

Village Operations

ATHENS 2011 OBSERVER'S PROGRAM

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Special Olympics
WORLD SUMMER GAMES
ATHENS 2011



Agenda

1. Functional Area Overview

1. Scope
2. Statistics/Numbers
3. Organization Games Time
4. Key Steps

2. Accommodation Overview

- a) Front Desk
- b) Housekeeping Services
- c) Dining Services
- d) Other Delegation Services

3. Opening Ceremony Details

Functional Area Overview

Have an “athletes first” approach

- Provide fully serviced accommodation, free-of-charge, to:
 - 10,000 athletes and officials for 12 days, from June 24th until July 5th, 2011
 - Operate a totally integrated management team
 - Offer a residential environment that is safe, comfortable, convenient, stress free, and friendly
 - Leave the athletes and officials with a clear, lasting and positive memory of Athens and Greek hospitality
- Oversee the overall development and coordination of services delivered in the Special Olympics Village
 - by SO Villages Division directly
 - by other Functional Areas that operate in the SO Village(s)

Functional Area Statistics/Numbers

- 10,000 Athletes & Coaches
- 26 Villages
- 105 Paid staff, 250 Volunteers, 400 Contractors
- 24 hr. operation



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FA Overview – Locations of Villages

Accommodations will be provided in the following areas:



