



# **Volunteer Training Handbook**



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## **History of the Commonwealth Youth Games**

The inaugural Commonwealth Youth Games were held in Edinburgh, Scotland in 2000. 14 countries contested 483 medals over three days of competition in eight sports- Athletics, Fencing, Gymnastics, Hockey, Lawn Tennis, Squash, Swimming and Weightlifting.

The success of these Games in Scotland gained the support of the Commonwealth Games Federation who has pledged continued support for a Commonwealth Youth Games to be held every four years.

The second edition of the Commonwealth Youth Games was held in Bendigo, Australia in December 2004 and the third Commonwealth Youth Games was held in Pune, India 2008.

## **How the Isle of Man won The Games**

The Isle of Man is the first small nation to host the Commonwealth Youth Games. Following a visit from the European Commonwealth Nations and the Commonwealth Games Federation (CGF) in July 2002, the Isle of Man was asked to consider hosting the event.

A proposal to host CYG2008 was put forward however these Games were awarded to Pune, India. At the General Assembly meeting of the CGF in 2005, the Games were offered to the Isle of Man. Although The Games are generally held every four years, it was agreed to bring CYG2011 forward one year so there was no clash with London Olympics 2012.

## **Organising the Games**

CYG2011 is a partnership between the Isle of Man Government, Isle of Man Sport and the Isle of Man Commonwealth Games Association.

Two committees are responsible for the smooth running of the Games, the Supervisory Committee, chaired by the Minister for Community, Culture and Leisure, Hon David Cretney MHK and the Organising Committee, chaired by Geoff Karran.

The Commonwealth Games Federation (CGF) is the organisation responsible for the direction and control of the Commonwealth Youth Games. The vision of the CGF is to promote a unique, friendly, world-class Commonwealth Youth Games and to develop sport for the benefit of the people, the nations and the territories of the Commonwealth.

Underlying every decision made by the CGF are three core values:

- HUMANITY (unifying)
- EQUALITY (promoting)
- DESTINY (giving all athletes a chance to realise their destiny)



## Sponsors and Partners

The Isle of Man Government is the main partner for the Games. They provide funding and personnel to organise the Games.

Ten private sector partners also assist with funding the event –188Foundation, Barclays Wealth, Boston Group, Britannia International, Colas, Friends Provident International, Gubay Foundation, Manx Telecom, Sefton Group and Tower Insurance



### With thanks to the local Associate Sponsors

Viking Office Systems,  
Regency Travel,  
Mylchreest Group,  
Bridson & Horrox,  
Manx Inspiration,  
Promenade Shirts,  
Long & Humphrey,  
Skanco,  
Cimac Adidas Boxing,  
Yonex EU Badminton,  
Beautiful Blooms,  
Britvic PLC,  
Shoprite Isle of Man,  
Total Isle of Man,  
Viking Office Systems,  
G4 Security,  
Henry Bloom Noble Trust,  
Auldyn Construction,  
Colebourns,  
ABC Scaffolding,  
Manx Independent Carriers,  
MannVend,  
SES Satellite Leasing Ltd,  
Manx Gas / BOC,  
Paddy's,  
Wilkinson's  
Imagination Station  
Embellished Elegance



### **The CYG2011 logo**

The CYG2011 logo was designed by Bob Jones of Satsu, Isle of Man.

The logo incorporates the Commonwealth Games official emblem 'The Bar'.

The iconic brand represents times, movement, the human body, energy, vitality and action.



### **TOSHA**

The CYG2011 mascot is Tosha, a Manx cat designed by local designer Andrew Martin.

In Manx Gaelic Tosha means 'first' or 'to be first' and seems appropriate as the Isle of Man is the first small country to host the Games.

The name was chosen following a competition open to the public of the Isle of Man.

Tosha will be making many appearances throughout the Games; greeting our guests to the island at the Sea Terminal and Airport; visiting the sporting venues daily; mingle around The Games Village, in hotels and no doubt stopping for a cuppa at the catering venues !



## Nations Attending CYG2011

CYG2011 are delighted that 65 of the 71 Commonwealth nations are coming.

<b>Nation</b>	<b>Language</b>
Anguilla	English, Amerindian dialects
Antigua & Barbuda	English, local dialects
Australia	English
Bahamas	English, Creole
Bangladesh:	Bangla, English
Barbados	English
Belize	English, Spanish, Maya, Garifuna
Bermuda	English, Portuguese
Botswana	English/Setswana
British Virgin Islands	English
Brunei Darussalam	Malay, English, Chinese
Cameroon:	English/French
Canada	English, French
Cayman Islands	English
Cook Islands	English, Maori
Cyprus	Greek, Turkish, English
Dominica	English, French Patois
England	English
Falkland Islands	English
Fiji	English, Fijian, Hindustani
The Gambia:	English, Mandinka, Wolof, Fula
Gibraltar	English, Spanish, Italian, Portuguese, Russian
Grenada	English, French Patois
Guernsey	English
Guyana:	English, Amerindian dialects
India:	Hindi, 14 official languages, English
Isle of Man	English, Manx Gaelic
Jamaica:	English, Creole
Jersey	English
Kenya:	English/Swahili
Kiribati	English, Gilbertese
Malawi:	English/Chichewa/Banthu
Malaysia	Malay, English, Chinese
Maldives	Maldivian Divehi, English
Malta	Maltese, English
Mauritius	English/Creole/French
Mozambique:	Portuguese
Namibia	English, Afrikaans, German, indigenous languages
Nauru	Nauruan, English
New Zealand	English, Maori
Niue	Niuean, English
Northern Ireland	English, Irish Gaelic
Pakistan:	Urdu, English, Punjabi, Sindhi
Papua New Guinea	715 indigenous languages



