

# Geelong Otway Tourism

## Volunteer Procedures

### *Staffing the Visitor Information Centre*

- Contact the Visitor Information Centres Coordinator if unavailable to attend rostered shift. Preferably a minimum of 24 hours notice. Fill in appropriate forms when unable to fulfil your rostered shift for an extended period of time
- Advise the Visitor Information Centres Coordinator immediately if the volunteer on duty with you does not arrive for their shift.
- Visitor Information Centres are to be attended from 9am (10am Waterfront booth) daily and not left unattended or closed before 5pm, (4pm Waterfront booth) unless otherwise arranged with the Visitor Information Centres Coordinator.
- Be familiar with all aspects of the centre operations as directed in the operations manual.
- Should an emergency arise please contact the Visitor information Centres Coordinator or assistant immediately for assistance

### *Attending to Enquiries*

- Sign on and maintain the diary when on duty.
- Welcome the visitor to the Visitor Information Centre, offer to assist them, don't wait for them to ask for help.
- Take each counter and telephone enquiry in turn with the other volunteers on duty.
- Do not give preference; attend to each person in order of entering the centre.
- Give eye to eye contact.
- If you recognise someone as a celebrity, attend to him or her professionally, as you would any other visitor, they are on holidays and may not wish to be recognised.
- Phone the Visitor Information Centres Coordinator for assistance with any enquiries you do not know the answer to, or are unsure.
- Answer the phone formally using your name (following instructions displayed on each phone)
- Speak to visitors and telephone callers in a quiet but clear tone,
- If a caller or visitor gives you their name write it down immediately on a note pad so you may refer to it during conversation and at the end thank them for the inquiry.
- Refer any enquiries not directly related to the Visitor Information Centre to the Visitor Information Centres Coordinator or assistant (e.g. potential new events, **all** conference enquiries, bus tours, and media or group bookings).

### *Housekeeping*

- Keep the counter and display area in a tidy and presentable manner and replace brochures from the storage area when depleted.
- Print your name clearly on any messages you leave at the centres for the Visitor Information Centres Coordinator/assistant to follow up.
- Refer any promotional material, i.e. brochures, posters, etc delivered to you while on duty, to the Visitor Information Centres Coordinator/assistant. If not available at the time of delivery, make a note including your name and the name, address and contact number of the person making the delivery and leave in the diary for collection.

# Geelong Otway Tourism

## Volunteer Code of Conduct

This code of conduct applies to all volunteers of Geelong Otway Tourism.

The purpose of this code of conduct is to ensure that all volunteers conduct themselves in a manner that enhances public confidence in Geelong Otway Tourism

Volunteers of Geelong Otway Tourism are to present themselves and conduct themselves in a manner that is ethical, consistent and responsible.

- Treat your role in a professional manner at all times.
- Wear your Volunteer Uniform with pride and only when volunteering with Geelong Otway Tourism.
- Do not ask for any discounts or freebies from operators or visitors (a privilege card is provided with discounts offered to volunteers).
- Do not continue casual conversations between other volunteers while there are visitors in the centres.
- If you believe the information given by a fellow volunteer to be incorrect advise them of such, in a discreet manner, preferably not in front of the visitor.
- Do not display or alter any information unless advised to do so by the Visitor Information Centres Coordinator.
- Assist with individual visitor enquiries only (refer other enquiries such as conference, group bookings and media to the Visitor Information Centres Coordinator or assistant).
- Confidentiality is vital at all times. Do not give out names or addresses of any volunteers or staff to the public or media (refer enquiries to the Visitor Information Centres Coordinator).
- Should a volunteer have a tourism related business and require promotion via the Visitor Information Centres, they are to follow the procedure and guidelines as established by Geelong Otway Tourism Inc and must be a financial member of the organisation. Preference cannot be given to promote their business.
- Treat all visitors to the centres as you would like to be treated yourself.