

# Hospitality

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## Opportunity:

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For you (individual, family, company, organization, etc.) who are located in 'just the right place,' major sporting events like the Olympic and Paralympic Games offer a wonderful opportunity to open your doors as hospitality centers. These events attract diverse crowds, and you (individual, family, company, organization, etc.) can offer and provide welcoming spaces for visitors, fostering community, offering support, and sharing your values through different acts of hospitality and service.

You can provide the opportunity for visitors to:

- Take the weight off their feet,
- Find a welcome and some refreshments,
- Get advice and help based on local expertise,
- See the Games on a larger screen,
- Access the internet,
- Offer meals to the needy,
- And a bit more if possible



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## Requirements:

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This strategy requires you to have a space (the organization's building, house, shop, etc.) not far from the venues that are hosting the different disciplines or even close to crowded venues.



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## Process:

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Throughout the games, there will be a lot of people (visitors, neighbors, or even people from your community) wandering around.

Opening your location, house, or shop to just receive them, share with them a drink or a meal, shared hospitality provides you an opportunity to chat and discuss with them.

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## Activities:

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A wide range of programs/ services that you can provide such as:

- **Providing a welcome desk** as the first point of contact, designed to welcome, engage, and inform your guests – both members of your local community and visitors;
- **The Refreshments Area** makes it look and feel like a place people will want to be in, you could be providing food, drinks, and toilet facilities for visitors.
- **Quiet Space** with all the noise and bustle of thronging crowds, many may wish to have access to a Quiet Space or Chill Zone;
- **Internet Access** can be a boon to any international traveler.
- **Watch the competitions** on large-screen TVs, people will be interested in watching the Games and keeping in touch. So have a large screen television in the refreshment area or in some other location;
- **Mini-Concerts/Sketches** - If the venue is suitable, your anticipated guests might like it, consider putting on mini-concerts, drama performances, or similar events that would attract more people, and having their attention will allow you to share with them what is relevant and important to you.

Think of more services and activities to the community and the visitors that they may be interested in.

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## Posture:

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Engage with empathy and authenticity, understanding the experiences and challenges of your community and visitors. Be humble and true to yourself, ready to share your personal stories and values. Listen actively to what is happening in others' lives to better serve and support them.



## Follow-Ups:

Consider ways that you can follow up with individuals and families toward deeper relationships.

Here are some ideas:

- Creating home discussion groups,
- Invite them to come back anytime,
- Invite them to some community event,
- You can add your own ideas to this list.

