

Module 3: Key attributes of a VIP Host

Key attributes of a VIP



Remember when engaging with a VIP

- Keep introductions formal
- Avoid general conversations
- Follow their lead but keep the conversation neutral
- Do not use their first names unless invited to.

Desire or undesired attributes



To ensure the Rugby World Cup 2011 VIP programme is successful, what do you think the Key attributes required by a VIP Host?

Below is a jumble of words. For each word tick whether it is a desired or undesired attribute of a VIP Host.

Attribute	Desired	Undesired
Integrity and diplomacy	<input type="checkbox"/>	<input type="checkbox"/>
Talkative	<input type="checkbox"/>	<input type="checkbox"/>
Military precision when dealing with transfers and transport	<input type="checkbox"/>	<input type="checkbox"/>
Jovial	<input type="checkbox"/>	<input type="checkbox"/>
Suberb customer service	<input type="checkbox"/>	<input type="checkbox"/>
Willingness to go that extra mile	<input type="checkbox"/>	<input type="checkbox"/>
Casual	<input type="checkbox"/>	<input type="checkbox"/>
Excellent organisation skills	<input type="checkbox"/>	<input type="checkbox"/>
Discretion, observation and energy levels	<input type="checkbox"/>	<input type="checkbox"/>
Political conversations	<input type="checkbox"/>	<input type="checkbox"/>
Understanding of appropriate etiquette	<input type="checkbox"/>	<input type="checkbox"/>
Lively	<input type="checkbox"/>	<input type="checkbox"/>
Calm under pressure	<input type="checkbox"/>	<input type="checkbox"/>
A quiet efficiency	<input type="checkbox"/>	<input type="checkbox"/>
Use of slang	<input type="checkbox"/>	<input type="checkbox"/>
Offering opinion	<input type="checkbox"/>	<input type="checkbox"/>

Answers to this activity are on the next page.

Answers to previous activity



Do you have what it takes to be a VIP Host?

Attribute	Desired	Undesired
Integrity and diplomacy	✓	<input type="checkbox"/>
Talkative	<input type="checkbox"/>	✓
Military precision when dealing with transfers and transport	✓	<input type="checkbox"/>
Jovial	<input type="checkbox"/>	✓
Suberb customer service	✓	<input type="checkbox"/>
Willingness to go that extra mile	✓	<input type="checkbox"/>
Casual	<input type="checkbox"/>	✓
Excellent organisation skills	✓	<input type="checkbox"/>
Discretion, observation and energy levels	✓	<input type="checkbox"/>
Political conversations	<input type="checkbox"/>	✓
Understanding of appropriate etiquette	✓	<input type="checkbox"/>
Lively	<input type="checkbox"/>	✓
Calm under pressure	✓	<input type="checkbox"/>
A quiet efficiency	✓	<input type="checkbox"/>
Use of slang	<input type="checkbox"/>	✓
Offering opinion	<input type="checkbox"/>	✓

Game Analysis

You will need to complete the **Game Analysis** online. Good Luck.

