



Team 2011 Training Manual

VIP - Facilitator Guide

VIP Overview

Purpose

The purpose of this programme is to provide VIP team members with the tools and confidence to perform their role well during the Tournament. The role specific workshop will also provide team members an understanding of the role of their functional area and Team 2011.

Objectives

By the end of training, participants will be able to:

- describe the functional areas that make up Team 2011
- describe their role and responsibilities during Rugby world Cup 2011
- describe the role and responsibilities of the VIP team during Rugby World Cup 2011
- describe VIP tiers and entitlements for Rugby World Cup 2011
- demonstrate the desired behaviours when engaging with a VIP.

High-level Agenda

1. Welcome

- Section one
- Welcome and overview
- Aims and objectives
- Ground rules

2. Team roles

- Section two
- Who is Team 2011
- VIP Team overview
- What does success look like?

3. VIPS

- Section 3
- Who are our VIPs
- Engaging with VIPs
- A day in the life of a VIP
- VIP scenarios

4. Next steps

- Section 4
- Next steps
- Post it speed date

Purpose, Process and Payoff

Purpose:

- Understand their individual, functional area and Team 2011 roles and responsibilities during the Tournament
- Learn and share skills and tips to be able to perform their role well during the Tournament, and support their team.

Process:

- Agree what success looks like for their functional area
- Learn and practice their understanding of roles and responsibilities of their functional area and Team 2011
- Learn and practice their understanding of their individual roles and responsibilities
- Understand what the next steps are.

- **Payoff:**

- Gain confidence in our knowledge of individual, functional area and Team 2011 roles and responsibilities during the Tournament
- Gain knowledge and confidence in ability to perform their role well during Tournament
- Feel Inspired and motivated to contribute to delivering an operational successful Tournament, whilst showcasing New Zealand to the world
- Provide cherished memories to all visitors while enjoying the experience of being part of Team 2011.

Colour key:

Black – General content and structure of session. May include suggested phrases

Red – instructors for facilitator, such as activities and discussions

Green — learning objectives for each section

Agenda

Time	Content	Resources
Prior to start	<p>Welcome participants</p> <p>Check names off attendee list</p>	Music and PPT
15 min	<p>Section one — Welcome</p> <p>Welcome and thank you for your commitment and enthusiasm. It is a pleasure to have you on board the VIP team. You bring a wealth of VIP experiences and knowledge. It is important that we provide a Rugby World Cup services that is nationally consistent and continually strive to set the benchmark for VIP services. You are a vital link to the successful delivery of our programme.</p> <p>Discuss what does our pre-season games workshop look like</p> <ol style="list-style-type: none"> 1. Why are we here — purpose of the session 2. Agenda for the day 3. Ground rules 4. What will we achieve by the end of the session 5. Housekeeping, location of toilets, breaks, expectations and concerns. <p>Ask the group if they have any concerns to write them on a post it note and place on the wall. Advise the group that if their question is answered during training to remove their post it, otherwise we will answer at the end of training.</p>	PPT
5 min	<p>Interactive engaging activity</p>	Human Bingo
	<p>By the end of section 1 the learner will have an understanding of the agenda for the day and feel comfortable to participate and engage in the training session.</p>	

15 min	<p>Section 2 — Who is Team 2011?</p> <p>Ask the group who is Team 2011? Prompt the group to think about the different functional areas involved. Write answers onto the whiteboard.</p> <p>Talking points include:</p> <ul style="list-style-type: none"> • Part of a bigger team making this amazing Tournament happen – Team 2011 ‘face of the Tournament’. • Introduce theme of wider workforce and stadium of 4 million • Delivering an operationally successful Tournament. • Customer excellence to an estimated 85, 000 visitors from over 125 countries. • An opportunity to show case our national rugby passion, our beautiful country, landscape, people and culture to the world. 	PPT
20 min	<p>Team 2011 group activity</p> <p>Play Team 2011 fish card matching game.</p> <p>Explain that we may be asked a variety of questions from visitors and we may be required to direct them to other members of the wider Team2011.</p>	Team 2011 card game
10 min	<p>VIP Team overview</p> <p><i>Group discussion</i></p> <p>What is the role of the VIP team?</p> <p>Talking points include:</p> <ul style="list-style-type: none"> • Delivering the VIP programme to the highest international standards • Exceeding IRB standards • Setting the benchmark for VIP services in New Zealand • Showcasing standards of New Zealand hospitality and professionalism. 	PPT

