

Module 2: He Ringa Manaaki

He Ringa Manaaki



Can you remember what Manakitanga means from pre-season training? It is the act of hosting or caring. He Ringa Manaaki is simply many hands working together to host our esteemed visitors. Let's take a look at what this means to your role.

The Maori word Manaakitanga is a word closely associated with Rugby World Cup 2011. It is derived from the verb 'manaaki' meaning to host or care for. Manaakitanga is the act of hosting or caring. This word has been chosen to express the role that all New Zealanders will play in 2011 when we welcome the world to Aotearoa New Zealand. Another way of illustrating this role is the use of the term 'Stadium of four million'. A simple acronym has been created to help you remember, and it has a bit of a kiwi twist, CARE.

CARE is a simple way to keep great customer service front of mind. Here we will show how you can CARE too. The work you have done on being a great host and knowing what customer service is has set you up with the foundation knowledge.

- Customer
- Attitude
- Respectful
- Engaging.

Volunteering

Volunteering takes a special kind of person and the characteristics are the same as a top rugby player: motivation, commitment, hard work and, ultimately passion.

Our personality

We are:

Fun, friendly, welcoming, willing, cheeky, engaging, passionate, committed, real, natural, warm, generous, embracing, professional and proactive.

We are not:

Aloof, disrespectful, over the top, insincere, cheesy, unappreciative, parochial, arrogant, aggressive, belligerent, lazy and disinterested.