***Honored Guest Services- OAKA OLYMPIC INDOOR HALL, BASKET***

***Author: Venue Operation Protocol Coordinator OAKA Complex, Niki Siska***

1. **HIGHLIGHTS**

**Basketball:**

*VOLUNTEERS & SHIFTS*

Honored Guests Services at Olympic Indoor Hall- Basketball (MBK) venue operated on two shifts with a team of 10-12 people per shift and one coordinator per shift. The honored guest assistants were separated to accredited seating area on the four courts of the venue, ASF/MVP lounge , award ceremonies area and the ASF/MVP parking when we had an arrival of international dignitary. They worked with passion during the games and their main goal was to help each other as a team and overcome any obstacle.

 **Dates of games:**25th June, 26th June,27th June,28th June,29th June,30th June, 1st July,2nd July,3rd July

 *Honored Guest visits & participation in awards ceremonies:*

***25/6/2011***

1. *ASF Ambassador of Ireland to Greece, Charles Sheehan*
2. *ASF* ***Minister for Tourism and Sport Ireland, Michael Ring Junior***
3. *ASF* ***Romagh Maga***
4. *ASF Dicembe Mutombo*
5. *ASF Yao Ming*

***26/6/2011***

1. *MVP Timothy Cox*
2. *MVP Janis Cox*
3. *MVP Eileen McKee*
4. *MVP Savvas Kossiaris*
5. *MVP Giorgos Panagiotou*
6. *ASF Georges Guelzec*
7. *ASF Kevin Lee*
8. *ASF Yao Ming*
9. *ASF Liz Carter*
10. *ASF Stephen Carter*
11. *ASF Alex Carter*
12. *ASF Katherine Stirling*
13. *MVP Pirjo Pellikka*
14. *MVP Outi Vilko*
15. *MVP Cassius Moetie*
16. *ASF Katherine Stirling*
17. *ASF Dicembe Mutombo*
18. *ASF Rose Mutombo*
19. *ASF Carrie Mutombo*
20. *ASF Jean-Jacques Mutombo*
21. *ASF Ryan Mutombo*
22. *ASF Bernard Tham*
23. *ASF Byoung-Soo Lim*
24. *ASF Jan Palchikoff*
25. *ASF Victor Osibodu*
26. *ASF Dervila O’Mahony*
27. *ASF Jo Mcdaid*

***27/6/2011***

1. *MVP Anne Bourke, S.O Ireland*
2. *MVP Isabel Gultresa*
3. *MVP Mariya Belikova*
4. *MVP Pirjo Pellikka*
5. *ASF Brandon Smith*
6. *MVP Cassius T.Moetie, Namimbia*
7. *MVP Sri Hartini*
8. *MVP Novilia Novi*
9. *MVP Isabela Gultresa*
10. *ASF Folashade Bolumole*
11. *ASF Michelle Kwan*
12. *ASF Jim O’Conell*
13. *MVP Hiromi Watanabe*
14. *MVP Tomonori Murakami*
15. *MVP Stig Carlsson*
16. *MVP Annica L-Walthev*
17. *MVP Outi Vilko*
18. *MVP Lois Aitkenhead*
19. *MVP Pamela Robinson*
20. *ASF Angelo Moratti , President S.O Italy*
21. *ASF Dervila O’Mahony*
22. *ASF Jo Mcdaid*
23. *MVP Matte English*
24. *MVP Laura Murphy, S.O Ireland*

***28/6/2011***

1. *ASF Dr Kagiso Mocoi*
2. *ASF Dr Vetumbuavi Veii*
3. *ASF Kelley Lane Shields*
4. *ASF Stephanie Lane*
5. *MVP Cassius T. Moetie*
6. *ASF Anna Komorowska, First Lady Poland*
7. *ASF Αmbassador of Poland*
8. *ASF Boca, Mary, Anna, Ossie, Dara, Freya, Elsa Kilkeny*
9. *MVP Pirjo Pellikka*
10. *MVP Outi Vilko*
11. *ASF Janusz Wesolowski*
12. *ASF Boguslaw Galazka*
13. *ASF Mary Lou Norbie*
14. *ASF Bob Norbie*
15. *MVP Stephen Parker*
16. *MVP Anna Legawati*
17. *MVP Ramah Mumba*
18. *MVP Froman Orly*
19. *MVP Deborah Gebhardt*
20. *MVP Erica Wheeler*
21. *MVP Dennis Poorman*
22. *MVP Joanne Kersh*
23. *MVP Sabina Naimark*
24. *ASF Yolanda Eleta de Varela*
25. *MVP Dr Julia Barnabas*
26. *ASF Jo Mcdaid*
27. *ASF Gabrielle Karampelas*
28. *ASF Sheryl Young*
29. *MVP Laura Murphy*

