

Role Description

Volunteer Role (title):	Accommodation Team Member
Functional Area:	Accommodation & Transport
Brief Role Description:	The accommodation team will be the central point of contact for all Member Federations 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 with their accommodation and transport needs.
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 • Distribution of Welcome Information Packs • Support Check in and Departure Process • Laundry Process
Skills Required:	<ul style="list-style-type: none"> • Welcoming • Organised • Problem Solving • Customer Services Skills • Initiative
Desirable Skills:	<ul style="list-style-type: none"> • Experience working in accommodation services • Language skills
Based at:	Various locations; official hotels, Glasgow International Airport and Tollcross International Swimming Centre
Dates required:	<p>From 30 November – 10 December 2019</p> <p>Please note you must be available for at least 5 shifts within this period and to attend 1 day training prior to this.</p>