Rwanda	Kinyarwanda, French, English
Samoa	Samoaan, English
Scotland	English, Gaelic
Seychelles	English, French, Creole
Sierra Leone:	English, Mende, Temne, Krio
Singapore	Chinese, Malay, Tamil, English
Solomon Islands	Melanesian pidgin, 120 indigenous languages, English
South Africa:	Afrikaans, English, Ndebele, Pedi, Sotho, Swazi, Tsonga, Tswana, Venda, Xhosa, Zulu
Sri Lanka:	Sinhalese, Tamil, English
St Kitts and Nevis	English
St Lucia	English, French patois
St Vincent and The Grenadines	English, French patois
St Helena	English
Swaziland	English, Swazi
Tanzania	Swahili, English
Tonga	Tongan, English
Trinidad and Tobago	English, Hindi, French, Spanish
Turks & Caicos Islands	English
Tuvalu	Tuvalu, English
Uganda:	English, Luganda
Wales	English, Welsh
Zambia	English, indigenous languages

The nations attending will be bringing athletes, sports officials and team support, exact numbers for these are not yet available.

### **VIPs**

In addition to our visiting teams there will also be a number of VIPs travelling to the Island and attending the games. These will include delegates from the Commonwealth Games Federation (CGF), representatives of Samoa 2015 (the next Commonwealth Youth Games hosting nation), Glasgow 2014 (the host of the next main Commonwealth Games) and the Commonwealth Games secretariat.

Also attending The Games for a short period will be the Prince Edward, Earl of Wessex. He will be officially opening The Games on Thursday evening at the Opening Ceremony and visiting sporting venues throughout Friday daytime, before leaving the island on Friday evening.



ISLE OF MAN 2011  
IV COMMONWEALTH YOUTH GAMES



## Travel to the IOM

The preferred Travel Agent for Visiting Nation has been – Regency Travel [www.cyg2011breaks.com](http://www.cyg2011breaks.com)

### Travel to the Isle of Man by Air

- 50 seats have been secured by the CYG2011 OC on 4 flights from Gatwick and 4 flights from Manchester to the Island on the 7<sup>th</sup> September
- 50 seats have been secured by the CYG2011 OC on 4 flights to Gatwick and 4 flights to Manchester departing the Island on the 13<sup>th</sup> September

### Travel to the Isle of Man by Sea

- The CYG2011 OC are holding 600 seats on the 2 Liverpool ferries (11.15 and 19.00) and 350 seats on the Heysham ferry (14.15) arriving on the Island on the 7<sup>th</sup> September
- The CYG2011 OC are holding 600 seats on the 2 Liverpool ferries (07.30 and 15.00) and 400 seats on the 2 Heysham ferries (08.45 and 19.45) departing the Island on the 13<sup>th</sup> September

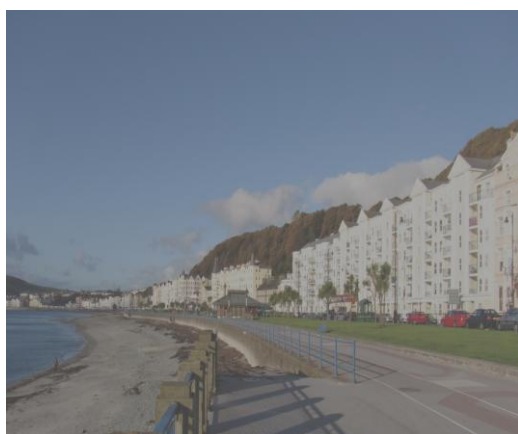
## Travel on island

(between hotel and venue)



Athletics/Badminton/Swimming	A shuttle bus will operate from Douglas Promenade to and from the NSC at 10 minute intervals
Cycling	Cyclists are to make their own way to start of events unless transport is specifically requested
Gymnastics (Women's)	Special buses will be provided to take athletes to and from the Manx Gymnastics Centre of Excellence.
Gymnastics (Men's)	A shuttle bus will operate from Douglas Promenade to and from the Ellan Vannin Gymnasium based within the National Sports Centre Complex at 10 minute intervals
Rugby 7's	A shuttle bus will operate from Douglas Promenade to and from the The Bowl Stadium based within the National Sports Centre Complex at 10 minute intervals

Competitors will also be able travel on Bus Vannin services island wide free of charge with their accreditation pass as well as the Douglas Horse Trams.



# Accommodation

## VIPs

- Sefton Hotel, Douglas
- Mount Murray Hotel, Santon

## Competitors and Team Officials

- Hotels and guest houses around Promenade area of Douglas
- Allocation by CYG2011 Organising Committee.
- Extra Team Officials may stay separately

## Spectator arrangements

- Home Stay
- Hotels, self catering and guesthouses outside of Douglas

<b>Summary Team Allocation as at 06/04/11</b>					
<b>Palace Hotel</b>	<b>Hydro Hotel</b>	<b>Welbeck Hotel</b>	<b>Athol House</b>	<b>Silvercraigs</b>	
Australia	New Zealand	Kenya	Barbados	Isle of Man	
India	Sri Lanka	Anguilla		Guernsey	
Cyprus	Mauritius	British Virgin Islands			
Namibia		Grenada			
Pakistan		Falkland Islands			
St Kitts & Nevis					
Guyana					
<b>Chesterhouse Hotel</b>	<b>Empress Hotel</b>	<b>Ascot</b>	<b>Devonian</b>	<b>Bentlea</b>	<b>Caledonia</b>
England	South Africa	Wales	Northern Ireland	Maldives	Tanzania
Swaziland		Ghana			Seychelles
Brunei Darussalam		Mozambique			St Vincent & Grenadine
					Turks & Caicos
<b>Rutland Hotel</b>	<b>Inglewood</b>	<b>Edelweiss</b>	<b>Pleasington Suites</b>	<b>Seaview</b>	<b>Sugarland Hotel</b>
Canada	Uganda	Nigeria	Tuvalu	Botswana	Zambia
Malaysia	Montserrat			Cameroon	Tonga
				Lesotho	St Lucia
				Gibraltar	Dominica
					Malawi
<b>Claremount Hotel</b>	<b>Kings</b>	<b>Admiral House</b>	<b>All Seasons</b>	<b>Arrandale</b>	<b>Regency Hotel &amp; Penta</b>
Scotland	Bangladesh	Trinidad & Tobago	Gambia	Malta	Jamaica
Antigua & Barbuda	Kiribati	St Helena		Sierra Leone	Jersey
				Belize	Cayman Islands
				Nauru	
<b>Mereside</b>	<b>Glen Mona</b>	<b>Ellan Vannin</b>	<b>Cubbon House</b>	<b>St Helier</b>	<b>Adelphi</b>
Samoa	Rwanda	Papua New Guinea	Bahamas	Bermuda	Singapore
	Solomon Islands	Cook Islands		Niue	