***29/6/2011:***

1. *ASF Tarek Ahmed Ibrahim Adel*
2. *MVP Ava Haynes*
3. *MVP Cassius T. Moetie, Namimbia*
4. *SOI Mohammed Nasser*
5. *MVP Vanessa Wilson*
6. *MVP Loretta Parris*
7. *MVP Ian Thompson*
8. *MVP Kirk Defazio*
9. *MVP John Barkel*
10. *MVP Diane Fishburne*
11. *MVP Julia Barnabas*
12. *MVP Divia Lewis*
13. *ASF Samuel Perkins*
14. *MVP Bauer Baerbel*
15. *MVP Wurster Fritz*
16. *MVP Gorgen Erwin*
17. *MVP Conrads Bernard*
18. *MVP Randall Umana*
19. *ASF Timothy Shriver*
20. *ASF Kathleen Shriver*
21. *ASF Samuel Shriver*
22. *ASF Chessy Shriver*
23. *ASF Patrick McKelvy*
24. *ASF Anthony Mckelvy*
25. *SOI Katerina Santikou*
26. *SOI Kim Widess*
27. *SOI Leslei Bernstein*
28. *MVP Geoffrey Vickers*

***30/6/2011***

1. *SOI Jorje Colon*
2. *SOI Christian Stahl*
3. *SOI Glen Stagnitta*
4. *SOI David Chapman*
5. *SOI Andy Miyares*
6. *ASF David Kaufman*
7. *MVP Cassius T. Moetie, Namimbia*
8. *MVP Robin Borkin*
9. *MVP John Borkin*
10. *MVP Emma Earl*
11. *MVP Carolyn Chamberlin*
12. *ASF Ahmad Rusdi, Indonesia*
13. *MVP Pudji Hidayat Indonesia*
14. *MVP Thobias Tubulau*
15. *MVP Jahotman Purba*
16. *MVP Julia Barnabas*
17. *MVP Divia Lewis*
18. *MVP Outi Vilko*
19. *ASF Drusilla Kandjii*
20. *ASF Hermann Kroll, S.O Austria*
21. *ASF Gertrude Kroll, S.O Austria*
22. *MVP Novilia Novi*
23. *MVP Emma Earl*
24. *ASF Mariza Oikonomou*
25. *ASF Drusilla Kandjii*
26. *MVP Zemi Yenus*
27. *ASF Mohammed Al Oraifan*
28. *ASF Pohamba Shifeta*
29. *MVP Cassius T. Moetie*

***1/7/2011***

1. *ASF Andrianna Behar*
2. *MVP Julia Barnabas*
3. *MVP Geoffrey Vickers*
4. *SOI David Thomson*
5. *MVP Cassius T.Moetie*
6. *MVP Pirjo Pellikka*
7. *MVP Outi Vilko*
8. *MVP Alessandro Palazzotti*
9. *ASF Vivian Torrijos*
10. *MVP Divia Lewis*
11. *ASF Bob & Mary Loo Norbie*
12. *MVP John & Agnes Vandergrift*
13. *ASF Rex Langthorne*

