



## Joyner's manual

*"You are the life of the holiday"*

## *Before to start*

Who is, what does and how to become a SAMARCANDA entertainer (better known as Joyner)?

Below you will read some simple steps that will help you to understand SAMARCANDA's STYLE: that type of animation that distinguishes us and that has led us to be one of the biggest and most appreciated agencies of the entertainment world.

Following this style is the responsibility of all of us, from the manager to the inexperienced guy; the intelligence and the willingness to do so will lead us to company success, and above all private success. Looking back at your work with satisfaction, knowing you did a good job, knowing that you've grown, developed your abilities and become more professional. Discovering not only that you are able to do certain things, but also how, when and why doing these things; this makes it professional.

# Chapter I

## Looking at ourselves from above

Imagine those dreams where you are flying and you watch the cities from above, you look at the lights, in the houses and perhaps you can even see yourself. We are going to do something similar: we are going to look at your village from above and have a bigger vision of you, your colleagues and all those people that come on holiday.

### ***Being a Joyner***

Do you know who a Joyner is?

Be careful, not all the people of the team SAMARCANDA are entertainers-Joyners. **Some people from the animation team are not Joyners, but sport instructors, members of the artistic cast or technicians;** they are people that don't have a strict "entertainment" function. However they have to **follow the same rules** of the animation team, and since they work together with them, we will call them Joyners as well. If it seems complicated don't worry, your team leader will explain exactly what your role is as soon as you are at the village.

Now, back to the main question: who is a Joyner?

- The Joyner is the person that changes a static situation into a dynamic situation, that **positively influences** the people around. It's easier than you think: most of the time the only thing you need is a smile!
- The Joyner is someone who **accelerates and promotes development**. In our case it means helping the guests to establish relationships between each other. Our job is to facilitate that process.
- The Joyner is the person that **gives a face to the village**, helping the guests to fully experience all the services. The Joyner has to know the whole village and everything it offers: activities, day trips, facilities, etc.
- The Joyner is **the life and the soul of the village**. The final goal is to give energy and vitality to others, give them happiness and make them remember their holidays.

### ***Who are your staff colleagues?***

Answering Chiara, Francesco, Niels, etc. doesn't count. And saying the choreographer, the sport instructor, the hostess neither. Speaking about this, do you know what the tasks of a hostess are? No? That's why we are here.

- Baby, mini and junior club: they program and handle our little guests. These clubs are a kind of small villages within the village. The final goal is to **plan activities suitable for them and make them remember their holidays**. That's why it's very important for the entertainers to **know** the needs of the kids and take care of their safety. **This sector is essential for the success of the season.**

- Contact: THE entertainers, they are usually the craziest and the ones with more energy. They are **experts in all sorts of games and know the rules of all the tournaments**. They have to make sure a lot of people join their activities, so they are usually good sellers. Always happy, smiley and kind!
- Hostess: with a big **smile**, a lot of **patience and kindness**, they give information and book activities for the guests. They are the **point of reference** for everyone, and the **image** of the village more than others. If they are **happy, kind and smiley**, they will give the same image of the whole village.
- Sport instructors: they organise all the sport lessons. They have to be **professional** and give a **sense of safety** without giving the impression of being at school. Their goal is to make people play sports with pleasure.
- Evening entertainment: all those that work for the evening shows. Set designer, choreographer, costume designer take care of the **artistic part**, they are the brains of all the shows.
- Technicians: audio-lighting technician, Dj. They take care of the **technical support**, the songs and the lights of the shows and of the daily activities: events, parties, disco evenings, etc.

There may not be all these roles in your village, or maybe there are even more! The important thing is to know their tasks, understand the importance of it and respect it. It's essential to know that **teamwork makes the dream work**.

### ***And all these people on holiday?***

Who are they? What do they want? These are the first questions you have to ask yourself when you see a guest for the first time. They are "guests", so the Joyners have to **welcome them with kindness and friendliness**. That's why SAMARCANDA asks you to treat them **kindly and with care**. One of your tasks, maybe the most important, is trying to understand the **features** of the person standing in front of you. Is he/she kind, aggressive, shy, energetic, quiet, does he/she want to have fun or just relax? Just asking is not enough, **observe** and use your **intuition**.

