

and resulted in 350 pages of specific, concise information, philosophy and direction.

3. Training Program

Thirty hours of training was budgeted for each paid hosting staff member, and four hours allotted for each volunteer team member. Training was broken down into paid and volunteer training programs resulting in:

I Paid Staff (Thirty Hours Each)

- 3 paid hosting training sessions (50 staff per session)
- 1 foreman training program (9 foremen per session)
- 1 supervisor training program (9 supervisors per session)
- 5 training sessions covering all aspects of the Guest Relations operation

II Volunteer Staff (Four Hours Each)

- 8 volunteer training sessions for Great Hall of Ramses II
- 8 volunteer training sessions for The Roundhouse
- 11 volunteer training sessions for Expo Centre
- 1 volunteer training session for Land Plaza/Highway 86
- 2 volunteer training sessions for Air Plaza
- 3 volunteer training sessions for Marine Plaza
- 33 training sessions

Upon completion of all respective training programs, a General Guest Relations Assembly will be called in order that all staff and volunteers congregate in one place, at one time, for a mini pep rally.

4. Recruiting

- a) **Supervisors: 9**
 - 3 started January 1, 1986
 - 3 started February 1, 1986
 - 3 start on March 1, 1986
- b) **Foremen (Pavilion Manager): 9**
 - 9 start on April 1, 1986
- c) **Leads: 64**
 - 64 will be put on payroll on day one of their training program, March 22, 1986
- d) **Hosting Staff: 99**
 - 99 will be put on payroll on day one of their training program, April 5, 1986