

Module 2: A day in the life of a VIP

A day in the life of a VIP

You are part of a team that is responsible for ensuring all our VIP guests have a memorable experience. We will now take you through a day in the life of a VIP.



VIP met by RWC/RNZ 2011 Representative plane side

- VIP disembarks
- Met by RWC/RNZ 2011 Representative
- Briefing on arrival process.

VIP escorted to Customs

- Escorted to dedicated Customs booth
- Passports and arrivals cards are handed to Customs officer with accreditation letter for processing
- Customs clearance given
- Met by VIP Airport Host
- Final MAF briefing.

VIP escorted to Luggage carousel

- VIP guest is escorted to luggage carousel by VIP Airport Host
- Luggage is identified by RNZ 2011 luggage tag and uplifted by VIP Airport Host
- VIP guest escorted to dedicated MAF area for luggage clearance.

VIP luggage screened at dedicated MAF line

- VIP guest is escorted through dedicated MAF line
- Arrivals cards are handed to MAF officer and luggage screened.

VIP escorted to awaiting vehicle

- VIP guest is escorted by VIP Airport Host to VIP Driver.

VIP met by VIP Driver

- The VIP is met by driver kerb side
- VIP Driver opens car doors as VIP approaches
- VIP guest enters car
- VIP Driver closes door
- Luggage loaded by VIP Airport Host and driver if required.

**A day in the life of
a VIP****VIP departs airport**

- Ensure VIP is wearing their seatbelt before you depart
- Inform the VIP how long it will take to get to their destination
- Avoid general conversation and keep it formal (no use of first name unless invited to do so).

VIP arrives at Sky City Hotel

- The VIP Hotel Host opens car door and welcome VIP to hotel, assisting kerb side in the first instance if more than two VIPs in car
- Escort VIP to front desk for check in
- Hotel Concierge (and The VIP driver if required) assists with VIP luggage

VIP escorted to Sky City Hotel front desk

- Advise VIP of the location of the RNZ 2011 VIP Hotel desk.

VIP guests greeted on arrival at the Hotel — Match day

- Two hours prior to the Match guests arrive at the Hotel
- The VIP Coordinator and VIP Hotel Host direct all guests and VIPs to their designated meeting point
- 10 minutes before scheduled departure the Hotel Host ensures that VIP vehicles and coach have arrived
- All guests are ushered to their vehicles or coach
- Vehicles depart first followed by the coach escorted by the VIP Coordinator and Hotel Host

VIP arrives at Eden Park

- VIPs are met by the Venue Manager and Match Day Host
- VIPs are escorted to the VIP Function Lounge for pre match function (coat check available)
- VIPs receives seating allocation details
- VIPs ushered to their seat
- Half time refreshments are provided in Function Lounge
- VIPs returns to lounge for Post match function which concludes 45 minutes after the final whistle
- 10 minutes before scheduled departure the VIP Host and VIP Coordinator ensures that VIP vehicles and coach have arrived
- VIPs ushered to their waiting vehicle or coach
- The VIP Host and Coordinator travel on the coach back to the hotel.

**A day in the life of
a VIP**



VIP departs Eden Park

- The VIP vehicles depart first followed by the coach
- On arrival to the Hotel the Hotel Host remains for 30 minutes after the arrival of all VIPs at the hotel.