What do they want from me? They want to have fun, to know people; **they want your attention**, your smile, your 'Good morning', they want to talk with you, know things about you. Remember that for some guests these things are the most important, more than participating in the activities. If they feel comfortable and relaxed, they will probably feel more involved to participate.

## Chapter II

### Basic rules

#### **Your colleagues**

Cohabitation rules are very important. When you live together so long, like during a season, they become way more important, sometimes crucial.

- Is wrong to force someone else to live in your chaos if you are messy and viceversa if you are a clean freak you can learn to live in a moderate disorder.
- Tolerance and respect need always to be applied. Tolerate your colleagues' defects and respect their stuff. If there's something that hurts you, face it as soon as possible, for sure there will be a solution for it, and usually it's easier than you think. Be aware that sometimes your attitude may hurt other people and it's always possible to reach an agreement.

It may seem simple, but sometimes it is difficult to adapt your habits to strangers.

#### **You room**

Sharing a room is one of the most difficult things.

- The first thing to remember is that **the room is not YOUR room**, but of the village, so you can't do whatever you want. SAMARCANDA forbids you to hang posters and photographs at the wall, paint murals and change the furniture. Any change **must be approved** by your team leader.
- **Share the space equally** between you and your roommate (don't use all the closets for your clothes leaving 2 or 3 drawers for your roommate, even if he/she comes a month later).
- Your roommate may not say something about you leaving your clothes all over the room. **Make an effort to leave everything clean**, especially the common areas (living room, kitchen, etc.) and **ask your colleagues if some of your behaviour bothers him/her**.
- Your team leader has the duty to control your room regularly.

Keeping everything clean is not enough. Another important thing is to respect others habits and needs:

- If your roommate wants to relax, it's better to not listen to loud music. **Always ask** before doing things that can disturb your roommates.
- Remember that **NOBODY** apart from entertainers can enter your room, not even your mum!
- You are **not allowed** to change rooms without the permission of your team leader.

## **Couples**

Is it allowed to have an affair within the team? Of course no one can prevent you from falling in love. During these kinds of experiences it's easy to fall in love with a colleague; but most of the time, the troubles between the two people involved have an impact on the whole group. **We suggest you think long about it before entering into a relationship.** We hope you are mature enough to be able to manage your feelings and not lose your head.

Before you ask it, the answer is: no, **you are not allowed to bring your “love” in your room.** Your roommate has the right to his/her own privacy and you can not force him/her to share his/her room with your “love”, or even worse, to wait outside of the room.

## **With the guests**

What we usually call “contact” is the first step to ensure a successful work. **Contact needs to learn about other people, make them know each other, invite them to participate at the activities and at the evening shows, and understand if their holiday is going well.** Good contact makes it easier having people at the activities, at the evening shows and especially satisfied guests.

Guests want your attention, but that's not the only thing: they want your smile, your happiness, they want to know you, establish a relationship, etc. All of this is possible thanks to good contact.

## **Communication**

We already said how important it is to smile and say ‘Hello’ to people. Now we will see how to do it:

- SAMARCANDA believes that it's essential to smile at any time. **Smiling means warmth, cordiality, willingness and openness, facilitating communication.** A big smile is contagious and gives energy and joy.
- Saying ‘hello’ to people is also important. It might seem silly to say ‘hello’ ten times in a row, but it's important to do it always. **By greeting people our communication goes from visual (smile) to verbal,** more intimate and clearer, **directly to the person we look at.** If we add some kind word even better, it really can make their day.

During the activities contact may change a bit. During games, tournaments, lessons, etc. you are talking to a large group of people, the topics have to be of common interest and not too long.

- As far as the lessons are concerned, **you are an instructor,** you teach things to the guests, so this type of contact is almost a monologue and the topics are strictly linked with the class. Your task is to make the class funny, cheerful and not too heavy.