Aghios
Andreas
complex



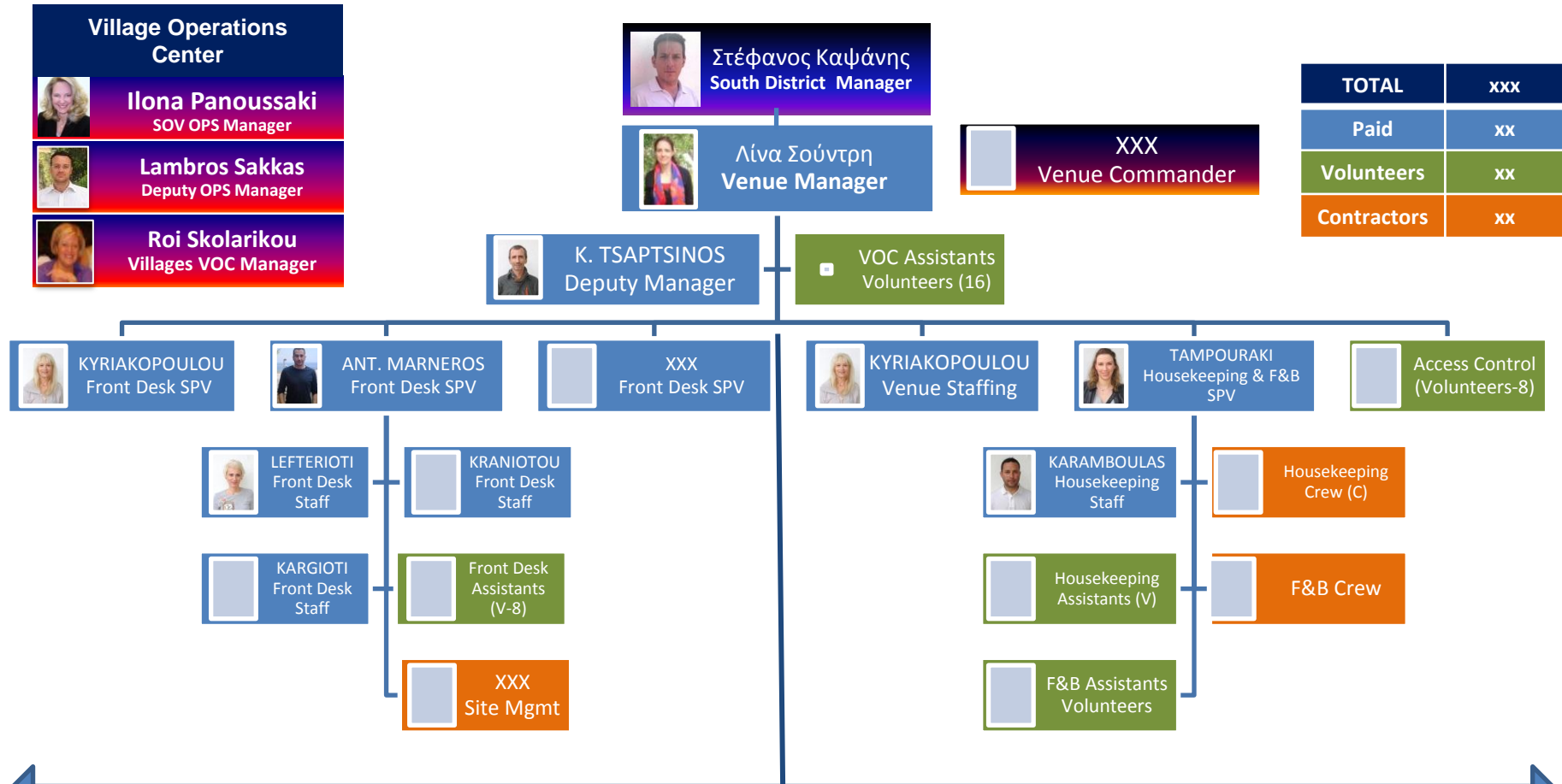
Golden
Coast
Resort



Southern
Accommo
dation
sites

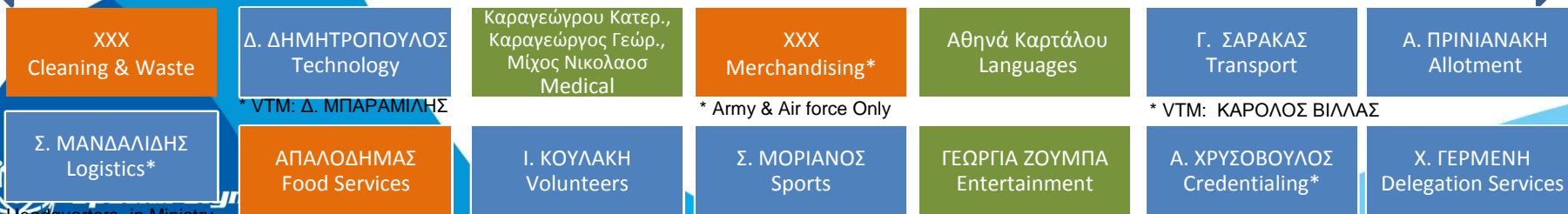


Games Time Organization



TOTAL	XXX
Paid	XX
Volunteers	XX
Contractors	XX

Other FAs Operating in the SOV



Functional Area Planning Steps – Strategic Choices

**Customer service oriented
planning process**
focusing on services

Dynamic planning process:
starting with the basics and
progressively refining

**Creation of an Integrated
SO Village(s) Team:**
one group made of all
stakeholders



Functional Area Planning Steps

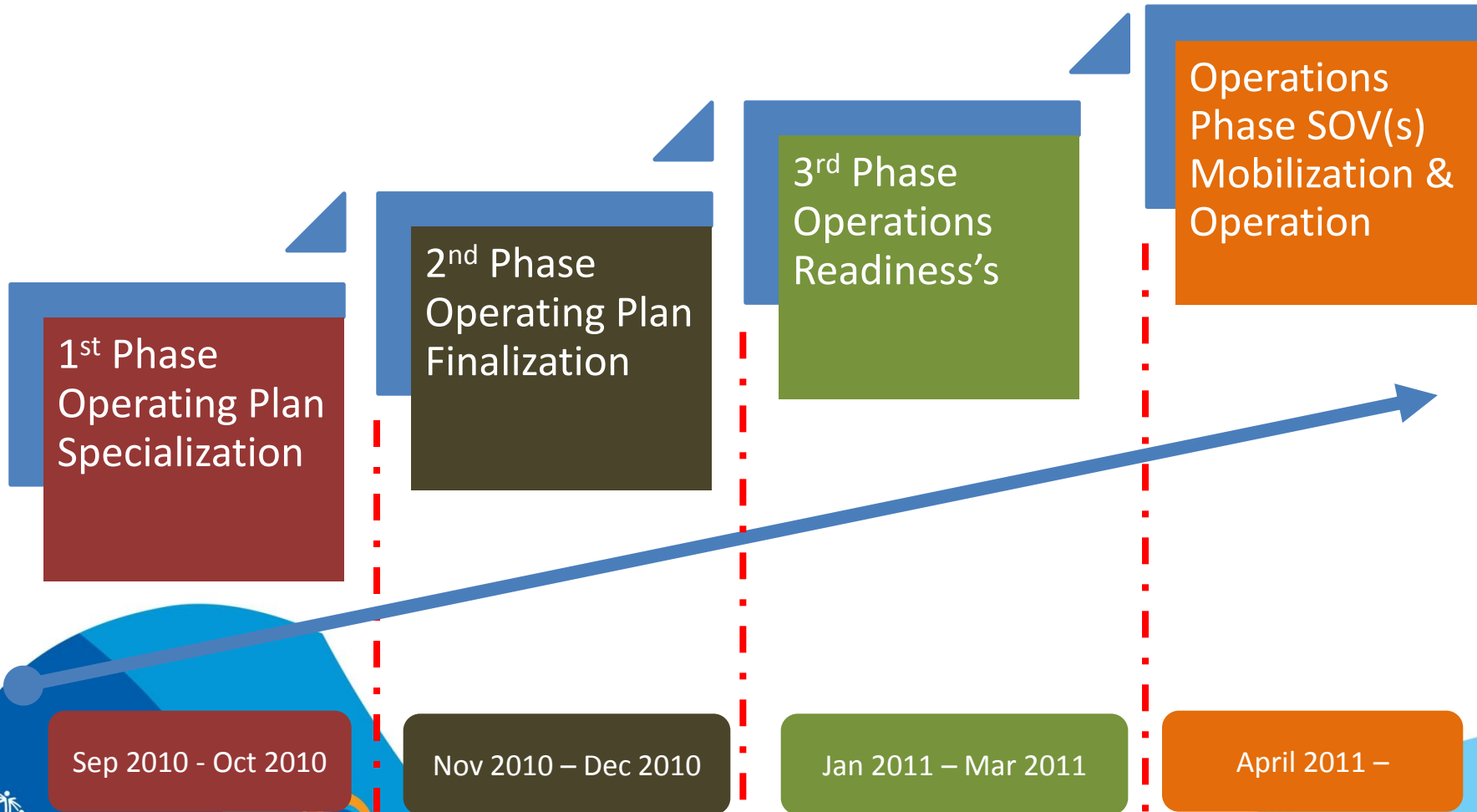
Resources/Inputs

- The **Spaces** in the Special Olympics Village necessary for housing the Villages residents, for supporting operations provided by Village Divisions, and for all other functional areas operating in the Village
- The **Vehicles** for Support Operations and for the transport of people and goods in the road network of the Special Olympics Village
- The **Furniture, Fixture & Equipment** necessary for the efficient operation of all housing units and office spaces in all the Special Olympics / Paralympic Village
- The **technology equipment**, including mobile telecommunications equipment, and audio-visual equipment
- The **consumables** necessary for the efficient operation of all Village staff, as well as for the needs of the Village residents
- The Special Olympics Village **staff**, (paid, contractors and volunteers) both pre-Games and Games time



Functional Areas Planning Steps

Operation Planning Phases



2. Functional Area Service Levels & Available Services



Front Desk Centers



Dining Services



Housekeeping Services



Leisure activity room(s)



Entertainment



Parking for T1 cars



Storage place for athletic equipment



Meeting room(s)



E-mail accounts for each HOD



Internet Access – Wi-Fi in Restaurants



Mail Boxes (At the DSC for Internal Communication)



Logistics Services



2. Accommodation Overview – Services Provided Front Desk



Front Desk Centers in Every Accommodation Site

First point of contact for each resident in all matters relating to the Accommodation Venue activities and services.

The Front Desk will operate on a 24hr basis, from June 24th through July 4th.

Coordination of arrivals and departures

Allotment of rooms

Key distribution and collection

Answering questions about room facilities and their usage

Maintenance of room registers and authorization of room changes

Booking meeting rooms

Coordination of housekeeping requests

Coordination of maintenance requests

Lost & Found

General Information about other services



2. Accommodation Overview - Services Provided