 ***2/7/2011-awards ceremony:***

1. *MVP Easton Packard*
2. *MVP Joe Hernandez*
3. *MVP Dorothea Conrads*
4. *MVP Pat Dequattro*
5. *ASF Scott Mcune*
6. *ASF Kagiso Moloi*
7. *MVP Outi Vilko*
8. *MVP Pirjo Pellikka*
9. *ASF Vlade Divac*
10. *MVP Priscilla Packard*
11. *MVP Hathaway Packard*
12. *MVP Roman Eichler*
13. *MVP Michalis Makedonopoulos (participation in awards ceremonies)*
14. *MVP Gloria Dow*
15. *MVP Geoffrey Vickers*
16. *ASF Rex Langthorne*
17. *MVP Darian Packard*
18. *MVP Dean Packard*
19. *ASF The Mutombo Family*
20. *ASF Dicembe Mutombo (participation in awards ceremonies)*
21. *ASF Pohamba Shifeta (participation in awards ceremonies)*
22. *MVP Cassius T.Moetie*
23. *ASF Drusilla Kandjii*
24. *ASF Dr Berhard Conrads(participation in awards ceremonies)*

***3/7/2011-awards ceremonies-U.S.E:***

1. *ASF Ahmad Rusdi*
2. *MVP Geoffrey Vickers*
3. *ASF The Mutombo Family (U.S.E)*
4. *ASF Dicembe Mutombo (participation in awards ceremony)*
5. *ASF Daniel Benett Smith (participation in awards ceremony)*
6. *ASF Diane Elaine Smith*
7. *ASF Morgan Smith*
8. *ASF Johanna Despotopoulou (participation in awards ceremony)*
9. *Ian Vougioukas, European Champion, (participation in awards ceremony)*
10. *ASF Vlade Divac (participation in awards ceremony)*
11. *ASF Samuel Perkins (U.S.E)*
12. *MVP Pirjo Pellikka*
13. *MVP Dean Packard*
14. *MVP Divia Lewis*
15. *MVP Julia Barnabas*
16. *MVP Michalis Makedonopoulos(participation in awards ceremony)*
17. *ASF Andrey Pavlov (participation in awards ceremony)*
18. *ASF Matthew Williams*
19. *ASF Pohamba Shifeta (U.S.E)*
20. *ASF Andriana Behar*
21. **VENUE MAJOR ISSUES & RECOMMENDATIONS**

*List all major issues encountered by your venue team during the Games and your recommendations on how to resolve/avoid these issues*

|  |  |  |
| --- | --- | --- |
| *No* | *Issue Description* | *Recommendation* |
| *1* | ***Issue with the credentials of the H.O.D:****The primary plan was that the H.O.D had the access to park to ASF/MVP parking but definitely they did not have access to the ASF/MVP Lounge & accredited seating area. The problem that we faced was that the DAL of H.O.D had in their credential the number 7 that gave them access to the ASF/MVP lounge so it was compulsory to give the HOD access even with upgrade pass.*  | *The Honored Guest Services had to be informed by the department of sports that the DAL had in their credential the number 7 that gave them access to honored guests specific areas and not to find out it incidentall, in order to be prepared to follow the suitable procedure that would apply during the games.* |

1. **MAJOR CROSSFUNCTIONAL ISSUES**

*List all (if any) major issues encountered between the FAs working in the venue team during the Games and/or other issues observed during the ATHENS 2011 Special Olympics World Summer Games*

|  |  |  |
| --- | --- | --- |
| *No* | *Functional Area* | *Issue Description* |
| *1* | *Food Services* | *The Honored Guest services faced problem with the supplies of food and coffee as the Food Services did not refresh the supplies and they had prevented supplies for fewer guests than we had in reality. At the 25th & the 26th June the Coca Cola’s fridge was not fulfilled with water, orange juice e.t.c so the honored guest assistants had to fulfill the fridge by theirselves by staff break area. The lack of coffee in great extension created left negative impressions to our honored guests, half of our ASF/MVP felt disappointed and sometimes honored guest assistants had to ask from Everest to provide us coffee.The issue was bigger in the first days of the games and as the days passed the situation was improved as the supervisor of Food Services provide to our lounge supplies from other lounges .* |
| *2.* | *Clean & Waste* | *On the first busy days the Honored Guest services team had to give a hand to the cleaning process since needs weren't met on time All garbage boxes were filled to top and the ASF/MVP lounge needed to be clean properly. It is important to mention that the issue was resolved at about half-way through the Games.* |