



## *Volunteer Help Team Task Description*

# **Manual Check-In & Run Course Marshal**

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.

Manual Check-In volunteer is **your first task** for the day. This role is to assist in completing manual registration and check-in for participants who:

- Arrive at the event without their Bib Number (either because they forget it or haven't received one because they registered too late for it to be sent out via post).
- Arrive to enter/register on the day. This is only allowed if the event is not already filled to capacity.

Manual Check-In will be our first point of contact with these patrons, so it is important to represent Sanitarium well and create an excellent first impression. Please be courteous and efficient.

### **Check-In Process:**

- You will be provided with a list of registered participants and their Bib Numbers.
- Ask for a name and cross the participant's name off the list provided.
- Give the participant their specific Bib Number from the stack on the front table. Ask the parents of those entering on the day to write their contact mobile number and any medical conditions on the Bib. Those who have registered previously will have these details on the Bibs already printed.
- Direct them to where they will be scanned in and get their shirt and swim cap.
- Refer those participants wishing to change their Participant T-shirt size to the exchange table before numbering.
- 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 large Information Boards.
  - If you have any other questions during the Check-In process you may also refer to your FAQ sheet provided to you on the day.

Please stay in your area. If you must leave at any time please let your team leader know first.

When Manual Check In is finished, follow your Manual Check In Team Leader's instructions to meet up with your Run Course Team Leader because **your second task for the day is on the Run Course**. Run Course Marshals perform the following duties:

- Maintain safety of participants around the run course.
- Assist with general information enquires, referring to FAQ sheet provided on the day. If you are not sure how to answer then refer patrons to a Team Leader or back to the Information Tent.



- Help guide parents to specific areas such as toilets, First Aid Tent and the Information & Meeting Point Tent (where lost kids and parents can find each other).

Run Course Marshals will be given one of two jobs:

**1. Marshal:**

- Marshal participants around the run course.
- Keep spectators off the course.
- If a child needs to use the bathroom, walk them to the closest bathroom, then wait for them and take them back to the course; they may then continue from that point. **Please note that only females can take girl participants to the bathroom and only males can take boy participants to the bathroom.**

**2. Run Turnaround Marshal:**

- Please ensure that all participants complete the turnaround point of the course properly and do not cut corners.

**Please stay in your area. If you must leave at any time please let your team leader know first.**

At the conclusion of the event, we also require your help with packing up. Please check with your team leader for instructions on assisting with packing up and **ensure all tasks are completed prior to signing out at INFORMATION and leaving.**

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

**Sanitarium**  
*health & wellbeing*