



host county of the  
Paralympic Games

**KENT  
GREETERS**  
GARDEN of ENGLAND

# Games Time Kent Greeter

## Role Description & Person Specification





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## Summary of role

Games Time Kent Greeters will be deployed across Kent leading up to and during the Olympic and Paralympic Games. The role of the Greeter will be to act as a Kent ambassador, offering a first class welcome to visitors to Kent and providing information about Kent's tourism assets and the 2012 Games to visitors and residents alike.

## Responsible to

Greeter Coordinator

## Responsible for

None

## Financial accountability

None

## Responsibilities

### **Kent Games Greeters should:-**

- > Pro-actively encourage engagement with the public
- > Assess the information needs of each member of public the Greeter engages with
- > Matches the needs with the relevant information plus asking open ended questions in order to establish unrecognised needs and satisfy them
- > Provide information in the relevant format train timetables, destination mini-guides, Olympic Park mini-guides, event schedules etc.
- > Present themselves in a professional and courteous manner
- > Maintain a presentable and tidy appearance
- > Maintain suitable levels of literature within the Information Pod, where applicable and ensure that it looks tidy
- > Check all relevant information channels at the start of each shift to maintain the most up to date intelligence
- > Take a full handover from the outgoing shift and provide a full handover for the incoming shift
- > Detail relevant intelligence in the Information Pod handover book
- > Communicate regularly throughout the shift with other Games Time Kent Greeters and Coordinators and other venue support staff, ensuring seamless service at all times





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Skills and Attributes	Essential	Preferred
Strong Communication Skills	●	
Excellent Team Work Skills	●	
First Class Customer Service Skills	●	
Ability to manage stressful situations		●
Good knowledge of Kent	●	
Awareness of London geography		●
Self-motivated and self-starter	●	
Personable and Approachable	●	
Quick Learner		●

Qualifications	Essential	Preferred
Good General Education	●	
Fully fluent in English	●	
Second language (preferably near European)		●
First Aid Certificate		●
Customer Care certified training		●

