



## #8 – Please, follow me!

**Nacer Zorgani:** Hi, it's Nacer Zorgani, I work at Paris 2024 in the volunteers programme. What do volunteers do, what are their roles, what are their missions? To answer these questions, to talk about the programme, to talk about the volunteer experience, join me with those who have done, are doing and will do the Games. Welcome to the uniform of a volunteer.

Jingle (Introductory music)

**Nacer Zorgani:** When you want to attend a sporting event with your ticket in hand, finding your way around a stadium such as the Stade de France, well, it can quickly become an obstacle course, especially when you come from all over the world and when you come for the first time, so it's lucky that some of the spectators will come across volunteers to help them and show them the way. Well, it's a good thing that today I'm with an expert in the field and a former volunteer. Orso Porta, Nathan Daugeard. Thank you for being with us!

**All:** Hello!

**Nacer Zorgani:** Millions of spectators across 40 competition venues, from Marseille to Paris, via Nantes and Bordeaux, that's what's going to happen in 2024.

**Orso Porta:** Nacer, don't forget Tahiti!

**Nacer Zorgani:** It's true, ia ora na to those who listen to us in Tahiti! Orso, precisely because of your international career, you have experienced this effervescence, this meeting between the spectators and the Games more than once, can you tell us more?

**Orso Porta:** First of all, I'm sure that anyone who is listening can see that I have an English-something accent! And I was lucky enough to do the Winter Games in Turin and Vancouver, the Summer Games in London and the Rio 2016 Games. The spectators live the Games and create a festive atmosphere. It's true, they attend competitions, they cheer for athletes, they vibrate with them, but it's also because there are volunteers that we can say that the spectators also live the magic of the Games and whether it's during my international career or here at Paris 24 as a spectator services manager, the most important thing for my colleagues and me is the experience of all these people who attend the biggest sporting event in the world

**Nacer Zorgani:** Let's talk about these famous missions for the audience. But before that, Nathan, thank you for being with us. What did you do as a former volunteer and especially for you, who are the spectators?

**Nathan Daugeard:** My experiences as a volunteer started about ten years ago. I was very involved in my wrestling club for different events and it was really in 2009, during the Women's World Cup in France, that I had the opportunity to be a spectator service volunteer. After that, I did several events, several UEFA Champions League matches, and last month I went to Krakow, Poland, to be a spectator service volunteer. It was a chance to see behind the scenes, but this time of an international event in another country. To answer your questions about what a spectator is, for me it's someone who just wants to share a good moment with friends and family to follow their favourite athlete, to discover a sport, but also to see a competition site from a new perspective. In this case, the Stade de France with the new decor of the Olympic and Paralympic Games.

**Nacer Zorgani:** And Paralympics! Orso, what is the link between the volunteers and the spectators to create these moments that Nathan tells us about?

**Orso Porta:** It's true that the Games are a celebration of sport. And the most beautiful emotions in sport are first and foremost those of the athletes! But the volunteers will be the first people that the spectators who come to watch the Games will meet. They will embody the hospitality and value of France. And when you become a volunteer, and a necessary spectator service volunteer at that, you become an ambassador for your country. You become the ambassador of France. Moreover, without the volunteers, the games would lack flavour.

**Nacer Zorgani:** Nathan, did you feel what Orso described?

**Nathan Daugeard:** You are absolutely right, Orso! In fact, what the spectators will often remember about the organisation is really the welcome, the smiling person at the entrance of the stadium. We have to bring this little energy, this little confetti in the spectator's journey to the stadium.

**Nacer Zorgani:** Orso, I imagine that you must have met a lot of these ambassadors on mission during the Games?

**Orso Porta:** Yes, I had this chance during the Games. Volunteers are everywhere, they are the soul and the face of the Games. But it's not easy to realise this when you have never been a volunteer or a spectator.

**Nacer Zorgani:** So the tone is set! For those who are listening to us, Orso, can we go into a little more detail? Can you talk to us about the spectator services missions?

**Orso Porta:** First of all, it should be remembered that the spectator services missions encompass five main categories of missions: reception, accompaniment, assistance, information and orientation of spectators, from the immediate surroundings of a site like the Stade de France.

**Nacer Zorgani:** But where exactly? On the outskirts, before entering the stadium?

**Orso Porta:** Whether it's the queues to pass through the gates at the edge of the stadium, at the ticket scan, but also inside, whether it's in the corridors, the stands or at the information desk.