- During **tournaments and games it is important** to remain calm. Be as clear as possible explaining all the rules, and make sure everyone understands them. During team sports, if someone starts to be aggressive try to calm them or remove them kindly from the activity.
- **Arrive always early.** Being on time is not enough. If you come a few minutes early you have time to solve any last minute problems. Arriving late is disrespectful towards the guests, your colleagues and SAMARCANDA!
- A good way to invite people to the activities is passing by every parasol and writing the names of all the ones that want to participate. Another way is using music to draw their attention. Remember that **simply asking people if they want to participate may not be enough; stopping and talking a bit with them might work better.**
- Use **your social networks** responsibly. Every post, video, photo, tag or hashtag can not harm the image of your village or of SAMARCANDA.

Sometimes you don't know what to say.

- You can talk about the weather, ask the guests how their day was, if they joined the activities, if they liked them, what else they would like to do... or simply "How is your holiday going?". Usually at this point of the conversation they will start to talk or ask questions. Remember to not monopolise the conversation talking only about yourself; listen to them and give them the possibility to talk about themselves.
- Talking about football, politics and 'heavy' topics (war, pandemic, no-wax, religion, etc.) especially with different points of view may lead to discussions. Try to avoid these topics, and if they start talking about it try to change the topic of the conversation, even if you are on the same line.
- Sometimes guests ask you about your personal things, especially about the relationships within the team. Avoid complaining about your colleagues and **don't leak possible problems you have in the team**; behaviours like this stand for **poor professionalism and maturity** and are **seriously warned**.
- Who talks bad about the other staff **causes serious damage** to the village and to SAMARCANDA. Behaviour like this may be punished with the departure from the village.
- And if the guests complain? If parents want to leave their 2 years old child, explain to them kindly that only kids older than 4 are allowed to enter the miniclub and that we have not enough staff to follow such a young kid, that needs special attention. **If you explain everything clearly and gently** and in a professional way they will probably understand and don't insist further.
- The same thing applies when guests complain about a colleague or another member of the staff. If you can defend your colleague, otherwise say that's the first

time you hear about this complaint and that you are going to **tell it to your team leader**.

- This counts even if the complaint is justified. It can happen that the guests are right and that something doesn't work properly. **NEVER support the complaint** and try always to defuse the issue
- Either way **if someone complains say it immediately to your team leader**, even if you think that the problem is already solved

### ***The other staff***

The entertainers have always had a good relationship with the other staff (maintenance, restaurant, cleaning, reception, etc.). This helps to work better and SAMARCANDA consider it a badge of honour.

For SAMARCANDA, it is really important that you respect other's work. **This means always being kind with the staff and trying not to hinder their work.**

- Avoid calling the waiters 10 times asking them for a fork, instead stand up and go towards them, they will appreciate it. If the cleaning staff cleans your room, don't leave lingerie on the floor.
- Remember to give back what you borrowed: it can happen that you need some cups for a game or a ladder to fix the scenography. **Return everything when you end up using them:** that shows respect and goodwill.
- Remember that the **guests** pay for being at the village, so they **have priority on all the facilities**. Be patient if the bar of the restaurant is crowded: bartenders and waiters are busy with the guests so don't puff or complain!
- **Don't enter other workspaces** if you are not explicitly invited. You are not always allowed to enter any workspace.
- The **cleanliness of the village is everybody's business**: don't look the other way if the bathrooms are dirty or something is broken.
- **Respect other people's time**. If you have a lot of things to ask a particular staff member, make a list and give it to your team leader. He/she will take care of it.
- If you become friends with another staff member **remember to be professional** during working time. If you are used to calling him in a funny way, don't do it in front of guests or while he/she is working. You will damage his/her reputation.
- Remember **not to talk about the problems within the animation team**. Every staff must resolve their own problems internally. By doing otherwise you will risk damaging other's work, and it will seem unprofessional.
- Don't force friction between other staff and don't talk bad about other staff or colleagues. If someone confides in you something, tell it to your team leader or keep it for yourself.
- And if someone doesn't respect your work? Keep calm and tell it to your team leader, he/she has the power to fix it. Anyway **don't make your own laws**.

You will often hear that you are part of a group, for this reason any personal behaviour will always be seen as the behaviour of the animation team or as SAMARCANDA. So be careful!

