



APOC 2002 Canada

Volunteers: How to Provide GREAT! Competitor Service

Over 800 competitors from 25 different countries are coming to our event! Why are they coming? – Because they expect us to put on a top-notch international orienteering festival! In order to meet their expectations, we need to provide great service. The competitors are our “customers” and our guests. Below are a few pointers on how you can make APOC 2002 Canada an outstanding world-class orienteering festival in the eyes of our competitors.

Know your stuff

You need to perform your “job” flawlessly and with confidence. For example, this means that if you are in the Start Crew, you need to know everything there is know about the start and practice with the rest of your crew. Read the procedures that pertain to your area; and, if you have questions, ask your “Chief” or your Meet Director. Procedures are posted on the APOC 2002 Canada web site on the Volunteering page at www.apoc2002.com .

Not only will you be expected to know your own area, but also you should have a general idea of what is going on. A competitor may ask you what night the UofC Pub Night is on (for example). To gain a general appreciation for what is happening read the Event Programme – a copy is posted on the APOC 2002 Canada web site on the News/FAQ page and the daily newsletter that will be distributed to all competitors (and volunteers) when they arrive at the Parking Area.

Look like Part of the APOC 2002 Canada Volunteer Team

Wear your volunteer t-shirt, hat and nametag. Make sure they are clean. And Smile! (“If they call you little sunshine, wish that they ‘d no troubles too – you may grin” Robert W. Service from *Grin in Songs of a Sourdough*)

Be Nice

Treat competitors (and your volunteer colleagues) with respect and speak politely to them.

Note that the customer is **not** always right! There are rules to ensure fair competition and facilitate the handling of large groups of people. Make sure you know what the “rules” are for your area and explain them politely to competitors if required.

If a competitor becomes upset or challenges you, listen to what they have to say and let them talk – it helps them blow off steam. Do not attempt to argue with them – if you do, you will aggravate them even further. Once they have had their say, nicely explain why things are the way they are. If that doesn’t work, have the individual talk to your Chief, the Meet Director or Laura or Adrian.

Show up on Time

Please be on time. If you are not, someone else needs to fill in for you and leave his or her job or do twice as much work. (The end result is we will not do as much as we should be doing for the competitors.) If you realize that you will not be able to fulfill your volunteer commitment, please contact your Chief or Meet Director as soon as possible.

Take Care of Yourself; Take Care of your Family

Make sure you get adequate rest, eat well and drink lots of water. Bring whatever you need to be comfortable: lawn chair, snacks (you’ll receive a meal voucher), sunscreen, hat, bug repellent and lots of water (worth saying twice).

Make arrangements for those who depend on you while you are away. If you find that you need emergency childcare, contact your Meet Director to find out who is in charge of Child Minding at “your” site. They may be able to accommodate your child(ren). Please use APOC 2002 Canada Child Minding Services as a last resort.

Enjoy Yourself, and Grin!