



# Role play

**Assessors**

**Open Competition  
EPSO/AST-SC/08/19  
Parliamentary Ushers (SC1/SC2)**

**Version 3**

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## ASSIGNMENT

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### IMPORTANT NOTICE

**This document presents a fictitious scenario. It has been produced solely for the purpose of this exercise. All references to existing countries, international organisations, private companies, departments and their representatives, etc. have been invented purely as examples. Any views expressed should not be taken to represent the opinions of those bodies or persons. When dealing with the assignment, participants should therefore rely solely on the information presented in the exercise and not on any prior expertise in the field.**

For this interactive exercise, you will take on the role of Kim Henly, a member of the European Conference Centre's Ushers Team. You have several years of experience in this role and are seen as a senior member of the team.

You have to prepare for interaction with Charlie Godet, a less experienced colleague with whom you have worked on a number of occasions in the past. You are teaming up with Charlie to prepare a meeting that is scheduled to take place tomorrow. The goal of your interaction with Charlie is for both of you to (a) discuss various issues and (b) decide on the next steps to take to ensure that tomorrow's meeting can go ahead. Charlie Godet will be played by a role player.

All the necessary information is provided: this comprises a number of emails and other documents that you have to analyse in order to be able to deal properly with the assignment given to you.

It is important that you accept the scenario as it is presented. Although in real life you would have access to other sources of information and would be able to consult your colleagues, in this exercise you are limited to the information provided. You are, however, allowed to make logical assumptions where information is missing or incomplete.

This role play is designed to assess the following competencies: Analysis & Problem Solving, Delivering Quality & Results, Resilience and Working with Others. No previous knowledge is required to deal with the assignment.

You will have 20 minutes for the discussion.

**Please note:**

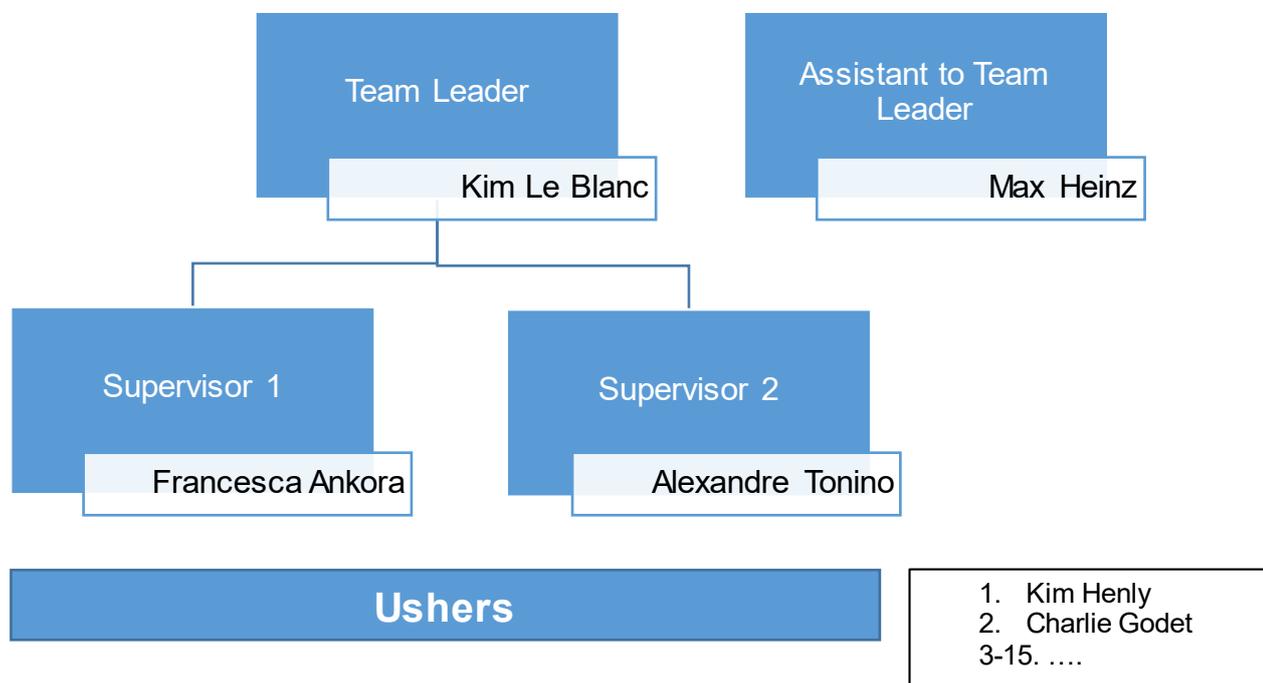
**Today is Wednesday, 15 January 20XX**

**The interaction with the role player takes place at 13:00 today.**

**Last year was 20XX-1, next year will be 20XX+1**

GENERAL INFORMATION

Organigram of the Ushers Team:



The 15 members of the Ushers Team handle up to 100 Policy Group meetings a week. Five members of the team have several years’ experience, while others are newer colleagues just starting their careers. Ushers work in pairs for periods of six months.

