

## TOURIST INFORMATION VOLUNTEER POSITIONS

### Overview

The Tourist Information function will play a vital role in providing information to visiting fans and spectators during RWC 2011, supporting all host regional activity as well as helping to deliver an operationally excellent tournament. One of the core objectives for New Zealand in hosting RWC 2011 is to ensure an unforgettable visitor experience that excites and entertains visitors and showcases New Zealand's welcoming culture. The Tourist Information function will be 'the face' of the tournament for all visitors and will provide welcoming directional and information assistance.

ROLE	OVERVIEW	REQUIREMENTS/PROFILE
Tourist Information Host	<p>Located in key visitor areas. Tourist Information Hosts will be the 'face' of the tournament and will ensure each visitor has a positive experience.</p> <p>Duties include:</p> <ul style="list-style-type: none"> <li>• answering enquiries, providing information on the festival, tournament and the local area</li> <li>• directing people to i-SITE's and other key visitor information areas</li> <li>• providing directional support to visitors</li> <li>• other duties as required</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in a customer service role would be an asset but not essential</li> <li>• Strong interpersonal and communication skills</li> <li>• Passionate about New Zealand and your local area</li> <li>• Flexible approach</li> <li>• Confident</li> </ul>
Airport Welcome Host	<p>Located at airports, providing a warm welcome and RWC 2011 tourism advice and services to visitors arriving across the country throughout the tournament.</p> <p>Duties include:</p> <ul style="list-style-type: none"> <li>• answering enquiries, providing information on the festival, tournament and the local area</li> <li>• directing people to i-SITE's and other key visitor information areas</li> <li>• other duties as required</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in a customer service role would be an asset but not essential</li> <li>• Strong interpersonal and communication skills</li> <li>• Passionate about New Zealand and your local area</li> <li>• Flexible approach</li> <li>• Confident</li> </ul>