*Please note the allocation of hotels is subject to change*



## Information Desks

Seven hotels will have an information desk, where literature, information, advice and support will be provided by volunteers.

These desks will be situated in seven main hotels - Admiral House, Chester House, Sefton, Empress, Palace, Hydro and Mount Murray Hotels

In addition an Information Desk will be situated in the Villa Marina Arcade.

## Catering

- Breakfast : Individual Hotels
- Lunch: Marquee at NSC from 12pm – 4pm (Thursday to Sunday inc.)
- Dinner: Palace Hotel from 5pm – 10pm (Wednesday to Sunday inc.)
- VIPs: Marquee at NSC, Palace Hotel or voucher in The Sefton Hotel



There will be two main catering stations in the Games village.

1. Based at the National Sports Centre complex - marquee to be erected (used mainly at lunchtime during competition)
2. Based in the heart of the Games Village at the Palace Hotel (used mainly for evening meals)

VIPs can additionally use Sefton Hotel for lunch/dinner (using their voucher)  
Each of the catering stations will serve a wide variety of food

## THE SPORTING EVENTS



### CYCLING

Friday; Time Trial  
Douglas Promenade Start/Finish – Villa Marina  
Saturday; Road Race  
Start/Finish at the famous TT Grandstand  
Sunday; Criterium  
Start/Finish Villa Marina  
All racing is taking place on spectator friendly circuits in the heart of Douglas

NSC Athletics Stadium Refurbishment has taken place in recent years. The stadium has a seating Capacity of 1128 plus standing areas. CYG2011 have hired results timing/ equipment and technical staff for competition.



### ATHLETICS



### SWIMMING

25m short course pool with 8 x 2.5m wide lanes  
This venue has just 200 fixed seats, with a temporary seating unit of 80 – 120 capacity, which makes this event limited for spectator viewing and will be known as a Prime Event Limitation Venue (PEL)\*.

There will be 8 Weight Divisions with competition taking place in the Royal Hall in the Villa Marina. An additional 8 hour programme has been included on the Thursday.  
Two practice rings and a weight station will also be in situ at the Villa complex  
This venue has permanent seating for 1000 spectators.



### BOXING



## RUGBY 7'S

The complete refurbishment of our National Stadium was completed in this summer. It is now a 3000 capacity, all-seat floodlit venue, with state of the art 3G synthetic grass pitch (IRB Approved). Rugby competitions will take place on Saturday and Sunday, and all 8 nations competing will have 3 matches per day.

Gymnastics competition will be held over two Venues:

- Ellan Vannin Gymnastics Centre, at the NSC for the Men's Event
- Manx Gymnastics Centre of Excellence on Glencrutchery Road for the Women's Event

A New Extension at EVGC has been built and both venues will have both permanent and temporary seating for approximately 150, again this will restricting viewing numbers and both will also be Prime Event Limitation Venues. \*



## GYMNASTICS



## BADMINTON

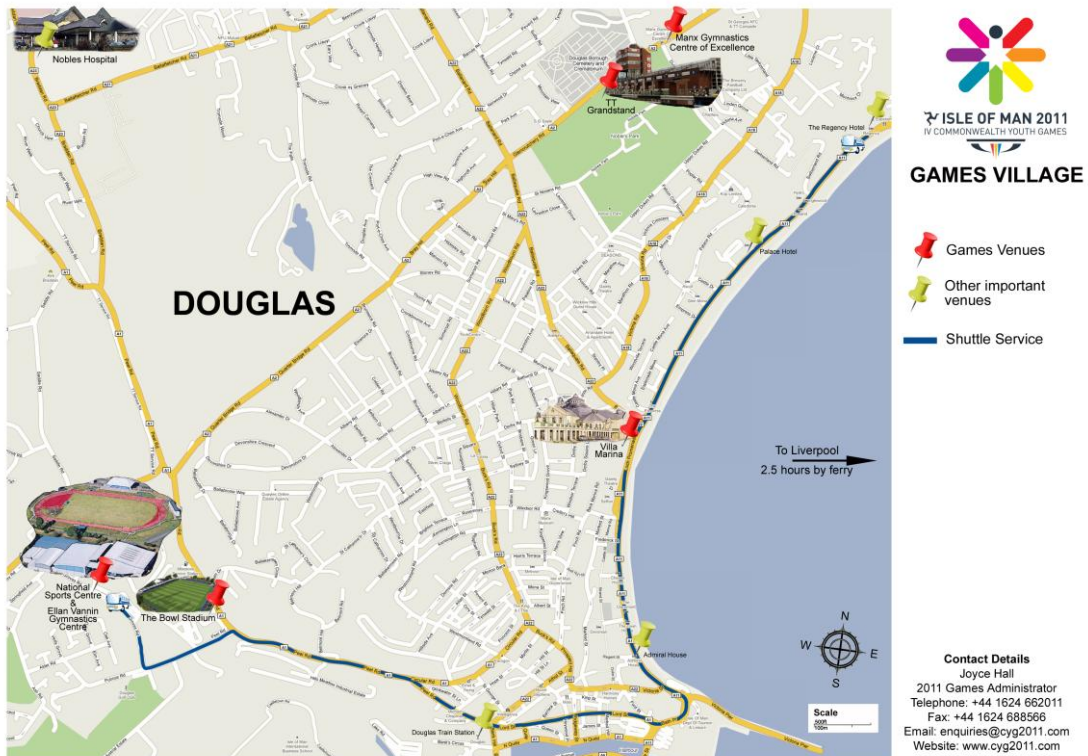
Competition will include; Singles, Doubles and Mixed Doubles and will take place in the main Sports Hall at the National Sports Centre. There will be fixed seating for 330 spectators. In preparation for The Games over 60 local young people have been trained to be line judges.