## Chapter III

### Just one look!

They say that “clothes don’t make the man”, but actually this is not true. If we have to choose between two things we choose considering the appearance as well. Even just walking on the street when we look at people we categorise them: the man wearing suit and tie and the briefcase is a businessman, the man with paint on his suit is a painter, the girl with jeans and backpack is a student. Image is not only a “trend”, it is the way we communicate with people.

In the village it is very important that your image tells who you really are, and it’s equally important that other people like it. SAMARCANDA believes this is crucial.

Remember that **your behaviour will affect the whole team**; you are a public figure and as such you are constantly under everyone’s eyes.

#### ***The charme of the uniform***

The uniform is used to let the other people know who you are. It tells what your role is and what your tasks are. The colour used by SAMARCANDA brings energy, happiness, joy and freedom. You will be **immediately recognizable** from the guests, telling them that you are open to listen and to help them. Therefore we ask you to always follow these rules:

- Be aware of your behaviour while wearing the uniform because, as said before, **your behaviour will be seen as the one of the whole team**;
- Remember to wear your uniform following the schedule given by your team leader;
- The uniform must be always clean and in order;
- Don’t use your uniform during the show rehearsals or in activities where it may brake;
- Write your name on the label;
- Don’t lose it or leave it unattended;
- Wash it at 30° and in cold water;
- Wear always shoes, and NEVER flip-flops or slippers.

#### ***Your look***

Take care of your look and your behaviour. SAMARCANDA asks you to keep attention to:

- **Beard:** a long beard means carelessness and laziness. Taking care of your look means having respect for the people around you, so always have a well-groomed beard, nails and hair.
- **Makeup:** nobody forces you to wear or not wear makeup. On a really hot day or if you are going into the water it is preferable not to use makeup; on the other hand

if you stay the whole day at the miniclub, a bit of makeup can give you a nice appearance. Heavy makeup can be negative as well because it makes you older than you are.

- **Sunglasses:** they are really useful, but create a **communication barrier**. If you are talking to someone you must allow them to look you in the eyes; take them away while you are talking to people, hosting a game or a lesson, and when possible replace them with a baseball cap. If your sunglasses are also eyeglasses then you are allowed to wear them, but remember to explain it to the guests.
- It doesn't mean that you are not allowed to do anything, but **always keep in mind that everything you do is related to the image of SAMARCANDA.**

### ***10/10 for your behaviour***

Be aware of all those behaviours that you have when you are relaxed. Remember that you are part of a team, everyone is looking at you in every moment, and that your behaviour will directly link to SAMARCANDA.

- Don't lay down on the deckchairs, sit correctly on a chair and always keep an upright posture. **You must not seem tired or a slacker!**
- Be aware of your language. You always have to be understandable to everyone, don't use slang, **bad words or any kind of vulgarity.**
- Using your phone is forbidden. If you are looking at your phone you don't seem available for the guests and most importantly not professional.

### ***Smoke, alcohol and drugs***

All three things are synonymous with vice and weakness.

- **Smoking is not allowed during the activities**, it's unprofessional and disrespectful. Never smoke if you can borrow someone. **You are not allowed to smoke in common areas** (dressing room, stage, miniclub, etc.) **nor in your room.** It's even worse smoking with a guest. Smoking gives you an image totally opposite of the Joyner's one; so be aware when and where you smoke!
- **Alcohol:** abuse is forbidden. **If you drink, do it with the guests:** a toast with the guests is always welcome. Guests can drink directly from the bottle, you can't. **Absolutely forbidden to get drunk!** The one that gets drunk is immature, unprofessional and disrespectful to the work itself.
- **Drugs:** absolutely forbidden! If you do, you are immediately removed from the village and prosecuted by law.

We care about these rules. We don't want to take away your pleasure, but we want you to know that you have a **big responsibility** not only towards yourself, but only towards your colleagues and SAMARCANDA.

## Chapter IV

### Conquering the village

Now we will talk about how to carry out a few entertainment moments. We will give you some general “tools”, but remember that every village is different.

