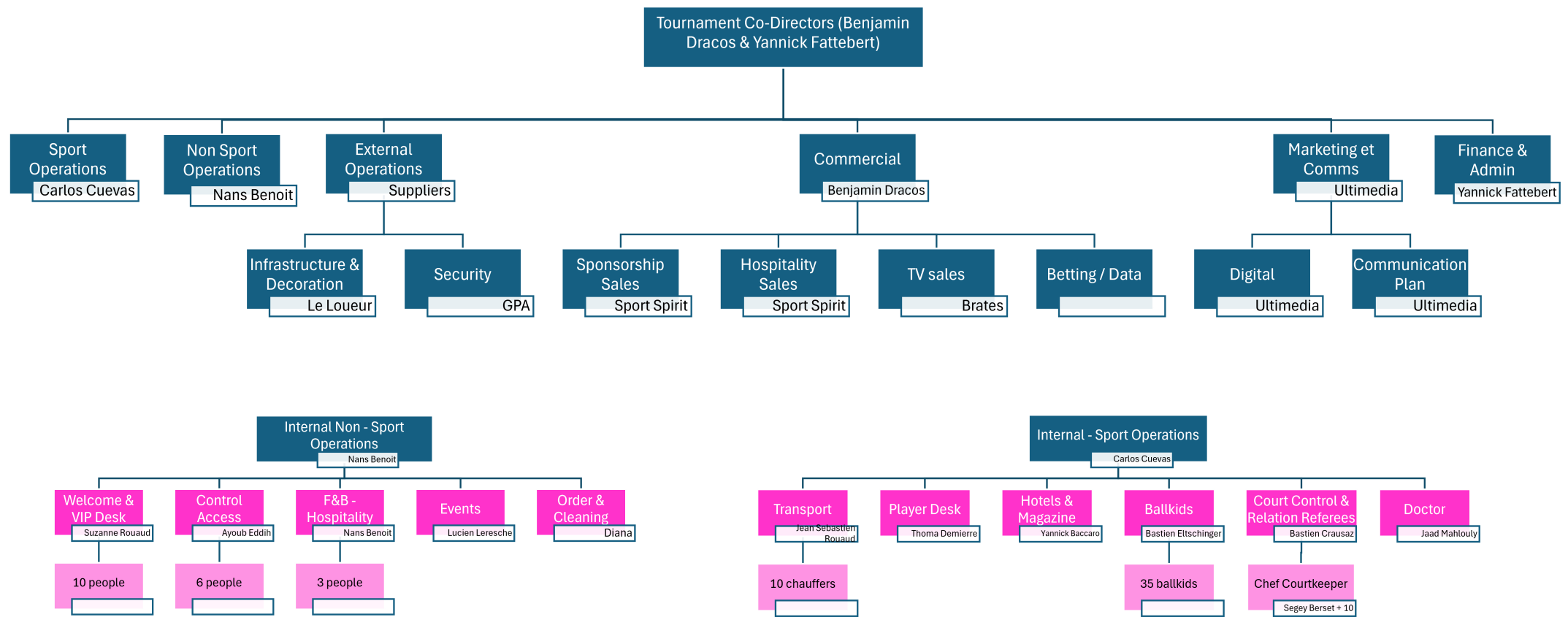




Team	Staff Category	Planning tasks	During tournament tasks	Responsible
Coordination Generale	Internal	ANYTHING THAT CAN BE ANTICIPATED WITHIN THE YEAR - Food and Beverage planning - Hotels planning - Events and Experiences planning - WTA coordination (UNO, fact sheet, meetings, etc) - Balls and towels planning		Carlos Cuevas
Transport	Internal	- Defining "transportation model" (shuttle every 30 minutes hotel - club - hotel or on-call service) - Defining number of cars/vans required - Staff requirement - Shift planning - Staff recruitment - Compensation or retribution proposal - Prepare "parking cards" for tournament cars	- Coordinate with chofers - Coordinate with players - Analyse and decide what's feasible and what's not - Drive players and coaches - Drive sponsors if required - Make sure cars are returned clean	Jean Sebastien Rouaud
Player desk	Internal		- Players welcoming - Practice court booking - Towels, water and balls delivery - Accreditation printing and delivering - Laundry coordination and payments - Problem solvers for players and WTA - Print daily program of matches - Print daily list for VIP access and sponsors	Thoma Demierre
Hôtels	Internal	- Planning of nights required for Players, Coaches, WTA & Refs, Line Judges, MNO Staff - Management of UNO requests - Planning of allocation of Players, Coaches, WTA & Refs, Line Judges, MNO Staff to different hotels - Coordination of allocation of players (arrival day, check out day, number of rooms, etc)	- Keep count and register - Coordination of allocation of players (arrival day, check out day, number of rooms, type of room, etc) - Daily update to hotels - Communication with players for hotels	Yannick Baccaro
Magazine	Internal	- Création contenu - Recherche annonceurs - Interviews - Printing - Delivery at hotels - Delivery at city center	- Make sure the copies are distributed in every zone of the Tournament	Benjamin Dracos + Isidora Quevedo
Hôtesses	Internal	- Staff requirements planning - Staff recruiting - Staff clothing requirements - Shift planning (including lunch and rest times) - Materials stock planning	- Distribution clothing staff - Staff daily allocation (communicating shifts and role to staff) - Tickets repas staff (make sure each group gets what's planned) - Tournament welcome desk - Information office for public at welcome desk - Distribute the printed daily program and magazine in all the zones - Constantly complete the "gigant draw" with the winners of each match - Bracelet delivery for VIP at welcome desk - Parking guidance - Keep the spare keys to the different locked zones/containers - Cleaning coordination and supervision (daily cleaning every morning and cleaning during the day) - Site supervision for particular needs (emptying trash, stocks, re-filling, urgencies, etc) - Constantly anticipate needs (equipment, stocks, spaces, special needs, etc)	Suzanne Rouaud