### **\*Prime Event Limitation Venues (PEL)**

Some of the VIPs and Family Members will have the symbol PEL on their accreditation. This entitles them to obtain a ticket from the PEL Desk in the Villa Arcade, from Wednesday 7<sup>th</sup> September for the mens and women gymnastics and swimming venues. There will be no charge for these tickets but numbers will be very limited.

# Sporting Venues

Athletics	Athletics Arena, National Sports Centre (NSC)
Badminton	National Sports Centre
Boxing	Royal Hall, Villa Marina
Cycling	Roads in and around Douglas
Gymnastics Womens	Manx Gymnastics Centre of Excellence
Gymnastics Mens	Ellan Vannin Gymnastics Centre
Rugby 7's	The Bowl Stadium (at the NSC)
Swimming	National Sports Centre





## Sports Programme

Event		Venue	Thursday 8th	Friday 9th	Saturday 10th	Sunday 11th	Monday 12th
Opening Ceremony		Bowl Stadium	19:15 - 20:45				
Athletics		NSC		11:30 - 14:10	11:00 - 14:00	12:00 - 13:15	
				16:00 - 18:30	16:00 - 18:30	15:15 - 18:00	
Badminton		NSC		10:45 - 20:00	10:00 - 17:00	11:00 - 17:00	
Boxing		Villa Marina	12:00 - 20:00	12:00 - 16:00	17:00 - 21:00	17:00 - 21:00	
				17:00 - 21:00			
Cycling	Time Trial	Douglas Promenade		18:15 - 20:00			
	Women's Road Race	TT Grandstand			10:15 - 12:15		
	Men's Road Race	TT Grandstand			13:00 - 15:30		
	criterium	Vila Marina				14:15 - 16:15	
Women's Gymnastics		Manx Gymnastics Centre of Excellence		14:00 - 16:45	14:00 - 16:15	14:00 - 17:30	
Men's Gymnastics		Ellan Vannin Gymnastics Centre		14:00 - 17:30	14:00 - 17:00	14:00 - 19:00	
Rugby 7's		Bowl Stadium			16:20 - 21:00	15:50 - 21:00	
Swimming		NSC		09:00 - 10:40	09:00 - 10:50	09:00 - 11:00	
		NSC		18:00 - 20:00	17:30 - 20:00	17:30 - 20:00	
Cultural Day		Castletown					09:40 - 17:15
Closing Ceremony		Villa Marina					20:00 - 23:00

### Spectator Entry Times:

Opening Ceremony entry 1 hour prior to start

All sports entry times 30 mins prior to start time



**Please note this Sports Programme is subject to alterations**

**For a full timetable of sporting events please follow this link;  
[http://cyg2011.com/images/uploads/2011\\_CYG\\_Timetable\\_V3.pdf](http://cyg2011.com/images/uploads/2011_CYG_Timetable_V3.pdf)**

## **How to buy tickets**

Tickets are on sale for all events at the Villa Marina (The Gaiety Theatre during Games week), The NSC and The Welcome Centre, Douglas.  
For further information please follow this link <http://cyg2011.com/index.php/tickets>

Please note - Volunteers are entitled to a discount for certain events. Use reference code 'orange' when booking



## The Opening Ceremony

The Opening Ceremony will take place on Thursday 8<sup>th</sup> September at the The Bowl Stadium, National Sports Centre complex, Douglas.

All nations athletes and officials will march in to the stadium accompanied by the Manx Youth Band/Manx Concert Brass. Following speeches a spectacular performance will then take place involving hundreds of Manx children, co-ordinated by Walk the Plank.

The ceremony will commence at 7pm, the audience are to be seated by no later than 6.45pm and the athletes will enter the stadium from 7.15pm, and will finish at 8.45 approx. It will be an exciting and spectacular opening to CYG2011. The event is open to spectators and tickets are currently on sale from the Villa Marina, Welcome Centre and NSC reception.

## The Closing Ceremony

The Closing Ceremony will be held Monday 12<sup>th</sup> September in the Villa Marina Gardens. This will be a relatively informal affair, closed to spectators and an opportunity to hand over to Samoa, the hosting nation for the Commonwealth Youth Games 2015. A barbecue will be served between 5-7pm and there will be informal entertainment leading up to the closing ceremony at 8pm.



### All Commonwealth Youth Games events

Wednesday 7 <sup>th</sup> September	Reception at Government House by His Excellency Lieutenant Governor
Thursday 8 <sup>th</sup> September	Opening Ceremony - The Bowl Stadium
Friday 9 <sup>th</sup> September	Reception at Manx Museum by IOM CGA
Sunday 11 <sup>th</sup> September	Reception at Douglas Town Hall by Douglas Corporation
Monday 12 <sup>th</sup> September	Cultural day at Castletown
Monday 12 <sup>th</sup> September	Closing Ceremony - Villa Marina Gardens



## Cultural Day at Castletown



**Monday 12<sup>th</sup> September 2011**

Nations, competitors and VIPs will be transported by Steam train from Douglas to Castletown for a day of fun activities connected to the culture of the Isle of Man.

