

MISSION BEACH VISITOR CENTRE VOLUNTEER APPLICATION FORM



MISSION BEACH
I M A G I N E M O R E

Thank you for registering your interest in becoming a volunteer with Mission Beach Business & Tourism (MBBT) Inc., Mission Beach Visitor Information Centre.

Volunteering in the Visitor Information Centre (V I C) quite often becomes a way of life for many people. Our volunteers enjoy the team atmosphere, the new friendships they form, and the opportunity to learn more about the region we live in.

Most importantly, volunteering at MBBT gives a chance to proudly show off our slice of paradise to the thousands of visitors who flock here every year.

The following pages will help to explain a little more about the organisation, the V I C, the role of volunteers, and the qualities we look for in successful volunteers. Hopefully, it will answer many of your questions.

About Mission Beach Business & Tourism

Mission Beach Business & Tourism is the region's peak tourism body, facilitating memberships, promoting sustainable tourism development and marketing this wonderful destination across Australia and around the world.

Tourism is Mission Beach and the surrounding area's most important industry. Every business in our region benefits when tourism is flourishing, so it is vital that we support the growth of our number one industry.



The Mission Beach Visitor Information Centre

The multi-award winning Mission Beach Visitor Information Centre performs a crucial role, by providing a range of information and booking services to visitors to Tropical North Queensland, both before they leave their home city and when they arrive.

As the only accredited Visitor Information Centre in Mission Beach, we proudly display the **accredited yellow-and-blue i sign**, which gives visitors the confidence they will receive independent and unbiased information.

The VIC is a self funded department of MBBT. By booking tours, accommodation and other associated services, we not only assist our visitors to fully enjoy their stay and provide revenue to our valued members, but we also secure the future of the VIC.

Volunteers

Volunteers form the backbone of the MB Visitor Information Centre.

The VIC currently has around 30 volunteers, drawn across all ages, interests, life experiences and cultures. We promote a strong team environment & support our volunteers in all facets of our operation.

We work to reward our volunteers for offering their services, mainly through the opportunity to participate in product familiarisations, but also through professional support for career opportunities.

The Role

As a volunteer, your duties will include:

- Providing **accurate, unbiased** information to visitors contacting the VIC
- Answering telephone enquiries
- Ensuring the VIC remains clean and tidy at all times
- Updating your product knowledge
- Cash handling
- Sending out information by mail
- Sourcing quotes
- Making tour and accommodation bookings
- Liaising with sales and booking agents
- Performing all duties in a friendly, courteous professional manner
- Maintaining and promoting a positive attitude
- Any other duties as directed by the VIC Manager & Tourism Officers

Who are we looking for?

Above all, we are looking for volunteers who have a bright, outgoing, positive personality, who love to meet people, and who genuinely want to help visitors to enjoy their stay in our region.

Tourism knowledge is not necessary (though it helps), but the desire and willingness to learn about the various sub-regions, attractions and activities is most important.

Our volunteers must be team players, have a neat and tidy presentation, and should be able to commit their time as well as a commitment to attend regular product presentations and volunteer meetings.

Interested?

If you are interested in joining our dedicated team, please complete the attached application form and forward it to the Visitor Information Centre Supervisor, or drop in to the centre. We will also require 2 references.

Mail: PO Box 266 Mission Beach Q 4852
In Person: Porter Promenade Mission Beach
Phone: 07 4068 7099
Email: manager@missionbeachtourism.com

VISITOR INFORMATION CENTRE VOLUNTEER APPLICATION FORM



Date:

Contact Details			
Mr / Mrs / Ms / Miss		First Name:	
Surname:			
Address:			
Suburb		Post Code:	
Home Phone:		Mobile:	
Date of Birth: <i>(for insurance purposes)</i>			
Email:			
Next of Kin:			
Phone:			
Questionnaire			
How did you hear about our volunteer Program?			
Why do you want to participate in our Volunteer Program?			
Have you experience with tourism, sales or customer service?			
How long do you expect to be able to participate in our Volunteer Program?			

What skills can you offer our volunteer program?							
How would you rate your knowledge of North Queensland? (score out of 10)	Mission Beach	Cairns					
	Cassowary Coast	Daintree					
	Townsville	Cape York					
	Tablelands	Gulf Savannah					
How long have you lived in the region?							
Do you speak any languages other than English? If so, what are they?							
Are you flexible in regards to your shifts and able to change if needed?							
Are you actively looking for paid work?							
Which days are you available? 9am – 1pm or 1pm – 5pm	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Do you require us to fill out Centre Link forms?							
Please list 2 referees who we can contact about your work experience and character?							
Reference #1 Name and Contact details	Reference #2 Name and contact details						
Do you have any medical conditions that we should be aware of?							

Signed by Volunteer _____

Signed by Interviewer _____