

When we talk about "people", the "guest", the "visitor", we are talking about one common denominator to all of us, the reason for being here - **OUR GUESTS.**

Our team of Guest Relations staff are trained to provide exceptional service to every guest. The focus is on: **excellence in performance, professionalism in approach, and courtesy under all circumstances.**

3. **Information Services**

Guest Relations is very fortunate to have access to the EXPO 86 "state of the art" computerized information system. This system achieved world wide acclaim and won an award of excellence in New York in 1985.

Located in each Guest Relations operated facility, this system provides access to the complete information and data base of EXPO 86. Anything and everything one ever wanted to know about Expo, from its conception right down to the next show time of the R.C.M.P. musical rides performance, can be accessed by our hosting staff for our guests.

4. **Ticket Problems**

From time to time guests will have various concerns or problems with the EXPO 86 tickets. Whether a guest is requesting a refund, an exchange, or just ticket information, the guest should be directed to the nearest Guest Relations gate office. Our hosting staff have the resources to solve and handle ticket related problems.

5. **Special Needs**

Guest Relations has been responsible for producing and distributing the disabled handbook which outlines the disabled services available on site. In addition our staff are trained to communicate effectively with the disabled. Guest Relations gate offices will also have a team of volunteer Boy Scouts who are available to provide our senior or disabled guests with any assistance they may require on site. **WE'RE HERE TO HELP!** Therefore, should you encounter any difficulties directing the disabled guests, please feel free to utilize our department.

6. **Language Services**

Guest Relations does not provide a specific structured language services program, however any guest who requires translation should be directed to either one of the two Information Centres or four gate offices. Guest Relations will try to accommodate translation for emergency purposes, and where continued translation services are required they have the resources to contact such assistance. Guest