Four trains have been scheduled to take 1600 people to and from Castletown, commencing at 9am, each group will have 4 ½ hours in Castletown and their own itinerary to follow which will include the following;

- Castle Rushen – 15 interactive medieval challenges will be set up in the Castle for the athletes to complete as many as possible. Activities will include arrow making, making medicinal remedies and being placed in the stocks!
- Music, circus theatre, face-painting, shopping, spinning/weaving and other cultural activities in and around Castletown Square
- Motorcycle display and activity area (mixture of vintage and new bikes)

Lunch time will bring everyone together around the harbour to watch the Commonwealth Tin Bath Championship which all the nations will be invited to compete in!! Lunch will be provided by lunch boxes, issued to individuals as they board the train.

Additionally VIP activities will include; Tours of the Nautical Museum and Old House of Keys, and lunch in the Civic Hall with an opportunity to view an exhibition of the historical "Getty photos".

Car parking will be available at Southern 100 and Friends Provident car park for all visitors and volunteers.



## Security

G4S will be coordinating all security for the event.

A full security briefing for volunteers will be delivered by the Police Force on the final briefing over the weekend of the 3<sup>rd</sup> and 4<sup>th</sup> September.

## Games Retail Outlets

There will be a number of retail outlets selling Games souvenirs, they will be situated as follows;

NSC Foyer	Wednesday 10.00 - 16.00, Thursday 09.00 - 16.00, Friday to Sunday 09.00 - 21.00
Villa Marina	Thursday & Friday 12.00 - 21.00, Saturday & Sunday 17.00 - 21.00, Monday 12 <sup>th</sup> 17.00 - 23.00
Palace Hotel	Wednesday 18.00 - 21.00, Friday to Sunday 18.00 - 22.00
Bowl	Thursday 18.00 - 21.00
Castletown (Stall)	Monday 12 <sup>th</sup> 10.00 - 17.00

In addition Commonwealth Youth Games merchandise will be available from local retailers, including Prom T-Shirts and Manx Inspirations amongst others





# You and Your support

## **Volunteering Roles and hours**

Brief job descriptions have been prepared to provide an indication of what the role entails that you have been asked to do. A Roster has also been generated to outline the time and place that you have been asked to volunteer.

In the days immediately preceding The Games (3<sup>rd</sup> and 4<sup>th</sup> September) a further briefing will take place, during this you will be provided with more detailed information on your role, together with resources to support you in this role.

## **Support whilst you are on duty**

Volunteer Committee members and admin office staff will be available during the whole event. They will be based in the Villa Marina Arcade and out on sites, to provide support and information to you where needed.

The Volunteer Desk will be in the Villa Marina Arcade the team can be contacted on **07624 300120**

## **Uniform**

An orange polo shirt, a waterproof jacket **and a name badge** will be provided to you at the briefing.

Please wear your polo shirt with appropriate attire for your role dark (black or navy) trousers, dark skirts, smart jeans or shorts.

We would like all our Volunteers to look smart but also would like you to be comfortable. It is recommended that you wear practical shoes (trainers or similar) you may be standing for extended periods.

Please wear your uniform, accreditation pass and name badge at all times when you are on duty.

## **Accreditation passes**

A volunteer accreditation pass appropriate to your role will be issued to you at the final briefing on 3<sup>rd</sup> and 4<sup>th</sup> September 2011. This will allow you access to the Games sites and will also entitle you to use the Games bus service whilst volunteering. If you have not already done so please email or post a photograph to [Kate.Usher@gov.im](mailto:Kate.Usher@gov.im) at the Games office.

## **Meals**

Volunteers will be provided with a meal voucher, where appropriate. Vouchers can be exchanged for meals at the Bowls Hall in NSC building and in some cases, when authorised by OC at the Harris Bar at the Sefton Hotel.

## **Petrol**

Petrol for Team Liaison Officer's cars and Games vehicles will be provided for Games use. Drivers should obtain from the volunteer desk in the Villa Arcade. These can be redeemed at any one of the 3 total garages; Peel Rd, the Wessex garage or Shoprite, Victoria Road Douglas.



## **Car Parks**

We have arranged unlimited parking at the back of the Grandstand. Whilst the main concreted car park will be used for public parking and for parking of our vans, mini buses and hire cars the paddock for the TT will be for other Games Vehicles including all volunteers private vehicles. Therefore for anyone on duty at the Manx Gymnastic Centre of Excellence in Glencrutchery Road or at the Cycling on the Saturday should park in this area.

In addition if any volunteer is travelling into Douglas they can park their vehicle in this area and we will have a mini bus on duty from 8am to 10pm everyday from Wednesday the 7<sup>th</sup> September to and including Sunday the 14<sup>th</sup> September. If the mini bus is not there do not worry it will be conveying team members to their bases. If however 10 minutes go past ring the Transport desk and another vehicle will be sent for you.

There is insufficient car parking at the NSC and the Bowl. The NSC can be used by TLO's Badminton/Swimming Officials and NSC staff. There will be a small amount of parking available for those starting their duties at the NSC before 8am each day. They will be directed by marshals to the Volunteer area. Once full no other volunteer car will be permitted to be there so after 8am you can expect to be turned away. Please do not park on the roadways outside the NSC as this will merely cause traffic congestion.

The same applies for the Villa Marina. No vehicles will be given access to the limited spaces inside the Villa. There is a short stay arrangement made for us across from the Arcade on the Walkway. This is limited to 20 vehicles and allows a TLO or Games Vehicle to stop there for a short period whilst calling into the arcade for something. Do not park there if intending to be more than 10 minutes. It is not a park for instance for anyone going into the Villa Marina itself. This will also be closed on Friday afternoon and evening during the cycling event and no-one will get access on Sunday afternoon whilst the roads are closed for cycling.

