

Check-In

Welcoming and checking groups of students into their rooms is an important start to their stay

We'll guide you through the welcome and check in process to make sure groups are treated fairly and receive the service they expect. (Note that depending on circumstances - e.g. a late flight - your PM/AM may give you instructions that supersede this guide.) First impressions are crucial!

Procedure Overview

1. Track the group's flight from landing time. Managers inform the team when the group leaves the airport in order to calculate their ETA to campus
2. Be ready to greet the groups at the coach drop off point to introduce yourselves to the students and group leaders
3. Assist with unloading luggage
4. Check the coach interior for dropped/forgotten items (phones, documents, bags etc) and for cleanliness
5. Move groups to the front door of their accommodation building
6. Give a speech to the whole group: Welcome to the centre, the name of the building. Explain that students must wear their lanyards at all times, that emergency number is on the student card
 - Explain the student card to the students:
 - ★ Emergency Reaction Plans are written out (explain what to do if they hear the fire alarm)
 - ★ The rules (highlight 'no bullying' and 'listen to instructions carefully')
 - ★ The emergency phone numbers are written on their card already
 - Ask students to complete the following information when they get to their bedroom:
 - ★ Their Hall name (name of their building), their Group Leader name, room number and phone number
 - ★ Any other missing information, they should ask their group leader, or their teacher on their first day of class (the next day)
7. Explain fire safety and evacuation procedures (these are written on notices in the entrance and in the corridors of the building). Ensure you mention: evacuate calmly if you hear the fire alarm, the meeting point indicated.

Please ensure you have gone over all the rules mentioned above before distributing keys - this will ensure you have everyone's full attention

8. Explain with a visual demonstration how to use the keys you are about to give them
9. Distribute keys in agreement with the group leader (the leader will usually have a prepared list of names and rooms. If in doubt, consult your Programme Manager)

10. Bring students into the building in flat groups. In the event of needing to use lifts for luggage: bags go in the lift, students go via the stairs (where possible)
11. Ensure students are able to open their doors, find light switches, and know they must have their key on their lanyard around their neck whenever they leave their room
12. Show at least one student the communal kitchen - drinking water is available here
13. Arrange next meeting point/time with group leader (either for first meal or campus tour)

Checklist for Check-In

Make sure groups are able to access their rooms, and give them information about what to do next

<input type="checkbox"/> CHECK-IN CHECKLIST
<ul style="list-style-type: none"><input type="checkbox"/> Team is ready to meet coach(es) at coach drop off point<input type="checkbox"/> Welcome the group and assist with luggage / check coach is empty of personal items<input type="checkbox"/> Explain how lanyards and keys work outside accommodation block<input type="checkbox"/> Explain fire procedure, no bullying rules, complete missing information on student card<input type="checkbox"/> Distribute keys/lanyards/student cards<input type="checkbox"/> Ensure students can all enter their bedrooms<input type="checkbox"/> Point out kitchen/communal area and access to drinking water<input type="checkbox"/> Ensure group leader knows when/where next meeting point is

Most universities have green labels denoting drinking water. Rule of thumb is bedroom taps are not great quality, kitchen taps offer drinking water. Check with the accommodation office.

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