



Welcome to the Barclays Churchill Cup, and welcome to our Event Volunteers Team!

As a member of our Volunteer team, you will play an integral role in the presentation of the Barclays Churchill Cup. Our athletes take care of business on the field of competition, while we are responsible for what happens in the stands and stadium.

SO, WHAT DOES THE VOLUNTEER TEAM DO?

We are responsible for the execution of the Barclays Churchill Cup. From ticketing, program selling, hospitality, crowd control, we are the ones who help ensure that the fans and athletes have a memorable experience.

WHAT ARE OUR GOALS?

We are in the Sports-Entertainment business. That means that we strive to provide an entertaining atmosphere for everyone who enters our rugby pitches. As a member of our volunteer team, you play an important role in the Barclays Churchill Cup experience for our fans and supporters.

You will be the first and most likely last person that our fans will come in contact with while attending the event. "You never get a second chance to make a first impression."

We must ensure that our fans enter the facility with a smile and that they leave with a smile. WE can't control what happens on the pitch, but we CAN ensure that the fans have a good time so that they will keep coming back.

GENERAL RESPONSIBILITIES FOR THE BARCLAYS CHURCHILL CUP VOLUNTEER TEAM:

- Establish a friendly atmosphere. Be polite and courteous to all patrons and volunteers.
- Know your job responsibilities for the event.
- Resolve all customer complaints to the best of your ability. Please direct all issues that cannot be resolved to the attention of Rugby Canada's Manager of Events and Competitions.

- You must have the ability to think on your feet and adapt to situations that have not been planned or covered in this manual
- We are all on the same team. A commitment to cooperation is a must.

GENERAL RULES FOR THE BARCLAYS CHURCHILL CUP VOLUNTEER TEAM:

- For every event, you must wear your volunteer t-shirt provided to you prior to the event with your accreditation badge. You must also be wearing black coloured bottoms, (shorts, skirts, pants).
- Running shoes are recommended as volunteers will be on their feet, and will offer the most comfort throughout the day.
- Please be as accommodating and courteous to the customers as possible. Remember, we are providing a service. Dealing with upset customers in a professional and calm manner is much easier than dealing with the repercussions of losing your composure.
- If you are unsure of how to deal with any situation, please consult your supervisor.
- Know the names of the other volunteer members in your area you are working with.
- Be well informed of future events Rugby Canada is hosting (this information can be found on www.rugbycanada.ca ahead of time)
- If you are going to take a break, please check in with your supervisor immediately before leaving for and after returning from break.

SO WHAT IS THE BARCLAYS CHURCHILL CUP, YOU MAY ASK???

The Barclays Churchill Cup was named after former British Prime Minister Winston Churchill, who had an American mother, and had close links with Canada during the Second World War.

The tournament represents an alliance agreement between the rugby unions of England, Canada and the USA and was formed following England's summer tour to North America in 2001. England's Rugby Football Union agreed to provide support to Rugby Canada and USA Rugby in development for coaches, referees, players and pitches through numerous initiatives to assist in the playing and development of the game in North America.

Roger Smith, former Rugby Canada President and Barclays Churchill Cup Executive member explains, "the Barclays Churchill Cup, and our alliance with the RFU, is a fantastic initiative for us. The tournament has grown over the past five years and gives our national team a chance to play against world-class opposition such as, England and the Argentina. In addition to the top level competition, the surrounding activities which include coaching clinics and referees conferences are all helping us to grow rugby union in North America."

The inaugural Churchill Cup was held in Vancouver, British Columbia, in June 2003 and was competed by both men and women's international teams from the three alliance nations. Women also played in the second tournament which was held in Calgary and Edmonton and which included invitational sides from New Zealand. From 2005 it was decided to concentrate on the men's competition and Argentina were the invitational side, losing to England in the final.

By holding the Barclays Churchill Cup in four locations across North America it is hoped that as many people as possible – of all ages – will have the chance to experience international rugby for perhaps the first time.

JOB DESCRIPTIONS & RESPONSIBILITIES

TICKET STAFF:

As a member of the Volunteer team Ticket Staff, you will be responsible for the smooth execution of selling tickets to the public and admitting them into the facility.

Reporting to the Manager of Events and Competitions, you will be responsible for the following:

- Selling tickets
- Handling Cash
- Reconciling admission against money collected
- Collecting ticket stubs at the gate.

Before opening please ensure that you have enough tickets or the event. You should NEVER run out of tickets. If you have any problems, discuss with the Manager of Events and Competitions.

IMPORTANT TICKET SELLING NOTES

- We accept cash, cheque, debit, credit cards (Visa or Master Card)
- NO EXCHANGE ON US MONEY
- Be friendly and courteous at all times
- Know the different passes that allow people special privileges within the venue.
- Handle all small issues which may arise with regards to complimentary tickets, coupons, will call or money. If you have a problem that you cannot handle, please contact your supervisor.
- Throughout the event, monitor the float. If change is required, consult the Manager of Finance IMMEDIATELY

ADMISSION POLICY

- Everyone entering the facility **MUST** have an admission ticket, or accreditation pass.
- After closing down the ticket taking area, complete the sales reconciliation form and count all ticket stubs for the official attendance count
- All tickets must be checked when people enter the facility. **BE STRICT**
- Ticket sales close after the first half of the match.