#### ***Welcoming the guests***

SAMARCANDA researchers have found out that the “first impression” will determine the final appreciation of the village. That means that a positive impression will lead to a positive opinion and a negative first impression will lead to a final negative opinion!

How to do a good welcome? The welcome moment is usually when some guests are leaving and new guests are coming. In that particular moment you know a lot of new people and they will learn to know you. You explain to them all the activities of the week, and warmly welcome all the guests in order to help the reception with all the check-ins...

- When the guests arrive at the village they might be nervous and tired from the long trip, so sometimes you have to deal with surly people that don't want to make jokes. The first approach has to be gentle. Like we already said, a big smile is always a good start.
- After that, introduce **yourself**. They will be pleased to introduce themselves as well and if you succeed in remembering their names even better.
- Guests may ask: “Which are the activities here?” SAMARCANDA invites you to **learn by heart the schedule of the activities and of the evening shows!**
- **Don't forget to invite the guests to the welcome shows.**
- This moment might have helped you to know what kind of guest will be there in the coming days. You can start, for example, to make contact with the kids and invite them to the miniclub or the parents to the sport lessons.

#### ***Around the village***

Now we will explain how to use the facilities of the village. It's important that you know the use of the miniclub, the sport fields, etc.

#### ***Swimming pool and beach***

These are usually the two most crowded places of the village (unless your village is in the mountains) in which a lot of activities take place. On the beach, besides the sport activities you can organise lots of games, tournaments, fitness lessons, group dances, events, etc. In both these places you can switch between relaxing moments and fun activities with music.

Remember to take care of your image during all these activities:ù

- If you stop under a parasol **hold yourself together**.
- If your team leader allows you to take away your shirt, **treat it with care**. Sand and chlorine can ruin your shirt.
- If you walk through the parasols to make contact, try to stop and talk a little bit to everyone, not only to the guest you like. **The ones you don't know yet are the ones that need more attention!**
- At the swimming pool don't hinder the lifeguard's work. It's always good to tell them which game you are going to do and **respect the safety norms they gave you**. Don't encourage diving, jumping and running in the swimming pool.

### ***Enjoy your meal***

During this moment we welcome the guests at the entrance of the restaurant. It can be an excuse to promote the evening show, with costumes, makeup and music, or it can be a game moment. Remember to always be gentle, kind and smiley!

### ***At the restaurant***

- When you enter the restaurant with or without the 'Enjoy your meal' moment, **remember to walk between the tables** to greet the guests, but be careful to not hinder the waiters' work.
- **Don't enter the restaurant before the guests**. Wait that the restaurant gets a bit crowded, so you can sit and eat with the guests. Going to eat too late is not good either. In the villages where the animation team doesn't eat with the guests, dinner time is decided by your team leader.
- Your **clothes** must always be **suitable** for the moment. If you are overheated, refresh yourself before entering the restaurant. Especially **in the evening**, take care of your **image**, don't show up in beach clothes!
- Anyway don't make the activity last too long and don't bother the guests that are not interested.

### ***The jingle***

Before and after every activity we put the jingle. The jingle is a **sign of recognition** of the animation team. It's like a **trademark**, a feature of the village and of SAMARCANDA.

- The jingle must be danced at the beginning and at the end of every activity. It's used as a **call** for all the guests, it's a moment of joy and happiness, but is also used to thank the ones that participate in the activities. It will become a **must**.
- The guest usually want to learn the choreo so if there's the possibility teach it to them

- It's an important means of communication, so it is crucial to **dance it all together** with the same energy and in the same way (as far as possible). It gives an image of unity of the team.
- **Smile** always while you are dancing, and if you want you can even sing the jingle. Smiling shows your happiness to the people.
- Bring always **energy and power** on stage. Your energy must be transported to the guests.
- **There must be no difference if you dance in front or in the back of the stage:** when you are on stage everyone sees everything, even if in front of you there's a row of people dancing.
- Usually every guest looks at 2/3 animators, that means that each of you has his/her own audience: be careful, **you are responsible** for those that have chosen to look at you!

