

Role Description

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| Volunteer Role (title): | Accommodation Team Member |
| Functional Area: | Team Services |
| Brief Role Description: | The accommodation team will be the central point of contact for all teams and other key client groups within the official hotels for the Championships. Volunteers will be located in various locations both in and out of the competition venue to provide support to those being accommodated as part of the Championships. |
| Key Responsibilities: | <ul style="list-style-type: none"> • Manage Welcome Desk at Hotel • Manage Room Bookings at hotels i.e. Meeting Rooms • Manage Towels/Ice/Packed Lunch Processes • Manage the Information Notice Boards • Liaise with Hotels regarding food and beverage enquiries • Liaise with the Transport Team • Goody Bag Distribution/Welcome Information Packs • Support Check in and Departure Process |
| Skills Required: | <ul style="list-style-type: none"> • Languages • Welcoming • Organised • Problem Solving • Customer Service Skills • Initiative |
| Desirable Skills: | <ul style="list-style-type: none"> • Experience working in accommodation services • Language skills |
| Based at: | Various locations; official hotels, Glasgow Airport and Emirates Arena as required. |
| Dates required: | <p><i>From 27th March – 5th April 2020</i></p> <p>The shifts will be approximately 8.5hrs in duration</p> <p><i>Please note you must be available throughout this period and to attend one day training prior to this</i></p> |