



Volunteer HELP TEAM Task Description

Meet & Greet and Crowd Control

Thank you for joining the Volunteer 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.

Meet & Greet Area

This is your first role for the event will be in the Meet and Greet Area. It is the first point of contact with the kids and their parents and so it an important role for enthusiastic volunteers. 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.
- When parents and kids arrive, they will need to head straight to the Scan Check In area and then Transition.
- Make yourself familiar with the location of the Check-In area, the Numbering/Get Ready, 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!

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 parents and kids must arrive by the time transition closes (check your event schedule for exact timings). 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 the INFORMATION TENT 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 positioned. If you must leave at any time, please speak to your TEAM LEADER first. If you leave your position without informing the Team Leader, it could result in an incident.

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