Remember most of the roads in Douglas do allow parking in a disc zone. Time limits vary but the best you can hope for is to get one of 2 hours.

As an alternative to this you can of course travel by bus into Douglas or around Douglas free of charge as long as you are wearing your accreditation. You can for instance park for up to 24 hours on the sea side over by the Old Summerland site and then catch a bus which will take you to the Villa Marina or on to the NSC.

As a further alternative of course if living in Douglas you can walk to your venue to carry out your duties. We are saying we are the Green Games so the more we encourage everyone to walk the better.

Restricted car parking at all venues please walk or use Bus Vannin where possible. More information on car parking will be provided at the Security and Role Briefing.

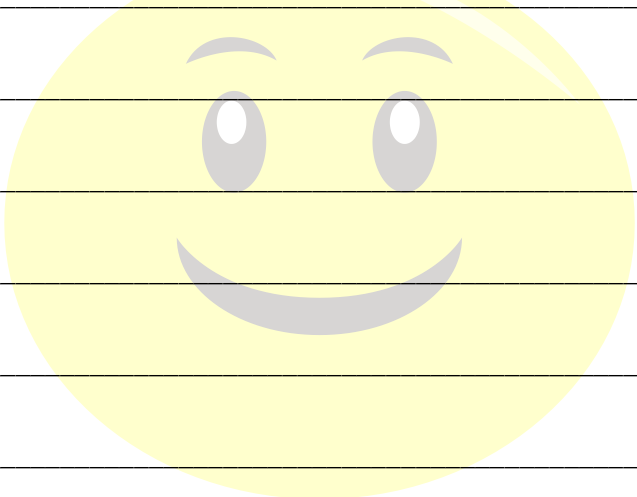


# Customer Service

We have all been customers many times in our lives and we have all experienced customer service better than others. To bring to the forefront of your mind what customer service is and how we can deliver excellent customer service to our visitors during the games, please take a few moments to do the following exercise;

Think about your experiences as a customer, and describe the BEST Customer Service experience you have had and your WORST. Please jot down a few notes about the situation that took place and the reasons why the experience was either great or not so great!! What did the customer service assistants or the company do that made (or ruined) your day?

## The Best Customer Service Experience I have ever had was



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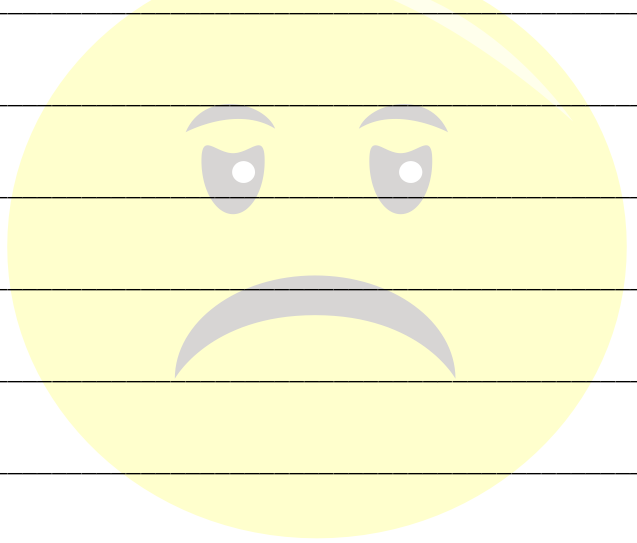
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## The Worst Customer Service Experience I have ever had was



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Thinking about all that The Commonwealth Youth Games and your role as a volunteer throughout The Games will involve what will you learn from your own experiences?



## Cultural Awareness

With so many nations' athletes, officials, VIPs and supporters visiting for The Games, a key element to customer service will be recognizing and respecting cultural differences;

### ARE YOU CULTURALLY AWARE?

- A. What religion are our Maldivian visitors?
- B. Where are the Turks and Caicos Islands?
- C. In which country would you get heavily fined if you dropped chewing gum in the street?

Answers at the bottom of the page

### WHY DO WE NEED TO BE CULTURALLY AWARE?

We need to be aware of the culture and religion of our visitors because:-

- We don't want to cause any offense
- So that we can communicate more effectively
- To be able to provide a culturally sensitive service
- We create a positive first impression
- To show we are making an effort to make them feel more welcome
- So we are not surprised or shocked by something they say or do.
- We don't show our ignorance!

### WHAT IS CULTURE?

Cultural awareness is the ability to look outside of ourselves and be aware of the cultural values, and customs of the culture we are in. What may be normal and acceptable to us, may be unusual or unacceptable in another culture

*What do you understand by culture?*

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Culture refers to a "way of life". This includes;

- Use of language and expression
- Basic human needs: types of food, drink, clothing, shelter, hygiene rituals
- Family and kinship – births/deaths/marriage rituals
- Socialising, communicating, what is acceptable and not acceptable.
- Attitudes, beliefs, values and morals
- Spirituality/religion
- Arts, sciences, literature, music and dance.

Some of our cultural behaviours are subconscious i.e. we do them without thinking about it e.g. Putting the kettle on when someone is upset.

a. (Muslim) b. (Caribbean) c. (Singapore)



Choose 3 nationalities from the list of nations attending the Commonwealth Youth Games, from different parts of the world. Jot down anything you know about their culture or religion.

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If you struggled with that exercise and would like to improve your knowledge, here is a good website to find out more information.