CLOSING OF TICKET BOOTH/GATE

- At the end of the first half of the match, close down the ticket selling area. Consult with the Manager of Finance beforehand.
- Reconcile the ticket sales and attendance, record the information on the Cash Reconciliation Form
- Make sure nothing is left at the ticket area.
- After the game, give the float, ticket stubs and all forms to the Manager of Finance.

PROGRAM SALES STAFF:

As a member of the Program Sales Team, you will be responsible for selling programs to the public throughout the facility. Prior to the match initiating, you will be working close to the Ticket Sales area, be readily visible to the public as they arrive. During the game, team members will be walking around the field and through the stands selling programs throughout the event.

You will be responsible for:

- Selling programs
- Handling cash
- Tracking inventory

Before opening, please ensure you have a plentiful quantity of programs at your disposal. Also be aware of where the boxes of programs are being kept in order to replenish at any time. If any questions, please ask your supervisor or the Manager of Events and Competitions.

IMPORTANT PROGRAM SELLING NOTES

- We accept **CASH** only
- **NO EXCHANGE ON US MONEY**
- Be visible and available to all potential buyers
- Be friendly and courteous at all times
- Be outgoing and feel comfortable when approaching all potential buyers

- Throughout the event, monitor the float. If change is required, consult the Manager of Finance IMMEDIATELY

HOSPITALITY:

As part of the Hospitality team you will make sure that the guests attending our event have everything they may need for a great experience. You must be aware of all major places around the venue:

- Bathrooms
- Food/Beer Tents
- Where to buy program guides

If there are any questions or concerns, ask your supervisor or contact the Manager of Events and Competitions. Remember ask for help, if you need it!

IMPORTANT NOTE FOR HOSPITALITY TEAM MEMBERS

In case of any emergencies, please let the Manager of Event and Competitions know IMMEDIATELY. The manager will take charge of any situation.

ACCESS CONTROL:

The Access Control Team will work alongside the security team at the event facilities. As part of the team, your main responsibility is being aware of all crowd movements, including people coming in and out of the venue. Other responsibilities and important notes to be aware of include:

- Ensure that all people entering special areas have necessary passes and accreditation
- Everyone entering the facility MUST have an admission ticket, or accreditation pass
- Know the different passes that allow people special privileges within the venue.
- Be aware of all major places around the venue: Bathrooms, Food/Beer Tents, Media Tents, General Admissions, etc.
- If you witness any disturbances, have questions or comments please notify your supervisor or consult with the Manager of Events and Competitions.

IMPORTANT NOTE FOR ACCESS CONTROL TEAM MEMBERS

In case of any emergencies, please let the Manager of Event and Competitions know IMMEDIATELY. The manager will take charge of any situation.

TEAM SERVICES:

The most important people to keep completely satisfied are our participating teams. As part of the Team Services team, your main responsibility is being fully aware of all team members and their management necessities.

If there are any questions or concerns, ask your supervisor or contact the Manager of National Teams. Remember ask for help, if you need it!

RUNNERS:

Runners, of course, you are running! As a Runner, you must know inside and out the entire venue and be aware of where important managers and key figures of the event are located.

If there are any questions or concerns, ask your supervisor or contact the Manager of Events and Competitions. Remember ask for help, if you need it!

MEDIA:

As part of the Rugby Canada Media Team, you will be reporting to the Manager of Communications. Your main responsibility will be to ensure all Media Personnel attending the Barclays Churchill Cup have everything to successfully report on the matches. This is a big International event and we've got to make sure the media have everything to showcase all the great matches.

During the event, you will be providing the Media personnel with all necessary equipment that they may need. Before opening, there are numerous things you must be aware of and know where they are:

- All technical equipment
- Media Guides
- All major places around the venue: Bathrooms, Food/Beer Tents, Media Entrance/Exits
- Know your agenda.
- Know your accreditation passes, and who is supposed to be where.
- Be familiar with the entire Media Tent.

VIP SECTION/ USHERS:

As part of the VIP Team, your main responsibility to take care of the needs/questions/concerns that any of the guests in the VIP area.

- Every person that enters into the VIP area **MUST** have VIP pass or ticket.
- All tickets must be checked before allowing admittance into the VIP area.
BE AWARE! BE STRICT!

- Please remember that many of these guests are important figures and a certain professional behaviour should be maintained.

If there are any questions or concerns, ask your supervisor or contact the Manager of Events and Competitions. Remember ask for help, if you need it!

This covers all the main areas that will be manned by Volunteers.

Thank you for volunteering your time for this event, we would not be able to run such events if it weren't for the time and effort volunteers put in.

Welcome to the Barclays Churchill Cup Team!