers and fold
- Ensure all used cups are placed into recycling bin and tidy area.
- Stack left over cups and other items neatly on the table in Hydration Station marquee.

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