<http://www.kwintessential.co.uk/resources/country-profiles.html>

## Some Top Tips to help you give that extra special service to your visitors.

- **Don't stereotype** your visitors. This means do not put them in categories or attach labels to them. Not all Welsh people are great singers! Very few Jamaicans smoke ganja. Think how you would feel if someone said "All Manx people are ..... (fill in your own adjective!)"
- **Speak clearly** using simple language but without being patronising. Even though most nations speak English it may be a second or even third language. Avoid using slang or "youth language" e.g. "cool," "wicked"
- **Don't mimic** the visitor's accent or speech. It's very easily done.
- **Listen carefully** to what they ask or say. Blame yourself for not understanding. Don't say, "Sorry I can't understand your accent."
- **Don't assume** or finish off their sentences if they are struggling with the language. It's bad mannered and will make them feel uncomfortable.
- **Eye contact** should be limited when addressing anyone from the Middle or Far East. It is considered confrontational and rude. If your visitor looks away from you they are showing respect.
- **Facial expressions** are suppressed by some nationalities. Others are more animated. Follow the lead of your visitor. **Be observant** of their body language too.
- **Avoid confrontation** with visitors from Asian nations. They don't want to lose face and don't argue or like to say no. Resolve things calmly and maintain the dignity of the visitor.



- **Avoid physical contact** with any visitor other than a handshake. Even then don't shake hands with Muslim women or make direct eye contact or engage in any personal conversation unless they do so first. Keep conversations neutral.
- **Don't give anything** or receive anything with **your left hand** (the dirty hand) to Muslims or Hindus e.g. People from Malaysia, Maldives, Pakistan, Bangladesh, Brunei, India in particular. Some of the African nations are more mixed with Muslim and non Muslims.
- **Be careful with how you describe people.** The term "coloured" is definitely **not** acceptable. Use the nationality or the term Black. "Coloured" defines a certain group of people in Cape Town South Africa who are neither white nor black. Similarly, don't use Paki, Aussie, Kiwi, Taffy, Scotty, Taig or anything equally derogatory and offensive.
- Afro-Caribbean nations speak **English in a patois form.** This can be difficult to understand at first. They appreciate brief communication and saying what you mean. Trust, family and faith are important to people from this region. Don't lump all the islands and islanders together. Jamaicans are very different from Bajans (people from Barbados) and from Antigua etc. They are proud of their own culture.
- Many of the nations coming to the Isle of Man are very family orientated, value courtesy above everything and are very religious. It's important to respect this and **do not engage in discussions or debates about religion, politics or world affairs.**
- Understand there might be a **different attitude to timekeeping.**
- **Avoid asking patronising questions.** One example is when a volunteer asked a Russian visitor to the Atlanta Olympics in 1996 if they knew what a banana was!

In short, use your common sense, read the visitor's signals, ask the right questions and do your best to meet their needs, whatever they might be.

*The Cultural Awareness section of the training handbook has been produced by Angelena Boden, Fifteen Minute Trainer, Ltd. Isle of Man. Author of "The Pocketbook of Cultural Gaffes"*



**The following brief history of the Isle of Man has been shared with all visitors**



## From stone-age to space-age

Since first being inhabited around 6,500BC to becoming a world-leader in the space industry, there are few places on Earth which have packed so much history into such a small region!

The history of the Isle of Man can be seen all around in its ancient stone-age megaliths, and mysterious burial sites. Visiting these monuments to the ancient and mysterious beliefs of our Celtic ancestors, gives you a direct link to a time when people carved their understanding of the universe out of living rock and believed in the mystical power of nature itself. At this time, the Isle of Man was an important trading centre of a great Celtic maritime empire which stretched from the outer Hebrides in the far north, to the coast of Spain. The Roman Empire did not extend to the Isle of Man and even Christianity only came from Ireland when St. Patrick allegedly banished the Celt's ancient god of the sea, Mannanan Mac Lir! Even so, Mannanan is still said to watch over and protect 'his' Island. When the Island is covered by mist, it is still described as being covered by 'Mannanan's Cloak'.



The first outside civilisation to have a major impact on the Island, was that of the Vikings. Arriving in the 10th Century, the Vikings, despite their fearsome reputation, settled in what appears to have been a peaceful co-existence with the Manx Celts. The Vikings brought their own laws and way of life to the Island and they founded Tynwald, the Isle of Man's parliament, more than 1,000 years ago. Today it is recognised as the oldest continuous parliament in the world.

Tynwald is traditionally located at a hill comprising earth from each of the Island's regions, or 'sheadings' in the village of St. Johns. Indeed, each year, the Island's Parliament meets here on our national "Tynwald Day" in the first week of July. During the Middle Ages, the Island was ruled by Norse, Scots and English Kings, and by sovereign Lords of Mann from 1406 until 1765, when it was acquired by the British Crown. Today, Her Majesty Queen Elizabeth II, 'Lord of Mann', is our Head of State and is represented in the Island by the Lieutenant Governor. From the Middle Ages, until the dawn of the industrial revolution, the Isle of Man was mainly a fishing and farming community - also sometimes acting as a bolt-hole for smugglers!

The food for which the Isle of Man is still famous is, of course, found naturally in the shores and fields of the Island. Our Queen scallops or 'Queenies' thrive in the Island's pure shores and are recognised as a delicacy, being a particular favourite of gourmet chefs around the world. Manx Loaghtan is a rare and unique breed of sheep only found in the Isle of Man. Its meat and distinctive brown wool coat were a staple resource for Islanders since ancient times. However, for many years, the breed was left to decline until a group of Manx



farmers rescued them from obscurity in the late 1990's. Within 10 years, the breed had recovered both its numbers and also its status as one of the world's finest meats, earning a prestigious European Protected Designator of Origin award in 2008.

In the same way that Champagne or Stilton cheese must originate from their respective places, so Manx Loaghtan is unique to the Isle of Man. Unique foods are often the result of a special process. From the use of steam and smoke in the 19th century industrial age, came our pure beers and our smoked kippers. In fact, today, Moore's kippers are still Oak Smoked in the traditional way in Peel, on the west coast, while Okells and Bushys beers are still brewed according to the Island's unique Brewing Purity laws - and they are winning top awards all over the world.