F&B	Internal	- Planning of food requirements (players, coaches, WTA, staff, ballkids VIP, sales, etc) - Planning of drink requirements (players, coaches, WTA, staff, ballkids, VIP, sales, etc) - Make sure that we get all the supplies - Plan the "lunch" or "eating" shifts (how much is required for each, at what time, where, to whom) - Create a definition of who gets what, how much and when	EXECUTION BY HOTESSES - Make sure each group gets what was planned - Constantly anticipate needs (equipment, stocks, spaces, special needs, etc)	Nans Benoit
Ballkids	Internal	- Recruitment - Training sessions - Shifts planning - Clothing requirement	- Coordination with parents - Clothes delivery - Ramassez every match - Appear in the ceremonies - Transportation if required	Bastien Eltschinger
Court Control	Internal	- Recruitment of courtkeepers - Preparation/practice day if needed - Coordinate and plan shifts and rotations - Clothing requirements	- Prepare courts for and during matches (3 per court, 1 watering 2 pass the "fillet") - Prepare court for practices (1 per court, watering if needed) - Towel, beverage and fruit supply for matches	Bastien Crauzas
Sécurité	Internal	- Recruitment staff - Review layout plan	- Access control to restricted areas - Center court access	Ayoub Eddih
Hospitality VIP	Internal	- Staff requirement for premium service - Planning requirement of all equipment (fridges, ovens, etc) - Planning requirement of glacons, couverts, verres, serviettes, etc - Planning set up of loges - Planning menu for the week, specific food and beverage, for each session in advance, and stock in accordance to attendance	- Make sure all the equipment is in the right place on time - Make sure the loges are set up correctly - Receiving people at VIP entrance and guiding them to THEIR particular loge - Controlling F&B stocks and anticipating needs - Coordination with F&B suppliers - Making sure waiters/waitress are serving well - Be the "host" of the VIP zones (like in restaurants)	Nans Benoit

Events	Internal	- Identify all the stakeholders that need to have an event - Plan events that are aligned with spirit and value of the tournament, and the audience of the event - Identify all the potential of Floating Terrace regarding events - Plan to attract new stakeholders to the tournament through events (schools, authorities, influencers, entrepreneurs, etc) - Plan ceremonies and requirements - Create a list of artists who could come, decide which ones to reach out to - Contact, agree, and coordinate with chosen artists - Coordinate with communication team so events are well advertised and covered (speaker, magazine, social media, VIP host, etc)	- Make sure everything needed for each event is in place - Deliver quality events, that look well prepared and not improvised - Focus on delivering great memories and experiences - Media coverage of the events - Coordinate with speaker on court, to promote the "events" when speaking - Prepare and rehearse ceremonies	Lucien Leresche
