

INSPIRE+ SUCCEED

CREW FREQUENTLY ASKED QUESTIONS

1. **What date is the event?**

Thursday 7th December

2. **Where is the venue?**

The venue is the ICC Sydney, in Darling Harbour
Exhibition Hall 5 – Level 4

3. **What is the reporting time on Thursday 7th Dec?**

6:30am – please be on time

4. **What will we provided when we get onsite?**

Crew registration is on the 7th Dec at 6:30am (when you first arrive onsite). All crew will receive the following: name badge, crew credentials & crew t-shirt.

5. **What do I need to wear?**

All crew will be provided with a red short sleeve crew t-shirt
Crew are asked to wear black trousers (casual but tidy) or skirt. We highly recommend flat comfortable shoes, feel free to wear sneakers.

6. **Will the crew be provided with meals during the day?**

Yes, the crew will be provided with snacks, drinks & meals throughout the day.

7. **Will there be somewhere to leave our belongings at the venue?**

There is a crew room at the venue. This is a private room but not lockable. We do not advice you bring any valuables with you to the event.

8. **What roles will we be assigned at the event?**

Your contribution/crew area will depend on what we know of you and whether you have been on one of our teams before. Largely you will be contributing in some very meaningful (although sometimes it may seem small to you) way to the success of the event.

Tasks are required to be carried out outside the room while the event is running. Should this be a concern for you, we suggest you consider participating in the program as a delegate rather than a crew member.

Training - Some positions require a little formal training, whilst others have greater

requirements. Training and guidance will occur onsite at events in relation to roles given.

Our Crew Manager will assign your role/s when you first arrive at the event. Our crew will be assigned several roles: registration, customer service, ushering, sales, local crew runners etc

9. Will crew get to sit in the event?

First & foremost crew are there to serve & support the event. Most of the roles are outside of the main event room. Our Crew Manager will endeavour to give crew time inside the main room, though this is not guaranteed.

WHAT MAKES AN OUTSTANDING CREW MEMBER?

1. Great energy (pushes themselves beyond whatever their comfort level is)
2. Always on time
3. Takes ownership of their job (resourceful and responsible), looks at each job as an expression of themselves & an opportunity to add value to the event
4. Is prepared (informed) to help participants with questions (registration, hotel layout, lost and found, etc.)
5. Is here for support and selfless service - not for "getting" from the event
6. Takes care of themselves (drinks water regularly, is prepared with snacks, takes breaks)