



Team 2011 Training

Orientation Training Fitness Test

▶ Question 1

Which module has the following key Message:

Visitors will be a major part of our customers. Being knowledgeable about our national and your local attractions will add extra to their Tournament experience.

- Rugby World Cup Overview
- Showcasing New Zealand
- Visitor Expectations
- Personal and Public Safety
- Team 2011
- Customer Service Excellence
- Accessibility and Disability



Question 2

Which module has the following key Message:

To understand how the tournament came to be. This includes the major corporate players and structure of the pools and play-offs.

- Rugby World Cup Overview
- Showcasing New Zealand
- Visitor Expectations
- Personal and Public Safety
- Team 2011
- Customer Service Excellence
- Accessibility and Disability



▶ Question 3

Which module has the following key Message:

This module provides some key pointers on keeping ourselves safe during the Tournament.

- Rugby World Cup Overview
- Showcasing New Zealand
- Visitor Expectations
- Personal and Public Safety
- Team 2011
- Customer Service Excellence
- Accessibility and Disability



Question 4

Which module has the following key Message:

Our customers will require special attention and some will have specific requirements.
This modules provides an overview on the best way possible to help.

- Rugby World Cup Overview
- Showcasing New Zealand
- Visitor Expectations
- Personal and Public Safety
- Team 2011
- Customer Service Excellence
- Accessibility and Disability



▶ Question 5

When was the announcement made that New Zealand won the bid to host Rugby World Cup 2011?

- 17 November 2005
- 17 November 2007
- 17 November 2002
- 17 November 2009



▶ Question 6

Who is the world governing and law-making body for the game of Rugby Union?

- IRB
- NZRU
- NZ2011
- RNZ 2011



▶ Question 7

Who is the financial engine that drives the development of the game worldwide?

- IRB
- NZRU
- NZ2011
- RNZ 2011



Question 8

Who is charged with fostering, developing, administering, promoting and representing the game of Rugby in New Zealand?

- IRB
- NZRU
- NZ2011
- RNZ 2011



▶ Question 9

Who is the organisation responsible for the planning and delivery of Rugby World Cup 2011 in New Zealand?

- IRB
- NZRU
- NZ2011
- RNZ 2011



▶ Question 10

Who is the Government organisation that is responsible for showcasing businesses, REAL New Zealand Festival and showcasing New Zealand during Rugby World Cup 2011?

- IRB
- NZRU
- NZ2011
- RNZ 2011



▶ Question 11

John is a Team 2011 representative. He wants to meet friends for a drink after the game what should he do?

- Pack a change of clothes as he cannot wear his uniform outside shift
- Do nothing, he is a proud Rugby World Cup 2011 volunteer and his friends want to see his gear
- Take a plain sweat shirt he can wear over his uniform



▶ Question 12

Manaakitanga means what?

- The act of hosting or caring
- All Blacks
- Customer Service
- Rugby World Cup 2011
- Team 2011



▶ Question 13

What is the REAL New Zealand Festival?

- The REAL New Zealand Festival is a national wide celebration of all the things we love about New Zealand, with events and experiences throughout the country.
- A festival showcasing New Zealand Rugby History.
- An exhibition of New Zealand culture at Te Papa (Museum of New Zealand).



▶ Question 14

How many official languages are there in New Zealand?

- 1
- 2
- 3
- 4



▶ Question 15

CARE – keeping customer excellence front of mind. From the list below select the correct word for “C” ?

- Customer
- Colleague
- Courageous



▶ Question 16

CARE – keeping customer excellence front of mind. From the list below select the correct word for “A” ?

- Accurate
- Attitude
- Audience



▶ Question 17

CARE – keeping customer excellence front of mind. From the list below select the correct word for “R” ?

- Respectful
- Regulatory
- Responsible



▶ Question 18

CARE – keeping customer excellence front of mind. From the list below select the correct word for “E” ?

- Enthusiastic
- Entertaining
- Engaging



Question 19

Approximately how many visitors are expected in New Zealand during the Rugby World Cup 2011?

- 125,000
- 85,000
- 12,000
- 65,000



▶ Question 20

Rugby World Cup 2011 runs between

- September 9 to October 23
- August 29 to September 23
- September 9 to October 9
- August 10 to September 23



▶ Question 21

How many New Zealander does the tourism industry employ?

- 1 in 20
- 1 in 10
- 1 in 100
- 1 in 50



▶ Question 22

Match the following information with the country listed below.

The national rugby's team is nicknamed the Eagles. The Eagles are currently ranked 15th by the IRB World Ranking. Their highest ranking was from November 2, 2006 – September 10, 2001 at 14th position

- USA
- France
- Tonga
- Russia



▶ Question 23

Match the following information with the country listed below.

Bonjour, the handshake is a common form of greeting. Friends may greet each other by lightly kissing on the cheeks, once on the left cheek and once on the right cheek.

- USA
- France
- Tonga
- Russia



▶ Question 24

Match the following information with the country listed below.

Malo e lelei, Rugby was brought to the region in the early 20th century by sailors. The national rugby union was formed in late 1923.

- USA
- France
- Tonga
- Russia



Question 25

Match the following information with the country listed below.

Zdravstvuite. Rugby was played as early as 1908. However the first official match took place in Moscow in 1923.

- USA
- France
- Tonga
- Russia

Question 26

Each Tournament venue and city will have some accessibility options to assist persons with disabilities; select three from the list provided.

- Kneeling buses
- Loading Zone
- Accessible Parking
- Security doors
- Ramps
- Rest rooms



Question 27

When you see a customer with a disability who looks like they might need some help, would you

- Offer to help and wait for them to accept
- Go assist without asking
- Let another team member assist them



▶ Question 28

What preparation should you do before your shift, select all the correct responses?

- Have clean and correct uniform
- Fill up your drink bottle
- Have eaten before hand
- Have a good night's sleep
- Take sun screen & apply appropriately



Question 29

It is after the game, a loud and boisterous crowd is leaving the stadium. You feel your personal safety is being compromised.

- Find your team leader & remove yourself
- Take a deep breath, you have to stay put
- Front up to them first before they get to you



▶ Question 30

To make some money you decided to sell all your uniform on Trade Me?

- You keep one t-shirt and sell everything else
- You cannot sell or give away your uniform. It is the property of RNZ 2011 until the end of the Tournament.



www.rugbyworldcup.com

www.facebook.com/rugbyworldcup

www.twitter.com/rugbyworldcup

www.youtube.com/rugbyworldcup

www.flickr.com/rugbyworldcup