### **An Eco-revolution - since 1853!**

While the rest of northern British landscape became dominated by coal-fired chimney stacks during its 'Industrial Revolution' from the 1840's, the Isle of Man drove its own industry by harnessing water-power. The world's biggest working water-wheel, the "Lady Isabella", has been turning in Laxey since 1853. Although no longer capable of powering the modern energy demands of the Island, it nevertheless demonstrates our eco-heritage and has been a visitor attraction for many years - its elegant lines one of the most recognisable symbols of the Island, along with our three-legs and Manx cats!



Today, this magnificent red and white water-wheel also continues to inspire our heritage of harmony with nature and our passion for innovation. In recent years, the Island has aimed for transition to sustainable energy and is already a world-leader with our TT-zero race which powerfully symbolises the performance-beating potential and ecological benefits of zero-carbon motor technology.

Towards the end of the 19th century, a new 'working class' emerged in the North of England as a result of the Industrial Revolution. With cotton mills and mines came large numbers of people with money, new working standards and the right to an annual holiday! Being just 80 miles from Liverpool yet a world away, with its natural beauty and beaches, the Isle of Man suddenly became a magnet for these new tourists at the end of Victorian age and well into the 20th Century.

The Island's economy boomed and towns were transformed, almost overnight, with sweeping promenades appearing in Douglas, Ramsey, Peel and Port Erin lined with hotels, cafes and shops. Theatres and, later, the new craze for cinemas took over the Island's towns providing all the latest shows. The original Gaiety Theatre in Douglas was recently refurbished to exacting standards and is now arguably the finest of the distinctive theatres designed by Frank Matcham remaining the British Isles.

From the sea, Douglas Promenade retains its distinctive Victorian facade, but on closer inspection, many of the hotels have been replaced by luxury apartments designed to blend in with the distinctive architecture of the time. Indeed, the Isle of Man has prided itself in cherishing much of its tourism heritage as living history which can still be enjoyed by modern visitors. The original Steam Railway is still running from Douglas to the South of the Island and with fitting irony, provides commuter transport for many people working in today's high-tech companies. The original Manx Electric Railway still links Douglas to the north of the Island as well as the top of our highest mountain peak, Snaefell and, during the summer months, you can still travel from one end of Douglas Promenade to the other by horse tram.

One other important aspect of Manx tourism has remained unchanged since 1907, yet has also evolved into one of the most modern and exciting spectacles in the world today.



It links the pioneering spirit of our Edwardian forefathers to the passion for excitement and modern technology that sets us apart today. It is the Isle of Man TT race festival...

The Tourist Trophy motorcycle races were first held in 1907 and have continued (with a course change in 1911), to this day. Wherever you go in the world, motorsport enthusiasts recognise the Isle of Man usually because of the TT Races, famous as they are for being



simply the most exciting event on two-wheels anywhere in the world. For that reason the Island is, for many, "The Road Racing Capital of the World". The course, which runs from Douglas grandstand, threads across the centre of the Island then turns north, round twisting country roads and up to the mountain roads where the racers power up to speeds of around 200mph back towards Douglas. One lap of this course is over 37 miles, yet the top riders get round in just over 17 minutes!

Such is the Tourist Trophy's association with the spirit of achievement that for Honda, winning the Isle of Man TT races was a corporate mission in the 1960's and a milestone which told the rest of the world that Japanese motor technology had finally arrived and could compete with the best. Similarly, Audi paid tribute to the TT by naming their best-selling coupe after it. Born out of our tourism industry but driven by our interest in innovation and technology, the TT remains relevant to the Island to this day and regularly receives over 50,000 bikers annually to watch the races and enjoy the unique experience of riding their bikes on the same roads as their heroes. A lap of this course is a must for any visitor, even by car and at a much more leisurely pace, just to get a feel for this incredible challenge to the brave bike racers who come back year after year.

The advent of low-cost tourism from the UK to the Mediterranean and beyond in the 1970's had a serious impact on the Isle of Man by the 1980's. The Isle of Man Government, with support from the private sector began to redevelop the Isle of Man as an international finance centre, based on a low-tax regime. Jersey and Guernsey had already made this transition, but, with room to grow and a willingness to embrace new ideas, the Isle of Man soon developed a strong niche in what was known as the 'offshore' world. In fact, by the 1990's, the Island was enjoying rapid economic growth fuelled by this booming finance centre. An influx of many thousands of professional workers also changed the social fabric of the Island and new opportunities in banking, insurance, law and accountancy encouraged many local residents into education, training and new careers.

The Island's IT and Telecoms infrastructure developed apace. In 1990, the Island became only the second fully-digital telecoms network in the world and launched its own provider, Manx Telecom. Since then it has scored a number of world-leading telecoms achievements including the first 3.5G network. Large capital investment in power and internet have assured the Island's future as a leader in the online world - in fact, the Isle of Man is an exporter of electrical power to the UK.

By the turn of the millennium, the Isle of Man entered the 21st Century confident, but looking to the future. Having established such a solid foundation with financial services, the professional capability of our people and a fair taxation system, the Island had already begun to use these to develop a more diverse economy. In the last fifteen years, the Isle of Man has expanded into film production, shipping registration and yacht management, as well as high-tech manufacturing. By rapidly reviewing and enacting appropriate legislation, the Island began to attract new e-Commerce based business such as E-Gaming and is now at the forefront of space commerce!



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# Thank You Party Invitation

All of our Commonwealth Youth Games 2011 volunteers are invited to a thank you party in the Royal Hall at the Villa Marina. There will be food, drink, entertainment and live music. Come along and let us thank you for all the time and effort you have put into making the games a success.

Date: Wednesday 14th September 2011  
Time: 7:30pm (doors open at 7:00pm)  
Where: Royal Hall, Villa Marina, Douglas



Entrance only by accreditation  
pass so remember to bring yours along!