

Whitsundays Visitor Information Centre Ambassador Program

Who we are?

Tourism Whitsundays (TW) is the organisation responsible for destination marketing and visitor attraction for the Whitsunday region. It is the lead agency recognised by Tourism and Events Queensland and the Whitsunday Regional Council to lead the promotion of the region as a tourism destination.

TW is an industry driven, membership-based organisation with members elected each year to a board, which supports the organisation's staff.

As well as marketing, TW works alongside stakeholders towards growth in the industry overall, provides visitor information services, advocates for tourism industry needs and infrastructure, and works to attract new tourism investment and lead the industry towards best practice in all areas of business operation and experience delivery.

Tourism Whitsundays Vision

To showcase the Whitsundays as the globally recognised Great Barrier Reef destination.

Tourism Whitsundays Mission

We promote the destination to all globally to increase visitation, dispersal, expenditure and length of stay; driving the economic benefit and sustainability of the tourism industry through marketing and industry development.

The role of Ambassadors

- Welcome visitors to the Whitsundays and providing knowledgeable information and advice.
- Assisting with telephone and internet enquiries from International and Domestic visitors.
- Booking accommodation, tours and travel within the Whitsundays as required.
- Brochure displaying and restocking.
- General day to day duties such as cleaning, relief of VIC staff for lunch breaks etc.
- The role of the Whitsundays Visitor Information Centre Volunteer is diverse and we invite Ambassadors to take on as much responsibility as they feel comfortable.

Being and ambassador is a rewarding experience

Volunteering provides its own rewards; the Whitsundays Visitor Information Centre is also able to provide the following rewards:

- Acknowledgement and invitation to attend TW networking functions and E-newsletters.
- Familiarisation opportunities - Keep up to date with our Members products and services with familiarisation opportunities for local accommodation, tours and attractions.
- Training opportunities - Training at an accredited Visitor Information Centre specialising in booking Whitsundays accommodation, tours and travel (References are also available on application).

What are we looking for in a volunteer Ambassador?

Ambassadors at the Whitsundays Visitor Information Centre must:

- Have a sense of humour and a willingness to have fun.
- Be passionate about the Whitsundays and be willing to share their experiences with visitors.
- Enjoy working within an enthusiastic team.
- Possess good interpersonal and communications skills.
- Provide non bias, membership based holiday advice to visitors.
- Be willing to learn new skills and share some old ones.

Opening Hours

The team at the Whitsundays Visitor Information Centre are extremely grateful for the valuable time donated by volunteer Ambassadors. The Whitsundays Visitor Information Centre offers Ambassadors flexibility and understanding. The hours of operation for the Whitsundays Regional Information Centre are Monday to Friday from 9:00 to 16:00 and Saturday and Sunday from 10:00 to 14:00. We invite Ambassadors to volunteer each week either morning, midday or afternoon time slots. *Note: The Whitsundays Information Centre is closed Christmas Day.*

Are you interested in becoming an Ambassador?

Contact one of the enthusiastic team at the Whitsundays Visitor Information Centre on 07 4945 3967 or info@tourismwhitsundays.com.au or visit us at the centre on the Bruce Highway at Proserpine!

Whitsunday Visitor Information Centre Ambassador Registration Form

Contact Details

First Name: _____

Surname: _____

Address: _____

Phone: _____

Email: _____

Date of Birth (Please note you must be over 18 years): _____

In case of emergency contact: _____

Relationship: _____ Phone: _____

Please explain why you wish to volunteer at Tourism Whitsundays

Relevant work experience and training:

Interests and hobbies:

Ambassadors availability

Please write AV (available) next to the shifts you would like to volunteer for, as well as your preferred start date and weekly, fortnightly or monthly availability.

AM Shift: 10:00 – 12:00
 PM Shift: 13:00 – 15:00
 Full Shift: 09:00 – 16:00
 Weekend: 11:00 – 13:00

Commencement date: _____

Weekly, Fortnightly or Monthly: _____

Monday	[AM Shift]
	[PM Shift]
	[Full Shift]
Tuesday	[AM Shift]
	[PM Shift]
	[Full Shift]
Wednesday	[AM Shift]
	[PM Shift]
	[Full Shift]
Thursday	[AM Shift]
	[PM Shift]
	[Full Shift]
Friday	[AM Shift]
	[PM Shift]
	[Full Shift]
Saturday	[Lunch Shift]
Sunday	[Lunch Shift]



THE HEART OF THE GREAT BARRIER REEF

Welcome to the Whitsunday Visitor Information Centre Team

Name: _____

Signed: _____

Date: _____

Tourism Whitsundays

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www.tourismwhitsundays.com.au



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