

These services are centralized for use by everyone on site, primarily through the four Guest Relations gate offices. Since these are important on site services, each service is described below.

1. Lost and Found

**Articles:** Any articles lost or found on site should be directed to the Guest Relations gate offices. A computer system program has been designed to maximize the efficiency in matching lost and found articles to their owner. Articles are kept at the Guest Relations gate offices for one complete operating day at which time they are collected by security and then relocated at the main lost and found depot for the convenience of our guests. It's our suggestion that any found articles handed in to your employees should be retained at your facility until the next day at which time the articles should be delivered to Guest Relations.

Articles will be kept at the main depot for approximately sixty days. Unclaimed goods will then be donated to a non-profit organization.

**Lost People:** EXPO 86 recognizes the sense of urgency that exists when a guest has been separated from his/her party, and has taken measures to ensure immediate response and action to the situation. Any inquiries for lost children/adults should be directed to the nearest security officer or Guest Relations gate office. The report will be entered as a special alert on the computer system located in all Guest Relations facilities and the security main communications base. In addition, a special alert will be made on radio to all security on site. As a further resource, EXPO 86 will have representatives of the Vancouver Police Department on site at all times should it become necessary to get their assistance.

2. Guest Comments/Concerns

Whether a particular guest wishes to voice a concern regarding an unpleasant incident he or she experienced while on site, express a political opinion or compliment us on the fair, we invite the guest to complete a Guest Comment Form. The Guest Relations staff specialize in handling all guest concerns.

It is the goal of EXPO 86 to strive for excellence in guest service and to maintain a high standard of excellence - we depend on guest comments. We respect guest comments and therefore have developed a system whereby all comments reported to Guest Relations are entered into a computer program from which they are sorted according to the department concerned and responded to by the specific department management team - **ALL WITHIN 48 HOURS!**