

Choose either option 1 or 2, below, and present on the day

1. Planning a welcome meeting

These are some areas that need to be included in the very brief introduction to the welcome meeting:

- 1) Welcome everyone to the area (this is your choice, Ibiza, Cancun, Florida etc.)
- 2) Introduce yourself and include a little bit about your experience as a rep

Information for you to deliver:

When you came into the hotel, you may have noticed a large noticeboard to the right of the reception desk, this has a range of important information on it regarding hotel information, such as activities during the daytime and the evening. It also has the contact number for the resort office, and a 24-hour rep help number.

You will also see that it has information such as address and telephone number of an English speaking doctor. Also information regarding popular markets in and around the area, along with the days of the week and times that these are held, along with local bus information.

Also on the notice board will be all pick-up times for your return journey, this information is updated on a daily basis, so that the most up to date information is provided. Do please take a little time to look at the information on the board, so that you are aware of the information such as contact details.

Also, can I just check that you have all received a welcome pack in your hotel rooms. The information contained within the pack includes information directly related to the hotel, such as the cost of the hire of safety deposit boxes and also information on the spa and gym times.

Finally, within the packs you will see there are a number of special offers for local restaurants for your first visit, which we have arranged for you.

Feel free then to add in any information that you would like regarding the destination that you have chosen.

2. Planning a cabin crew safety demonstration

These are some of the areas that need to be included in the very brief safety demonstration:

Ladies and gentlemen, please now pay close attention to your cabin crew as they carry out a manual safety demonstration.

The emergency exit signs are clearly marked throughout the cabin, your nearest exit which may be behind you is being pointed out now by the cabin crew.

Low level lights will turn on in the cabin to assist you in finding these exits. If instructed to use an escape slide, leave all luggage behind and remove high heeled shoes.

Your emergency oxygen supply is in the panel above your head, if there's a change in cabin pressure, masks like this will drop down in front of you. Pull the mask sharply downwards and place it over your nose and mouth and breathe normally. Make sure your own mask is fitted correctly before assisting others.

Whenever the seatbelt signs are on your seatbelt must be securely fastened. Your seatbelt is fastened, adjusted and opened like this.

There is a life jacket under your seat, do not remove your life jacket unless instructed by the crew. To fit the life jacket, place it over your head, pass the tapes around your waist and secure on your left side. The life jacket, will inflate when you pull down sharply on the toggle. It also has a light and whistle for attracting attention. Do not inflate the life jacket inside the aircraft as this will hinder your exit.

There is a safety briefing card located next to your seat. Please read this carefully.

The cabin crew will make a final check of the cabin before we depart.