

Module 1: Welcome and Overview

Overview



Kia ora

It's our pleasure to have you on board the VIP team. Have you met the VIP Manager? Let me introduce you to Lisa Kingi, you may meet her during training or during the Tournament. Welcome to the VIP team – Excellence in action.

Do you have what it takes to be a great VIP Host? You will be a part of a team that will deliver the VIP programme to the highest international standards:

- Exceeding IRB standards
- Setting the benchmark for VIP services in New Zealand
- Showcasing standards of NZ hospitality and professionalism.

Do you want to know what our programme involves? The VIP Programme involves two distinct components.

Firstly Rugby World Cup Limited (RWCL) component which incorporates the hosting obligations set out in the Host Union Agreement involving 250 Tournament guests, such as:

- RWCL Directors
- IRB Council
- Global Rugby Unions
- RWC Sponsors
- Former victorious RWC coaches and captains and
- Olympic Committee Members.

The second component includes a limited number of key New Zealand stakeholders whose support was integral to the 2011 bid being successful, such as:

- Government
- Guest of Government
- NZ Rugby Union
- Regional groups who are hosting matches.

You are joining our team bringing with you a wide range of VIP experiences. It is important that we provide a Rugby World Cup service that is nationally consistent and continually strives to set the benchmark for VIP services.

You are a vital link to the successful delivery of our Tournament. I will now leave you to commence your training. I will be with you every step of the way and again it is great to have you as part of our VIP team.

The VIP Team



VIP Manager

Responsible for the strategic development and delivery of the VIP programme for Rugby World Cup 2011.

RNZ 2011 VIP Coordinator

During the Tournament the VIP programme will be led on the ground by seven RNZ 2011 VIP Coordinators. They will be responsible for the oversight of all operations for the regions. They work closely with other RNZ 2011 Functional Areas to oversee elements of pre-arrival planning including travel, accommodation, immigration requirements and general VIP itinerary support.

VIP Admin, Auckland

Located in Auckland at the main Operations Centre for the Tournament. Responsibilities include production of daily room drop material and assistance with producing the final seating plans for match day and non match day hosting.

VIP Admin, Wellington

Located in Wellington to support the VIP Team and in charge of TMS change management. Responsibilities include production of daily room drop material and assistance with producing the final seating plans for Match day and Non Match day hosting.

VIP Venue Manager

Within the 12 match hosting regions the RNZ 2011 Coordinators will work with regional VIP Venue Managers to ensure seamless Match day preparation and Match day delivery.

VIP Airport Host

Located at airports across New Zealand, the VIP Airport Hosts will be the first 'face' of the tournament for VIPs. They will provide assistance with arrivals and departures.

VIP Host

Located at VIP Hotels and Match venues across New Zealand, the VIP Host will maintain the VIP designated desk at VIP hotels, assist at VIP functions at the Match venue and provide assistance to Regional RNZ 2011 VIP Coordinator and all RNZ 2011 VIP guests.

VIP RWC Host

This role is located at the RWC Club in Auckland. The RWC Club will be open between 14 to 24 October. Responsible for hosting the reception desk at the RWC Club, facilitating entry to accredited guests and providing any assistance required.