

INFORMATION DESK GUIDELINES

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1. Information desk function

In all official hotels for Teams, VIPs and Media representatives, an Information Desk must be installed and operated by the LOC.

The main function of the information desk is to serve the participants of the event with information as well as to be a contact for the guests for event related matters.

2. Working schedule

Information desks should operate at least from the first day of official transportation until departure of the last guest/participant.

Information desks at Team hotels on event days should open before the first departure of the team shuttle and closes after the last team shuttle arrives to the respective hotel.

Opening/closing hours should be approved by European Athletics.

3. Staff

Information desk is the No1 contact between the LOC and the guests/participant groups therefore good problem solving is a crucial skill for all information desk staff member.

A sufficient number of personnel should be assigned to run each information desk. Working schedule should be prepared to ensure that there are sufficient personnel on hand at all times, even during meal times or off-peak periods.

Personnel must speak at least English and, if possible, other languages. All personnel must be carefully briefed and have extensive information on the event, the city and any relevant activities in order to help guests/participants with enquiries.

Ideally the same staff is intended to serve in convenient rotation during the entire event. Therefore, the staff would be aware of any ongoing matters also it is comforting the guests to see the same staff at the information desks at all times.

Information desk staff should wear the official clothing of the event for the aim of impressive outlook.

4. Information desk setup

Information desks must be visibly installed at each official hotel location, ideally in the hotel lobby or corridor. Table clothes are recommended to use but not mandatory. Table clothes color should match the event design or at least to be neutral color.

Below the most common equipment listed could be used for information desks.

General equipment:

- Table (with table cloth)
- Chair

- Signage + decoration (should be confirmed by European Athletics)
- Flipchart/SYMA board for information material display

Technical equipment (if needed):

- Laptop
- Printer
- Extension cord(s)

5. Information desk services (example)

5.1 Team hotel(s)

- Meeting room reservation
- Ice distribution (according to team services)
- Water distribution (according to team services)
- Collection of any other forms (reference: team infos & forms)

5.2 VIP hotels

- Registration for sightseeing
- Collecting departure forms

6 Information at the Information desks

Please find below the list of items/documents that should always be available at the Information Desk.

6.1 All hotels

Documents and Forms to be available for Volunteers at any Information desk

- Contact and phone list of LOC relevant persons (including TIC)
- Contact details of the team attachés
- Contact and phone number of the responsible person at each Information Desk in the different official hotels
- Arrival list by date

6.2 Team hotel(s)

6.2.1 Information to be displayed

- Information Desk opening hours
- Information about meeting and physiotherapy room booking

- Meeting room booking form
- Technical Information Centre (TIC) opening hours
- Transportation shuttle information to competition venue and return, to training venue and return
- Transportation shuttle information to Opening Ceremony, EA-LOC Dinner, Closing Party and return
- Hotel restaurant opening hours
- Team menus served in the team restaurant
- Schedule of daily activities (Team related activities and Member Federation related Social Programs) to be posted 24 hours before
- Daily Programme / Start Lists
- Call Room schedule per day
- Timetable
- Results (as soon as possible) and website link/QR-code where online results are available
- Schedule of the Victory Ceremonies per day
- Weather forecasts (overall and detailed per day)
- Information about ice and water distribution
- Medical service and doctor on call (name and phone number)
- Warm-Up Area map and information
- Physiotherapy at Warm-Up Area (if any)
- WI-FI network name and password
- Road race map (If applicable)
- Tourist information about City, City map, ...
- Departure list (pick up time) to be posted 24 hours before the departure

6.2.2 Documents and forms to be available

For team documents and forms always refer to the Competition documents & forms excel chart and consult with competition.

- Official programme
- Team Manual (for the use of the volunteers at the Information Desk)
- Meeting room and Physiotherapy room booking form (depending on the system used; individual or common space provided for the teams)
- Departure form
- Questions for the Technical Meeting Form

6.3 VIP hotel(s)

6.3.1 Information to be displayed

- Opening and closing times of the Information Desk
- Daily Programme
- Printed results (as soon as possible) and the website link/QR-code for online results
- Sightseeing tours information and pick up time

- Schedule of the daily activities (official functions, sightseeing tour, etc.)
- Transportation details to social functions (official dinner, press conference, etc.) 24 hours before pick up time
- Daily transportation schedule from Hotel to Stadium/Arena/Road event course and return
- Hotel restaurant opening hours
- Weather forecasts (overall and detailed per day)
- Departure list (pick up time) 24 hours before the pick up
- Tourist information about City, City maps, etc.
- Jogging routes (if available)
- WI-FI network name and password
- Medical Service emergency number

6.3.2 Documents and forms to be available

- T2 transportation request form
- Sightseeing registration form
- Official Programme
- VIP Guide (for the use of the volunteers at the Information Desk) if applicable

6.4 Media hotel(s)

6.4.1 Information to be displayed

- Opening and closing times of the Information Desk
- Official Programme
- Daily Programme
- Statistics Handbook
- Media Guide (for the use of the volunteers at the Information Desk)
- Schedule of the daily activities (press conference, photographers briefing, commentators position briefing, Opening Ceremony)
- Timetable per day
- Schedule of the Victory Ceremonies per day
- Results (as soon as possible)
- Transportation time to media activities (press conference, media race, etc.)
- Daily transportation schedule from hotel to Stadium/Arena/Course and return
- Daily transportation schedule from hotel to Media Centre and return
- Public transportation information (map and timetable if possible)
- Media Centre Opening Hours
- Media Accreditation Centre Opening Hours
- Hotel restaurant (If any) opening hours
- Opening and closing times of the Media restaurant at the stadium (if any)
- Departure Form
- Departure list (pick up time) 24 hours before the pick up
- Social Media
- WI-FI network name and password

- Medical Service emergency number
- Weather forecasts (overall and detailed per day)

6.5 EA Service Partner hotel

6.5.1 Information to be displayed

- Daily transportation schedule from hotel to Stadium/Arena/Course and return
- Public transportation information (map and timetable)
- Hotel restaurant (if any) opening hours
- Opening and closing times of the EA Service Partner restaurant at the stadium (if any)
- Departure Form
- Departure list (pick up time) 24 hours before the pick up
- WI-FI network name and password
- Medical Service emergency number
- Weather forecasts (overall and detailed per day)