

Meet and Greet Usher

As a Meet and Greet Usher, your role is to assist in directing entrants to the correct collection counter and queue according to their requirements. The different counters and their roles are explained below:

Collection Counters

The majority of entrants will be collecting their race numbers from the main collection counters. All counters cater to every race event but are labelled what race they are best for.

At the counter entrants present their Entry Confirmation PDF to collect their race number (accessed via their confirmation email).

- Ask entrants to have their Entry Confirmation PDF ready
- People are able to collect another person's race number on their behalf. They will need to present the person's Entry Confirmation certificate.



Raquel Molina



Entry Summary

Entry Code	ST56QZ
Race Name	La Roche-Posay 10km
Race Date	13 September 2026
Race Start Time	6:10am
Start Zone	Purple Zone - 01:10:01 - 01:30:00
T-Shirt Size	Large

Counter Options:

Help Desk – Race Changes, Transfers, Start Zone changes, Team Collection

Collection - All Races

Help Desk Counters

The Help Desk performs a number of roles:

- Entry Transfers – transferring an existing entry from one person to a new person to take their place
- Race Changes – changing an existing entry to another race distance
- Start Zone Changes – changing an existing entry to another start zone
- Dealing with any other problems or issues entrants may have regarding their entry
- **Important:** Queries should only be directed here if they are registration specific. Any general queries (e.g. transport, left luggage) should be directed to the Information Booth.

Entrants can register as part of a team and some teams elect for their team manager to collect all race numbers for the team at a set appointment time. Other teams elect for all individual entrants to collect their race numbers as per the normal collection process.

- All team managers who have an appointment should be directed to the teams group collection counters
- Team managers that have not arranged an appointment should be directed to the standard collection queue, they can still collect on behalf of their team.
- All individual entrants within teams should be directed to the normal collection counters

Timing Device Checkers

After entrants exit the collection counters they will be directed to the timing device checkers. This allows entrants to scan their race number and ensure that their personal details are correct for timing and results and their timing chip is working correctly.

Queue Management

This role needs to ensure all queues flow smoothly.

- By standing at the front of the queue you will be able to assist in directing entrants to the next available counter. Keep an eye out for empty counters so entrants can be served as quickly and efficiently as possible. Please direct entrants to counters that are best for their race distance.
- Assist in keeping the line moving and avoiding congestion. If an entrant is unsure of which counter they need to visit and you are unsure, please ask a supervisor to help you.
- Once the Check in process is complete, direct the entrants to the Timing Device Checkers to check their timing device.