### ***The stage and its rules***

The stage is a magical place that you can be part of. Going on stage is not simple and needs **preparation**. Making a good show requires good teamwork from everyone (technicians, choreographers, dancers, actors, etc.). Not everyone is obliged to take part in a show, but if you want to make a commitment, carry it through.

### ***Rehearsals***

Rehearsals are the most tiring part of preparing a show, but also the funniest.

- During the rehearsals **follow the choreographer carefully and focused**.
- **Don't exceed with useless comments of behaviour that may slow down the rehearsals.** Jokes are ok, sometimes they help to take the edge off, but remember always to be serious and concentrated
- **Respect the choreographer's work, don't interrupt him/her during the explanations and above all don't huff.** They know that you are tired and that you worked all day long, like they did. If you are a **choreographer be prepared** with all the tracks and the choreos, improvise less possible and follow the guidelines of your team leader.
- Don't feel deflated if you don't have the main role, **every role is important**. Even the smallest part if not done with professionalism may run the show; a few sentences recited with effort and in a professional way may be remembered better than the whole main part!
- If you have to **try on the costumes** for the show, do it as soon as possible so if there is any problem you can fix it in time before the show.
- **Study your part perfectly!** It's really not nice to see if you don't remember what to do/say.

- SAMARCANDA expects you to be **on time** in every occasion, even with the rehearsals
- Chewing gum is **forbidden!** During the rehearsals and of course during the show.
- Wear **comfortable clothes**, not the uniform because it can get dirty.
- If you don't need to be on stage and you want to look at your colleagues, **don't disturb them**.

### ***In the backstage***

Before the show everything will be already on its place

- Be **always on time**.
- Read **carefully the lineup**, even if you think you know by heart the entire show, things might be changed!
- Don't move any object: everything has its own place for a reason.
- **In the backstage it is forbidden to smoke**.
- Only the animation team can enter the backstage; it's a **private space**, like the rooms.
- **Don't throw the costumes on the ground** when you finish using them, but lay them on your chair or give them to the dresser.
- At the end of the show **put everything, costumes and objects, where you found them**, or follow the dresser's guidelines.
- If you use makeup or makeup remover, clean it up.
- It's forbidden to smoke while wearing any show costume
- When you are not on stage **don't speak loudly**, you can hear everything even from the backstage.
- **Keep attention on what is happening on stage**.
- **Keep the walkway free** for the ones that have to go on stage.
- **Avoid making fun or making nasty comments** about who makes mistakes. Instead encourage them!

### ***On stage***

- The **first goal** of the show is to **communicate**, to transmit something to the audience.
- When you are on stage, **focus on what is happening around you!**
- A good way to succeed is **to be known**. It's funnier to see on stage people you know rather than strangers. **The more contact you do during the day the more success you will have on stage!**
- **Game evenings** and evenings where the guests are directly involved are probably more important than our shows, because the **guests become the stars**. SAMARCANDA suggests that you give a lot of **importance** every time that a guest goes on stage.

- There are far more **technical rules** to respect on stage. Your team leader will tell you everything.

### ***After the show***

After the show the guests don't want to go to sleep immediately! After the show we usually have dances, games, music, parties, etc.

- In lots of villages the evening continues at the disco or at the amphitheatre.
- If you don't have specific things to do in moments like this, SAMARCANDA asks you to **be present until it's needed**. You won't have a specific task to do, but this is the moment in which you **put into practice the real entertainment**: if a party is taking place, invite people to dance; if there is a sport event, cheer and involve the guest to participate. In moments like this it is easy to get involved, but remember that you are still a Joyner, not a guest, and you play an active role in the success of the evening.

## Chapter V

### Last advice...

#### ***Rest***

Your day off is really important because you need to recover your energies and to do everything you didn't have time to do during the week. You can spend your day off as you wish, but as always there are a few rules:

- If you leave the village remember to tell your team leader, and be back on time.
- If you decide to stay at the village, you must **act following the rules**. This means that if you go to the beach you have to stay with the guests, if you go to eat, eat with them (if required), wear your uniform, etc.

