Guest Services Representative (GSR)

Certified Sport Venue Staff (CSV) Training
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Developed with Grants from the Mississippi Office of Homeland Security
The United States Department of Homeland Security has identified professional and collegiate sports venues as potential terrorist targets.

The National Center for Spectator Sports Safety and Security (NCS⁴) has developed training courses to enhance safety and security efforts by:

- Building security awareness
- Improving sport security standards
- Enhancing the capabilities for planning, emergency response, and protective actions.
The goals of the safety and security venue training program are designed so that each member of the event team will learn the following:

The basic responsibilities of the team member's role which include the following disciplines:
Introduction

The goals of the safety and security venue training program are designed so that each member of the event team will learn:

- The importance of **observing**, **listening**, and **monitoring** the actions of individuals attending the event
- The importance of **communication**
- Techniques for **problem solving** and **conflict resolution**
- How to **identify**, **assess**, and **evaluate** safety and security risks
- **Your role** as a member of the venue **safety and security team**
- How to conduct yourself in a professional, calm, and restrained manner
Guest Services Representatives (GSRs), play a critical role in venue security. GSRs include:

- Elevator Operators
- Guest Services staff who monitor escalators
- Guest Services personnel that staff the Guest Services locations (permanent or portable)

GSRs answer questions about the venue and the event and provide information and direction to the patrons or guests.

The main purpose of Guest Services Representatives is to provide high quality service to guests while making them feel welcome, comfortable and safe in the venue.
Guest Services Representative

Guest Services Representatives assist other members of the safety and security team with maintaining order and ensuring the safety and security of the guests, fellow members of the event staff and the venue.

The role and responsibilities of the Guest Services Representative is very important and directly contributes to the overall success of the guests' event experience.

You must always Be Alert, Be Vigilant, and Be Safe.

If you See Something, Say Something!
Guest Services Representative

The Guest Services Representative Module consists of the following Lessons:

- Lesson 1: Basic Responsibilities
- Lesson 2: Communication
- Lesson 3: Teamwork
- Lesson 4: Problem Solving Tips
- Lesson 5: Guests with Disabilities
- Lesson 6: Standards of Conduct
- Lesson 7: Your Role as a Member of the Safety and Security Team
- Lesson 8: Risk Assessment and Evacuation Procedures
- Lesson 9: Incident Report Writing

You are responsible for learning ALL the material in this module so that you can perform your duties.
Lesson 1

Basic Responsibilities of the Guest Services Representative
Lesson 1: Basic Responsibilities

Lesson 1 provides the information needed to perform the tasks of a Guest Services Representative and to serve as an effective member of the venue safety and security team.

Guest Services Representatives include:

- Elevator Operators
- Guest Services staff who monitor escalators
- Guest Services personnel that staff the Guest Services locations (permanent or portable)

GSRs answer questions about the venue and the event, and provide information and direction to the guests.
Lesson 1: Basic Responsibilities

Guest Services Representatives are an important part of the event team and they play a critical role in the safety and security of the guests and the venue.

You will need to rely on your professional training, knowledge and skills to efficiently and effectively fill this role.
Lesson 1: Basic Responsibilities

Learning Objectives

After completing Lesson 1, you will be able to explain the responsibilities of a Guest Services Representative.

The Basics

The role of a Guest Services Representative is to provide information and assistance to the guests to ensure that they have the best experience possible during the event at the venue.
Lesson 1: Basic Responsibilities

The basic role of the Guest Services Representative is to:

- Greet the guests.
- Provide assistance to the guests by answering questions and providing directions.
- Address any issues a guest may have.
- Follow up to make sure that the guests' needs have been met.
Lesson 1: Basic Responsibilities

In order to most effectively perform the role of a Guest Services Representative (GSR) you need to:

- Know your responsibilities.
- Know the layout of the venue and the amenities it offers.
- Be proactive in engaging the guests.
- Provide complete and accurate information in response to guest questions.
- Communicate effectively with all guests.
- Know how to respond to safety and security incidents.
- Assist other members of the safety and security team in enforcing venue regulations.
- Be knowledgeable of and carry out evacuation procedures.
Lesson 1: Basic Responsibilities

The Guest Services Representative (GSR) provides complete and accurate information to guests and the best possible service.

Therefore it is important that the GSR be familiar with the layout of the venue, as well as all venue policies and procedures.

You should:

- Make yourself available to answer those questions that other event staff cannot answer.
- Make certain you have literature available that will assist the guests during their visit.
Lesson 1: Basic Responsibilities

You should:

- Proactively talk to the guests who visit your location.
- This is an excellent opportunity to evaluate the condition of each person.
- For example, by talking to your guests, you can easily determine if they are:
  - Impaired due to the over consumption of alcohol.
  - Have a special need that you can help them with.
  - Looking for someone and need help finding them.
  - Follow-up with the guests to make sure that their questions or issues have received effective and accurate responses.
Lesson 1: Basic Responsibilities

Whether you are positioned in the Guest Services booth or walking the concourses you need to:

- Observe the guests.
- Identify any possible disturbances and inappropriate behavior.
- Look for:
  - Dangerous or prohibited items
  - People who drank too much alcohol
    - Slurred speech, wild mood swings
    - Combative and inappropriate behavior
    - Staggering as they walk or falling down
  - Potential fights
Knowledge Check

Guest Services Representative
Basic Responsibilities

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed.
Lesson 2

Communication
Knowledge Check

Communication

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed.
Lesson 3

Teamwork
Knowledge Check

Teamwork

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed
Lesson 4

Problem Solving Tips
Quiz

Click the Quiz button to edit this object

Knowledge Check

Problem Solving

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed.
Lesson 5

Guests with Disabilities
Quiz

Click the Quiz button to edit this object

Knowledge Check

Guests with Disabilities

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed
Lesson 6

Standards of Conduct
Click the Quiz button to edit this object

Knowledge Check

Standards of Conduct

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed
Lesson 7

Your Role as a Member of the Safety and Security Team
Quiz

Click the Quiz button to edit this object

Knowledge Check

Your Safety and Security Team Role

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed
Lesson 8

Risk Assessment and Evacuation Procedures
Knowledge Check

Risk Assessment and Evacuation Procedures

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed.
Put Your Training to Work

You can now put your Guest Services Representative training to use in the venue in which you work.

By taking on the role of Guest Services Representative, you are agreeing to do your best and take your responsibilities seriously.

You agree to do whatever is necessary to provide a safe and secure environment for guests attending an event at your venue.
Guest Services Representative – Next Step

- You have completed the training module.
- You will now take the final exam.
- Final Exam
  - 25 question, multiple choice exam
  - You must score 100% to pass the exam
  - You will be retested on any missed questions
- You will receive your certificate after you pass the final exam.
- You will receive additional location-specific training when you join your team at the venue
THIS CONCLUDES YOUR TRAINING