20 min	<p>What does success look like for the VIP team?</p> <p>Ask the group to individually write everything that they think 'success is' for VIP on post it notes</p> <ul style="list-style-type: none"> • One word per post it note • Create as many post its as you can! • After 2-3 minutes, get each table to stick all their post it notes on a wall, then they discuss common themes emerging • Their task is to 'cluster' all their post it notes into themes, then give each theme a name • Then they report back to wider team • [this is a great way to create alignment of understanding, rather than simply comparing one post it with another] • [output would be the same as a charter, vision, etc] • [entire activity could be done in 20 mins – incl feedback] 	Post it notes and coloured pens
15 min	<p>The VIP Team group activity</p> <p>Play the VIP team fish card matching activity.</p>	VIP card game
15	<p>Take the group through the generic section of the Training manual. Divide each section of the manual and assign to individuals. Give them 5 minutes to prepare a 2 minute presentation to the group.</p> <p>Check that key messages have been mentioned.</p>	Generic TM checklist
	<p>By the end of section 2 the learner will have an understanding of the different VIPs groups, their entitlements and how to engage and interact with them appropriately.</p>	

10 min	<p>Section 3 — Who are our VIPs</p> <p>Talking points include:</p> <ul style="list-style-type: none"> • Outline the different tier groups and their entitlements • Outline who our regional guests are including tier one. 	PPT
15 min	<p>Identify our regional tier one VIPs</p> <p>Play the VIP (tier one) profile card match</p>	VIP Card game
15 min	<p>Engaging with a VIP</p> <p>Ask the group if they can remember what CARE stands for. Ask the group what does customer focus really look like for VIP? Ask for examples.</p> <p>Talking points include:</p> <ul style="list-style-type: none"> • Protocols for different VIP guests • Protocols for greeting guests • Desired behaviours when dealing with a VIP <p>Use online cartoons and script</p>	PPT
30 min	<p>A day in the life — role responsibilities</p> <p>Each team member is asked to develop a 5 minute day in the life presentation to the rest of the group. They are given 10 minutes to prepare using their training manual, FA section as a guide. A small prize is given to the most creative presentation.</p> <ul style="list-style-type: none"> • <i>Airport Host</i> • <i>VIP Host (Match and Hotel)</i> • <i>RWC Club Host (Auckland only)</i> 	Flip chart paper, coloured pens and blue tack

20 min	<i>Take the group through a walkthrough of key VIP areas</i>	
30 min	<i>Swap groups from the previous activity (a day in the life). Ask each group what type of things could go wrong in the Hotel, Match Venue, RWC Club or Airport and outline possible solutions.</i>	
	By the end of section 2 the learner will have an understanding of the Team 2011, the VIP team and individual roles and responsibilities.	



10 min	<p>Section 4 — Next steps</p> <p>Talking points include:</p> <ul style="list-style-type: none"> • Observation opportunities • Captains run • On-going communication updates 	PPT
5 min	<p>Post it speed date activity</p> <p>Each person writes one thing that stood out, they learnt, or they enjoyed about the session. When instructed, everyone gets out of their chair and mingles with others.</p> <p>They share their post it note, then swap with the person, then go and find someone else, who shares their new insight from their last interaction. Each interaction shouldn't take more than 30 seconds</p> <p><i>Keep the group going for 2-3 minutes</i></p>	Post it notes and coloured pens
<p>By the end of section 4 the learner will have an understanding of their responsibilities prior and during the Tournament as well as they are a valued and important part of the VIP team.</p>		
Wrap up and departure	<p>Take time to thank each individual as they leave training.</p>	Music and PPT