#### ***Manage your energies***

It's very important to know how to manage your own energies. During the season it's easy to feel like you're on holiday, but you are not; you are working and you need a lot of energy. So:

- Try not to sleep 2 hours per night. It may happen that you do it at home, but probably you don't need to manage 70 kids the next morning, organise a sports tournament or practise for the musical! Try to make the most of your moments of rest. This doesn't mean eat your meal in 30 seconds in order to go to sleep, or skip your meal! **If you don't rest enough you could affect your work and your image.** Having a **correct diet** helps to keep your energy. **Don't skip meals**, even if you do it at home: your work here requires a lot of energy. Fruit and vegetables contain vitamins and minerals, useful if it's hot. Pasta, rice and bread provide you with carbs and starch. Proteins are important as well, especially if you do physical activities. **Don't remove any food, try a bit of everything.** Drink a lot of water during the day, especially if it's hot, in order to avoid dehydration.
- No excesses. Your body does not respond well to exaggeration.

#### ***Take part to commercial activities***

Commercial activities (sale of gadgets of SAMARCANDA of Flinky the mascot, clothes, photos, private lessons, prize games, etc.) are an important part of entertainment, anyway they are not in every SAMARCANDA's village. If you are chosen to take part of them, here are a few rules:

- Bingos and lotteries are really appreciated because guests are personally involved without doing any effort, and allow them to win (big) prizes.
- If your team leader asks you to sell bingo cards remember that you will get a percentage of the sales.

- You don't have to force the guests to buy the bingo cards, they will think you do it only for the money! If they want to buy them, try to sell them a larger number than requested: the more cards they buy, the more possibilities they have to win!
- Remember that first of all you are an entertainer, not a salesman: say 'hello' and talk a bit with them before selling things.
- **Sport instructors can offer private lessons.** First try to understand which guests are interested in your activity and, as said before, don't force them to come.

### ***Order of the day and schedule***

Every day your team leader will communicate the schedule of the day and of the evening:

- Here's every task you have to do during the day. Read it. There's no justification for doing something wrong if you haven't read it.
- Schedules are usually hung backstage. Read them. There's no justification for doing something wrong if you haven't read them.

### ***Posters***

Posters are hung in order to communicate at the guests all the activities of the day:

- They are in every way part of the official communication, so respect what's written on it.
- In case of variation of the program, keep the original posters and put other ones that notifies the change.
- Posters that may change (for example the ones of the shows) need to be put the evening before.

### ***The activities***

Here is a reminder of all our activities:

#### ***Miniclub***

- The parents of the kids must sign a form that will be sent to the headquarters of SAMARCANDA in which they write: name and surname of their child, age (of date of birth), number of the room, phone number of the parents, other useful things (permission to swim, allergies, permission to leave the miniclub alone, etc.)
- Don't forget to let the parents sign the forms!
- Organise an attractive welcome for the kids.
- Inform the parents about all the activities, even if you already have the posters telling it. If something happens don't panic and ask for help. Call the parents if needed.
- It's important to organise shows with the kids. Don't stress them with long rehearsals, the important thing is that they have fun, not that they are perfect!

- Baby dance is an essential activity, in which even kids that are not at the miniclub take part. It's pure joy, also for whoever's watching! It has to be funny, joyful and powerful! The mascot is the real star of the baby dance, so that moment is essential for SAMARCANDA's entertainment.
- Be always a few minutes earlier at the miniclub, in order to prepare it for the activities and welcome the kids.
- Kids' safety is always the most important thing: everything you organise, every movement from and to the miniclub. That's why it's important to take attendance every time you move from or to somewhere.
- Every village has its own safety rules, your team leader will tell them to you.

### ***Sport lessons***

- Remember to collect the registrations in order to divide the expert guests from less experts, and to know exactly how many people participate weekly.
- Try to teach in a funny way, don't be too hard especially with the beginners.
- Come always a few minutes earlier, in order to prepare everything you need for the lesson and welcome the guests.
- Try to pass the passion for the sport. If you love your sport it would not be difficult.
- SAMARCANDA asks you to always respect the safety standards.
- Organise weekly games, competitions and sport activities concerning your sport.
- Involve your guests also to other activities.

