

FAMIL HOSTING ETIQUETTE



Do's

- Preferred Dress Code: Tourism Whitsundays uniform and name badge with black (or plain) pants/shorts.
- Meet passenger/group at the airport/hotel with sign (Pax/Group Name with TW logo)
- Welcome them to the Whitsundays!
- Introduce yourself (First impressions count)
- Initial briefing of overall itinerary and famil guidelines.
- Be aware of any medical conditions, allergies, phobias, physical disabilities, specific dietary requirements
- Daily briefings re itinerary, activities, what to bring, what to wear.
- Escort must be on time (first to arrive and last to leave)
- Keep the group on time
- Ring ahead to operator the day before to reconfirm all the next days activities
- Ring ahead to next operator to advise you are on your way or advise if running late
- Be receptive to new request/s but maintain the schedule
- If changes need to be made, check with the Co-ordinator first if you are unsure, or make appropriate decision and advise operators as required - please then advise the coordinator of any changes made as soon as possible.
- If an incident or accident occurs, take necessary action as required (Medical, Police, etc). Please call the Co-ordinator and Sales and Marketing Manager immediately to report details.
- Share your time – be with everyone equally
- Smile till your mouth hurts!

Do Not

- Drink to excess
- Use inappropriate language
- Express any political opinions or beliefs that can be seen as on behalf of Tourism Whitsundays
- Express your view of issues that can be seen as on behalf of Tourism Whitsundays
- Raise negative or controversial issues regarding product, destinations