

Relations hosting staff do have accomplished language skills and the department has made every effort to provide translation in the following languages throughout the Exposition:

- German
- French
- Italian
- Cantonese
- Japanese
- Mandarin.

Guest Relations is, as stated, the "Official People Department of EXPO 86". Guest Relations services exist for the guests, the participants, and the EXPO 86 departments.

HOW THE DEPARTMENT DEVELOPED

1. Paid versus Volunteer Staff

In order to cut labour costs and to promote intense community/public involvement, it was determined that volunteers could assist and enhance the running of the three pavilions and four theme plazas. The criteria used to determine staff versus volunteer placement in a given facility was:

- a) The ability to operate a facility with paid support staff exclusive of volunteers (i.e. maintaining the enhancement role of volunteers).
- b) An assessment of safety and security factors. The feasibility of carrying out the fire safety plan exclusive of volunteers, the ability to evacuate the facility, and to handle any medical situations adequately with paid staff only (volunteers revert to a member of the public in any emergency situation).
- c) Maintaining public speaking functions as the responsibility of paid staff (i.e. theatre introductions, major announcements, etc.).

Upon assessing these factors, we felt comfortable in establishing a paid staffing level of 180 and a volunteer staffing level of 3,100. The volunteer complement was based on using one volunteer per four hour shift with three shifts per day, and utilizing one volunteer for one shift (only) per week. Also built into the complement was a fifty per cent contingency for high turnover.

2. Training Manual

A full training manual was developed to address all informational and operational components of our department's mandate. It was completed by January 31, 1986