

Job Description: Guest Services Team

Overview

We are looking for friendly and attentive volunteers to join our Guest Services Team for the TX All Female Rally. As part of this team, you will play a crucial role in providing a welcoming and comfortable experience for attendees, assisting with guest services, answering questions, providing directions, and offering general assistance throughout the event.

Responsibilities

- **Welcoming Attendees**
 - Greet and welcome attendees upon their arrival at the event.
 - Provide a warm and friendly atmosphere to enhance the attendee experience.
- **Information and Assistance**
 - Provide information about the rally, schedule, activities, and locations to attendees.
 - Answer questions and address concerns to ensure attendees have a positive experience.
- **Attendee Inquiries**
 - Handle attendee inquiries, including directions, event details, and general information.
 - Assist with resolving any issues or concerns that may arise during the event.
- **Accessibility and Accommodation**
 - Offer assistance with accessibility and special accommodations for attendees with specific needs.
 - Ensure all attendees feel included and supported throughout the event.

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Qualifications

- Excellent communication and customer service skills.
- Friendly and approachable demeanor.
- Ability to work well in a team and remain calm under pressure.
- Knowledge of the event schedule, activities, and locations is beneficial.
- Experience in hospitality, customer service, or event assistance is a plus.

Additional Opportunities

- **VIP Services**
 - Provide personalized assistance to VIP guests, speakers, and sponsors.
- **Information Booth**
 - Staff an information booth to provide centralized assistance and information to attendees.



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Roles within the Guest Services Team

- **Guest Services Manager/Director**
 - Oversees the entire guest services department, including strategy development, team management, and coordination with other event departments.
- **Guest Relations Coordinator**
 - Serves as the main point of contact for guests and attendees, providing information, assistance, and addressing inquiries or concerns before, during, and after the event.
- **VIP Services Coordinator**
 - Manages VIP guest services, including coordinating VIP amenities, personalized experiences, special accommodations, and ensuring VIP satisfaction throughout the event.
- **Accessibility Coordinator**
 - Coordinates accessibility services and accommodations for guests with disabilities or special needs, ensuring that the event venue and activities are accessible and inclusive.
- **Transportation and Parking Coordinator**
 - Manages transportation services, shuttle schedules, parking arrangements, and coordinates logistics for guest arrivals and departures.
- **Hospitality Coordinator**
 - Manages hospitality services such as guest check-in/check-out, concierge services, welcome packages, and coordinating guest accommodations or hotel bookings.
- **Security and Safety Coordinator**
 - Works closely with security teams to ensure guest safety and security measures are in place, including crowd management, emergency response plans, and addressing security concerns.
- **Lost and Found Coordinator**
 - Manages lost and found services, including tracking lost items, coordinating item retrieval, and maintaining lost and found logs for post-event inquiries.

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- **Information Desk Attendant**
 - Staff's information desks or kiosks throughout the event venue, providing maps, schedules, event information, directions, and assisting guests with general inquiries.
- **Feedback and Surveys Coordinator**
 - Collects feedback from guests through surveys, feedback forms, and post-event evaluations, analyzes data, identifies areas for improvement, and provides recommendations for enhancing guest experiences in future events.



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Time Commitment

- **May to June (Preparation Phase - up to 19 hours weekly)**
 - Initial planning meetings with the organizing team: **2-3 hours per week.**
 - Developing guest services plans, protocols, and procedures: **4-6 hours per week.**
 - Creating guest information materials, signage, and maps: **3-4 hours per week.**
 - Training team members on guest services, directions, and event details: **2-3 hours per week.**
 - Coordinating with other teams for seamless guest experiences: **2-3 hours per week.**
- **July to August (Execution Phase - up to 20 hours weekly)**
 - Setting up guest services areas, information booths, and welcome stations: **3-4 hours per week.**
 - Providing information to guests regarding event schedules, activities, and locations: **4-6 hours per week.**
 - Assisting guests with directions, accessibility, and special accommodations: **3-4 hours per week.**
 - Handling guest inquiries, feedback, and concerns: **2-3 hours per week.**
 - Coordinating with VIP services for personalized guest experiences: **2-3 hours per week.**
- **September to October (Event Preparation and Execution - up to 16 hours weekly, up to 60 hours event week)**
 - Finalizing guest services plans, staffing assignments, and schedules: **3-4 hours per week.**
 - Onsite support for guest services during setup, event days, and teardown: **6-8 hours per day during event days.**
 - Managing guest check-in, registration, and attendee communications: **4-6 hours per week.**
 - Providing post-event follow-ups, thank-you notes, and guest feedback collection: **2-3 hours per week.**
 - Coordinating with other teams for guest-related activities and services: **2-3 hours per week.**

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