### ***Fitness and dances***

- Come always a few minutes earlier, in order to prepare everything you need.
- Prepare and choose the music you will use before the lesson!
- Everyone should participate in your lessons. Not everyone will be trained so don't make it too difficult.
- Before starting the lesson, make a tour of the swimming pool or the beach in order to invite people to your activity.
- End your activity with the jingle of the village.
- When you have finished, stop with the guests if you can, to answer any doubts or to give suggestions.
- Take care of the music you use: it's a very important part of the activity. SAMARCANDA suggests that you prepare it with your team leader.

### ***Games and events***

- Prepare in advance every game or event in order to check all the materials you need.
- Come always a few minutes earlier, in order to prepare everything you need.

- For some games you can take the registrations, for others you can just call the guests at the microphone.
- When you explain a game, try to be fast and comprehensive. Make examples if needed.
- Games have to be lively and with rhythm, otherwise they will annoy!
- Be careful with team games: there may be controversies and complaints. Defuse the situation and don't change decisions.
- Exalt who participates. The guests are the stars during the games, let them know it!
- Be careful of dangerous games. Always respect the safety standards of the place: enthusiasm is good, but it's easy to get hurt.
- Try to let the game be the most spectacular possible (use music, costumes, etc.)

### ***Tournaments***

- Take the names of all the participants.
- Inform everyone about the place and the time the tournament takes place, using posters of announcements if needed.
- Come always a few minutes earlier, in order to prepare everything you need.
- Give importance to the tournament and all the participants.
- Explain always the rules before you begin and enforce the rules (in a kind way)
- Call for fair play.

### ***Info point***

- Come always a few minutes earlier, in order to prepare everything you need.
- Minimise the people that enter the info point.
- If an entertainer borrows something, remember him/her to bring it back.
- Maintain your workplace clean and tidy and don't leave it unattended (if you have to leave, close it and leave a board).
- Be always kind and smiley. You are the image of the village and of SAMARCANDA! Guests that come to you are searching for an answer to a problem. Give the impression of knowing the solution, they will become calm and quiet by doing this.
- Talk slowly and in an understandable way when you give information and try to personalise the answer even if you tell the same thing more times in a day.
- If there's a queue, make the people understand that you have seen them (say 'hello', smile, etc.). Try to handle different things together: if you are explaining a tour or an excursion to some guests and suddenly another guest comes to simply return something he/she borrowed, don't let him/her wait for too long. You won't hurt anyone by handling more conversations at a time.
- Respect the privacy of all the documents they give you.

### ***Technicians and artists***

- Scenographer, dresser and technicians have to prepare all the materials for the show well in advance, in order to solve any problems before the show starts.
- Maintain your workplace clean and tidy.
- Don't smoke during your worktimes and during the show.
- Don't use the tools for things they are not suitable for.
- Be responsible for all the materials you use. Take care of it.
- The dresser's task is to take care of the costumes (wash, sew and repair them) and follow the opening and closure procedures.
- Every change must be discussed with your team leader.
- Technicians will receive from SAMARCANDA a written regulation about how to use the audio and the light systems.

### ***Relationship with other staff***

- Respect the work, the materials and the workplace of the other staff, like you do with yours.
- Other staff have other tasks, other obligations and sometimes even other rules, but the image and the final goal is common, we are all part of the same team!
- The responsables of every sector are in charge of all the materials of their own sector.

### ***End of the season***

#### ***End season questionnaire***

At the end of the season you will be sent an online questionnaire. SAMARCANDA will ask you a few questions about the season, your colleagues, the village in which you worked, your role, your sector responsible and your team leader, about SAMARCANDA and other topics. You will be asked to express your opinion and suggestions. It's very important for us that you answer seriously and with objectivity, because your opinion helps us to grow (like the suggestions of the one that worked with us before you)!

#### ***What to do if you want to work another season with us?***

Your team leader will collect the names of all those that want to work again with SAMARCANDA. You just have to communicate your availability for the winter season and for the summer season. If your availability may change, communicate it.

## **Conclusions**

We are **proud and happy** of you working for SAMARCANDA, and we think you are **special**. We hope you are **proud and happy** as well at the end of the season of having chosen to work with SAMARCANDA.