**Nacer Zorgani:** We saw it with Nathan, we see it with you in your testimony, there is a real importance in the relationship with the spectator. Why particularly during the Games?

**Orso Porta:** **From the moment that** a member of the public buys a ticket, he becomes a spectator and generally comes accompanied. And for many it is the event of a lifetime... As it is for us! Our role in one sentence: to welcome and accompany the spectator so that he can experience an unforgettable moment.

**Nacer Zorgani:** Nathan, can you illustrate this leitmotiv that Orso just said with your background and experience?

**Nathan Daugeard:** Our mission is really to improve the quality of service for the spectators. We have to make this event incredible, we have to make sure that the spectators remember this evening and this day for the rest of their lives. I'll take the example of the Stade de France; this site is huge, it's

easy to get lost and our first mission as a volunteer spectator receptionist is to help and guide the spectators to their seats in the stands, but also to help them to leave.

**Orso Porta:** It will be the same during the Games. The volunteer will be in direct proximity to the spectators. They will be available to provide information, help or simply smile and listen.

**Nacer Zorgani:** As you can see, it's a festive atmosphere, meetings and smiles. But in concrete terms, what will it be like? The day of a volunteer service to the spectators?

**Orso Porta:** In general, the volunteer arrives before the start of a session, i.e. the sporting events. He joins his team and his teammates for the briefing.

**Nacer Zorgani:** I remember that Mathilde Vignes and Glenn Le Gall described the briefing in the episode "*To each his own, his own Games*" as a moment of instruction and exchange between the volunteer team members.

**Orso Porta:** **Absolutely**, it's the instructions, but not only. It's the points of improvement from the previous day, the little story, the nice anecdotes, but it's also the moment to give yourself energy to have a smile!

**Nacer Zorgani:** We often find this as we talk about volunteer missions through the smile podcast. Why is the smile important Nathan?

**Nathan Daugeard:** It's true that I haven't talked about it enough, but it's often said that a smile is part of a volunteer's uniform. We are happy to be here! The spectators are also happy to be here because often it's been months, weeks, they bought their tickets, they are happy, they are waiting for one thing, this evening. And finally, it's a virtuous circle, we are all happy to be there and we leave with stars in our eyes!

**Orso Porta:** "You're never fully dressed without a smile", to quote the lyrics of a song. And to answer the question about a typical day, once the briefing is over, the volunteer will either go to the entrance of the venue to help the spectators find their way to the entrance, or to the ticket scan to help there as well, or he will take position at the information desk to help and orientate or give assistance to people, including people with disabilities. Or he goes to the stands to help spectators find their seats.

**Nacer Zorgani:** So, a variety of missions after all... The spectator service volunteer is not going to carry out just one kind of mission.

**Orso Porta:** **Indeed**, we want the volunteers to be able to rotate during the day and live an intense experience and adventure as a team, meeting people from all over the world. And that they share good moments and unique emotions.

**Nacer Zorgani:** And beyond that, maybe it brings them something. Nathan, did it bring you anything?

**Nathan Daugeard:** Exactly, it brought me a lot of things. Well, it's the openness of mind that is gigantic. It really gave me a lot of memories. We could talk about it for hours! I am also addressing those who are listening to us, people who want to get involved as a volunteer for the Paris 2024 Games. If this is your first volunteer experience, you can be sure that you will be surprised by the intensity and the emotion that overwhelms you when it starts during the event, but also when it ends because all good things must come to an end!

**Nacer Zorgani:** Last question before the final word, Orso, you have participated several times in the Games, is there an anecdote that has marked you? If you had to choose one, which one?

**Orso Porta:** I am thinking in particular of Rio 2016 where a volunteer called Thiago with his green outfit made an impression on me. It was 8pm, there were no more people on the site. It was the day before the opening ceremony and I bumped into him. I ask him: "What are you doing here? He

replied that he had come to do some scouting to do his job properly. The next day. So I ask him, but why not tomorrow? And he answered, but this is my country, my city, I want people to be welcomed. And you know, he had tears in his eyes.

**Nacer Zorgani:** he was actually proud!

**Orso Porta:** Absolute pride.

**Nacer Zorgani:** The application portal for the programme will open in a few days. It is March. As a reminder, Orso, what could you say to those who are listening to us? To make them want to become a spectator service volunteer and join the adventure?

**Orso Porta:** It is often said here that volunteers are the energy of the games for the benefit of all.

**Nacer Zorgani:** Quite simply! Thank you very much Orso and Nathan for your energy. As for those who listen to us, you know where to find us from now on.