



**CERTIFICAT DE COMPETENCES EN LANGUES  
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CLES**

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**Dossier documentaire (textes)**

- **Texte 1 « London 2012 Olympics: Do you have what it takes? » - pages II à III**
- **Texte 2 « Games Maker Journey » - pages IV à V**
- **Texte 3 « Teams and Roles » - pages VI à VIII**



## London 2012 Olympics: do you have what it takes to be a volunteer for the Games?

(...) For 70,000 men and women, London 2012 will be something they participate in rather than just watch. Not that watching the Olympics is something volunteers can necessarily count on being able to do. A job as an Olympics volunteer is not merely a trackside ticket to the 100m final, or a licence to carry Andy Murray's bags; more likely, it'll be checking tickets at Greenwich Park, aiding spectators at Eton Dorney, greeting dignitaries at their hotels.

Olympic volunteers – or 'Games Makers', to use London 2012's terminology – will fall into two broad categories: specialists offering things such as medical services and sporting assistance, and generalists – the vast army of volunteers assigned to direct spectators, man information points and help desks, stewarding and working in the uniform centre, and so on.

The work is hard. The hours are long. If you're not from London, you'll need to arrange and fund your own accommodation. But if you ask any Games volunteer, it's certainly worth it. The majority of volunteers will be based in and around the Games venues, but you could spend two weeks standing at the airport holding up a placard with a name on it. (...)

With anybody aged over 18 eligible to apply, Locog is expecting a huge number of candidates. Eight years ago, Athens received 150,000 applications for around 60,000 positions. For London the figure is likely to be far higher. Around 1,500 places are being reserved for under-18s, to be recruited via a separate programme (...).

Prospective volunteers will be expected to jump through a number of hoops. First comes an almost Byzantine application form, where you will be expected to demonstrate your commitment to the Olympic cause as well as disclosing things you might not even tell your therapist. Criminal records and immigration checks come as standard.

Don't expect to hear back too soon, either; the task of wading through hundreds of thousands of applications is not going to be a quick one (...). Shortlisted applicants will be interviewed at a selection event (...). The recruitment and training are being run by McDonald's.

You will need to be free for at least 10 days during the Olympics or the Paralympics. There will also be at least three training days before the Games. The hours may not necessarily be sociable, either.

London 2012 then ask for "dedication, focus, grace under pressure, adaptability, responsibility and pride in your endeavours". Customer service plays a big part, and a knowledge of the Olympics will also be helpful. Training will be provided for this, though. It is not a pub quiz.

Volunteers will be issued with uniforms, which they are allowed to keep after the Games – and they are highly collectable items.

It's one of the few material perks of being a Games Maker; you also get fed and watered while on duty, and enjoy free transport to and from your shift.

But what you will really take from being a volunteer, organisers say, is a “once in a lifetime experience”. It's common for volunteers to keep in touch after the Games and hold reunions. Lifelong friendships will be forged. (...)

## Games Maker journey

### Selection events

From early 2012 (...) we will start inviting successful applicants to a selection event. Selection events will be applicants' first taste of the excitement surrounding the Games. It will be a chance to find out more about London 2012, and will include a face-to-face, 30-minute interview.

Selection events are not optional and it is essential that applicants attend. The events will be held in London, Glasgow, Newcastle, Manchester, Coventry, Cardiff, Belfast, Weymouth and Plymouth.

### Training

Once applicants have been offered and accepted a Games Maker role, they will need to attend a minimum of three training days (approximately 15 hours in total):

- Orientation training sessions will start in February 2012.
- Role-specific training sessions will start in February 2012.
- Venue training sessions will start in April 2012.

The training sessions will provide volunteers with the perfect insight into what being a Games Maker is like. They'll meet other Games Makers, see their Games-time venue and learn about the details of their role.

### Test events

We will hold a number of test events between May 2011 and May 2012 to make sure everything is in full working order and ready for Games time. Attending a test event will be compulsory for specialist volunteers in sports-specific roles, and we may also require some generalist and other specialist volunteers to attend.

Test events will give volunteers all the tools and information they need to perform at their best during the Games. They are an invaluable opportunity for volunteers to gain experience and a greater understanding of how a large sporting event is staged.

### Games time! A day in the life of a Games Maker

There are hundreds of volunteer roles and lots of different venues, so no two volunteers will have the same experience during the Games. However, some parts of every Games Maker's day will be the same.

