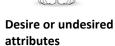


Module 3: Key attributes of a VIP Host

Key attributes of a VIP

Remember when engaging with a VIP

- Keep introductions formal
- Avoid general conversations
- Follow their lead but keep the conversation neutral
- Do not use their first names unless invited to.



To ensure the Rugby World Cup 2011 VIP programme is successful, what do you think the Key attributes required by a VIP Host?



Below is a jumble of words. For each word tick whether it is a desired or undesired attribute of a VIP Host.

Attribute	Desired	Undesired
Integrity and diplomacy		
Talkative		
Military precision when dealing with transfers and transport		0
Jovial		
Suberb customer service		
Willingness to go that extra mile		
Casual		
Excellent organisation skills		
Discretion, observation and energy levels		
Political conversations		
Understanding of appropriate etiquette		
Lively		
Calm under pressure		
A quiet efficiency		
Use of slang		
Offering opinion		

Answers to this activity are on the next page.







Answers to previous activity

Do you have what it takes to be a VIP Host?



Attribute	Desired	Undesired
Integrity and diplomacy	✓	
Talkative		\checkmark
Military precision when dealing with transfers and transport	✓	
Jovial		\checkmark
Suberb customer service	✓	
Willingness to go that extra mile	\checkmark	
Casual		✓
Excellent organisation skills	✓	
Discretion, observation and energy levels	✓	
Political conversations		✓
Understanding of appropriate etiquette	✓	
Lively		✓
Calm under pressure	✓	
A quiet efficiency	✓	
Use of slang		✓
Offering opinion		✓

Game Analysis

You will need to complete the **Game Analysis** online. Good Luck.