Press, Media, Communication	External	- Communication strategy definition and planning (what to share, to whom, how, and when) - Understanding of the MNO audience (for older people maybe makes more sense to have banners in the city center, tourism office, hotels, etc) - Website readiness and updates - Marketing campaigns execution	- Content creation during tournament - Innovation in content with players (games, videos, follow-ups, "pass the account", etc) - Innovation in interactions with spectators - Gestion: facebook, instagram - Respecter la charte graphique pour les posts et vidéos (rose) + (logo tournoi) --> Utiliser celle 2020 Alive (Welcome to...) - Faire un décompte avant début du tournoi (j-30, j-20, j-10, j-7, j-6, j-5, j-4, j-3, j-2, j-1) - Post et Story sur la mise en place du tournoi (arrivage de textile, montage tribune, arrivées des joueuses etc..) - Publier 2/3 posts et nombreuses story par jour (pendant le tournoi) avec logo du tournoi (photos de matchs + ambiance et events) - Annoncer les matchs/events/artistes pour le lendemain - post & story - S'assurer de bien spécifier les # et identifications sur tous les post et stories (joueuses, partenaires, sportspirit etc..) + le slogan tournoi - S'assurer de reposer les mêmes post sur le facebook du ellespiritopen qui n'est pas lié avec le compte instagram - Créer les affiches des matchs du jours X vs Y à 18h30 - Elle spirit open à Montreux - Publier 1/2 story ou post résultats (X bat Y 6/2 6/3) 1/4 de finale - Gestion: live facebook & instagram (échauffement joueuses, repas, rencontre personnalité ou public) - Reportage d'une joueuse ou entraîneur durant la semaine - Interview des joueuses (sans filet) -> 1 par jour (rajouter logos tournoi et sponsors) - S'assurer de faire apparaître tous les sponsors principaux sur les vidéos du jour et autres supports	Ultimedia
Speaker / Oncourt Activites	External	- Studying profile of players - Preparing interviews to players - Participate in Main Draw lottery - Prepare in advance the after-match interactions with players - Plan ceremony sequence and guidelines in advance	- After match interviews - Activities with spectators after match - Ceremonies - Animating events with sponsors?	Emmanuele Bessadet
Audio & Music	External	- Prepare a playlist with the objective of involving the crowd	- Gestion musique central (avant matchs, entre matchs et changements de côtés) - Gestion arrivée joueuses - monter le son et baisser le son pour le speaker - Musique pendant les échauffement des joueuses - Musique tendance féminine - Baisser le son quand le présentateur présente les joueuses - Ranger et mettre le matériel à l'abri - S'assurer que les branchements sont en place - Back-up piles - Mise en en place sono, protection sono le soir sur le central et les écrans	Koffi De Souza
Photos	External	- Be aware of all the events that will take place, besides the tennis tournament (sponsors, club members, authorities, kids, etc)	- Photos de tous les events, Pro Am, loges, ambiances, personnalités etc.. - Photos des matchs (s'intéresser aux têtes de série) - Donner chaque jour les photos à l'équipe Digital pour alimenter les posts social media - Prendre en photos les 32 joueuses du tableau en habits tennis (fond rose) --> affiche du jour - Demander 8-10 joueuses de poser en tenue "habillée" - Photos de groupe des 8 têtes de série du tableau - off court	Andre Capel