Housekeeping



Every bed will have a clean mattress and set of linen

- Linen shall be changed every 5 days
- Mattress protectors shall be available upon request



Every delegation member will have two towels available.

- They will be changed every 2nd day
- Extra towels available from the Front Desk on a one-for-one exchange basis.



Daily housekeeping service



2. Accommodation Overview - Services Provided

Dining

Offer an enjoyable and memorable dining experience, highlighting Greek cuisine.

Delegations may use their accreditation card, which will have a Knife & Fork picture indicator, to obtain meals within the accommodation and competition venues.

Meals will be served in a buffet, self service setting, offering 3 courses per meal with a selection between fish, meat, and poultry as well as a variety of grains, fruits and vegetables.

Three meals a day will be provided in each accommodation. In some cases, these times may change to suit competition schedules, or other Games related activities.

Breakfast:
5:45 – 9:30

Lunch:
13:30 – 16:30

Dinner:
19:00 – 22:00



2. Accommodation Overview

Other Delegation Services



Delegation Services
Center from 9:00 to 22:00



Sports Information Desk
from 9:00 to 22:00



Transportation Services
to Sporting Venues



Access control and safety
& security staff



Access to Translation
Services



Merchandising Store in
SOV 2 (Army Camp) &
SOV6 (Air force Camp)



Medical Services



Credentials – Real Time
Badging Center (Army
Camp Only)



Functional Area Challenges

- *Dispersion of Villages – 26 locations*
 - *Maintaining consistent level of service*
 - *Requires more staff*
 - *increases budget,*
 - *Creates more organization challenges*
 - *Splits delegations*
- *Budget cuts*
- *Staff issues*
- *Municipalities & local state organizations management*
- *Integration of other functional areas*
- *Host Town – arrivals from all over Greece*
- **Making sure that everything will be in place and working on Day 1**

Functional Area Recommendations

- *Things to do*
 - *Hire key positions early*
 - *Allow time for staff training (paid & volunteers)*
 - *Early venuization - integrate other FAs into your team*
 - *Complete Vendor Contracts on time*
 - *Obtain accurate info on time from Delegations for proper allotment*
 - *Pay attention to transport*
 - *Pay attention to catering & housekeeping services*
 - *Pay attention to Medical Services*
 - *Do a Test Event*
 - ***First Impressions Count***
- *Things not to do*
 - *Avoid dispersion of services*
 - *Don't overpromise level of service*
 - *Staff key areas with expert staff*

Thank You



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