

THE GUEST RELATIONS DEPARTMENT**AN OVERVIEW**

The Guest Relations Department provides a variety of services to visitors of EXPO 86 to the extent that the best way to define the role of Guest Relations is to think of it as **"The Official People Department of EXPO 86"**.

The Guest Relations Department is unique in that it will consist of approximately 150 paid staff and approximately 3,000 volunteers. Together this team of hosting staff will become easily recognized across the site as they greet and direct our guests through the many Guest Relations operated facilities.

Guest Relations is a very large operating department in that its mandate of operations include:

- A Three Theme Pavilions**
 - 1. Great Hall of Ramses II
 - 2. The Roundhouse
 - 3. Expo Centre

- B Four Theme Plazas**
 - 1. Land Plaza
 - 2. Marine Plaza
 - 3. Aviation Plaza
 - 4. Highway 86

- C Four Gate Offices**
 - 1. West Gate
 - 2. East Gate
 - 3. Stadium Gate
 - 4. Canada Harbour Place Gate

- D Two Information Centres**
 - 1. Information Centre 1
 - 2. Information Centre 2

However, in addition to its large operating responsibility, Guest Relations is often viewed primarily as a **service department for every guest on site.**

Guest Relations services offered throughout the site include:

- 1. Lost and found articles and people.
- 2. Guest concerns/comments.
- 3. Information services.
- 4. Ticket problems that require compensation of some sort.
- 5. Special needs services.
- 6. Language services.