#### *Security*

Once you get to your venue, you'll pass through security, where your accreditation will be checked (you'll have already collected your accreditation, along with your uniform, from the Uniform Distribution and Accreditation Centre).

#### *Check-in*

You'll then go to the workforce check-in, where your accreditation will be scanned – this will confirm that you've turned up on the right day, for the right shift! You'll also be given a meal voucher, which you can use at your meal break later on.

***Briefing***

Once everyone has checked in, you'll meet your team leader, who will brief you on what's happening that day. If you're in a competition venue, you'll find out which events are taking place. You'll also be told about your duties for the shift.

***Volunteer***

Your shift has begun! You'll carry out your role – it'll be hard work, but well worth it.

***Meal break***

After a few hours on shift, you'll get a meal break, where you can redeem your meal voucher. This is also a chance to read the workforce newsletter, and get to know your fellow volunteers.

***Debriefing***

After another stint of volunteering, you'll be tired but elated. You'll meet your team leader for a quick chat, where you'll be able to talk to them about your day, and bring up any issues. You'll then be free to head off to for a well-earned sleep, ready to do it all again the next day.

# Teams and Roles

## 1. Accommodation

### 50-100 Games Makers

The Accommodation team is responsible for meeting the accommodation needs of visitors during the Games.

Games Makers will be based at various different hotels making sure guests – from spectators to the press and members of the Olympic and Paralympic Family – have an enjoyable stay.

#### **The highs...**

You'll be working in a small, friendly team in a fast-paced environment and you'll get to meet lots of interesting people.

#### **... and possible lows**

Fast-paced also means pressurised – you'll have lots of demands placed on you. You'll need to be flexible to handle the inevitable last minute changes.

#### *Sample Accommodation role:*

#### **Reservations Help Desk Games Maker**

Responsibilities and tasks include:

- answering guests' hotel-related queries;
- dealing with changes to hotel bookings and arrival and departure information; and
- answering queries from hotels.

Skills preferred:

- administration
- customer services
- hospitality

## 2. Event Services

### 10,000+ Games Makers

As an unofficial 'face of the Games', Event Services is responsible for welcoming visitors into safe, secure venues.

The team will be friendly and efficient hosts to spectators and other visitors to Olympic and Paralympic venues, offering assistance to all – including those with accessibility requirements.

Games Makers should have excellent communication skills, a can do attitude and be firm and assertive when necessary.

**The highs...**

You'll be performing a vital role, making sure venues operate safely. You'll also get to meet and help people from all around the world, adding to their experience of the Games.

**... and possible lows**

You'll be working long days, often standing outside for extended periods. You won't get to see the field of play.

***Sample Event Services roles:*****Event Services Team Member (April–September 2012)**

Responsibilities and tasks include:

- greeting spectators on arrival at venue, managing queues and preparing spectators for security screening;
- providing directions and information to spectators and showing them to their seats; and
- scanning spectator tickets and directing them to the right part of the venue.

Skills preferred:

- customer services
- hospitality

**Event Services Team Leader (April–September 2012)**

Responsibilities and tasks include:

- providing leadership and support to Event Services team members;
- making sure team members are in the right positions; and
- helping team members give excellent customer service to spectators and other visitors.

Skills preferred:

- customer services
- hospitality
- people management
- stewarding

**3. Village Management****500-1,000 Games Makers**

The Village Management team will look after the 12,000 Olympians and 4,500 Paralympians who stay in the Olympic Village and satellite Villages during the Games.

The team will be responsible for a range of services, including managing the Village Operations Centre, guest passes, retail, housekeeping and recreations areas.

Volunteers should be friendly and approachable. The ability to speak a second language would be a bonus.

**The highs...**

You'll be working in an exciting, vibrant environment helping to create a positive experience for athletes while they're in the Olympic and satellite Villages. You'll also get to meet various athletes and dignitaries.

**... and possible lows**

You'll be catering to the needs of the athletes, which means early starts and late finishes. The days will be intensive from start to finish and an exceptionally high level of service will be expected throughout.

***Sample Village Management role:*****Village Team Member (June–September 2012)**

Responsibilities and tasks include:

- creating a great first impression for athletes and officials at the Olympic Village Welcome Centre;
- welcoming athletes' guests and VIPs at the Guest Pass Centre; and
- making sure that athletes' enquiries are answered quickly.

Skills preferred:

- customer services
- hospitality