Two Supervisors — each responsible for specific Policy Group meetings — manage the schedules of the various usher pairs and form the main points of contact for meeting organisers. After gathering information relating to the various meetings, they instruct the pairs on how to prepare these meetings and on what needs to be done during these meetings. Neither Supervisor acts as backup for the other.

The work of the ushers is governed by strict protocols. Any adaptations and/or improvements to their working methods must go through the approval procedure, via management.

**European Conference Centre meeting preparation:**

The ushers’ role is to ensure meetings proceed smoothly by (a) facilitating the entry and exit of participants, (b) monitoring the meeting environment to minimise disturbance and (c) providing additional help to meeting organisers and participants as requested.

Ushers are responsible for setting up the meeting room prior to the start of a meeting, a task which includes ensuring that the specific requests of participants with special needs are met. Within reason, ushers should take the precaution to ensure reserve equipment is available in rooms.



MESSAGE

New

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Reply All

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## SUPERVISOR - WORK TO TAKE OVER



From Francesca Ankora, Supervisor, Ushers Team  
Wednesday 15/01/20XX  
To Kim Henly, Usher, Ushers Team

Dear Kim,

I have not been feeling very well recently, and the doctor has advised me to take two weeks off. Immediately after sending this mail, I will be leaving the office and going directly to hospital, so I might be difficult to reach.

Apologies for dropping this on you at the last minute, especially as it is a really busy week for the whole team and Alexandre is also out of the office today. Nevertheless, given your seniority in the team, I'm confident that you can take over preparations for tomorrow's Policy Group meeting on Tourism & Industry (TOUR). I have scheduled an internal meeting between you and Charlie Godet at 13:00 today, where you can discuss the various issues together and decide on the next steps to take to ensure that the meeting can go ahead in my absence. You will be paired together for the coming period.

There are a few practical things you should know:

- For tomorrow's meeting, the Secretary booked a small-sized room with capacity for the regular Group members and a few guest speakers. However, I have just been informed that tomorrow's speakers will each bring a small group of up to five people with them, amounting to 20-30 extra people. It is not possible to set up additional chairs for everyone, as doing so would exceed the room's legal capacity.
- Recently, I have received repeated complaints from participants in different meetings about the noise disturbance caused by other participants using their smartphones/tablets. I would like your input on what I/we could do to change this.

I'm aware that things did not go too smoothly when you worked with Charlie in the past. I can assure you that you are not the only member of the team to have shared concerns about Charlie's behaviour with me — apparently Charlie has been spotted on the phone during meetings, checking social media, sending personal messages, etc. In the light of the fact that you will be working together regularly over the coming weeks, I would like you and Charlie to discuss this behaviour together. I therefore want you to address this matter yourself before taking any further action.

Regards,

**Francesca**  
Supervisor  
Ushers Team



MESSAGE

New

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Reply All

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## TOUR MEETING 16/01/20XX



From Geoffrey Martin, TOUR Policy Group Secretary  
Wednesday 08/01/20XX  
To Francesca Ankora, Supervisor, Ushers Team

Hi Francesca,

After meeting the TOUR President for a debrief on the last meeting (which took place in November), I want to pass on some feedback for your team. As you know, last time a deaf participant arrived at the meeting with her sign language interpreter, but it seems that no notification of her special requirements had been given before the meeting. The usher had to make some urgent rearrangements to make room for an extra seat, which caused some disturbance. We hope that this will not be an issue in future, as there are almost always one or two confirmed attendees who do not turn up at the last minute, which should leave a few free seats throughout the room.

The President has received positive feedback regarding the effect of hanging posters inside and outside meeting rooms to ask participants to be on time and to respect the timing of the next meeting. She mentioned that she was hoping to receive further feedback from the ushers on the proceedings in the future. Please pass on any feedback to me.

Do not hesitate to contact me for further information or with any questions regarding TOUR meetings.

Kind regards,

**Geoffrey**

TOUR Secretary  
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## EXTRACT – USHER PROTOCOL

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### Duties and Stakeholders

- Ushers should ensure that meetings run smoothly, with minimum disturbance for participants. This means minimising noise disturbance and/or asking noisy participants to leave the room.
- Ushers should keep a copy of the seating plan, which shows the names of all meeting participants, in the meeting room.
- Secure lockers are available at the building entrance for meeting guests and participants.

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- It is the ushers' duty to take action to ensure that meetings can go ahead as scheduled. This includes setting up the meeting room according to the specific requirements for each meeting.
- Each Policy Group's meeting Secretary is responsible for booking meeting rooms. Ushers are responsible for organising the material and making audio-visual arrangements for the meetings, which includes the setting up of listening rooms – rooms where people can follow meetings, without taking part in them - if needed.
- Ushers can prepare and put up meeting room-related signs around the Conference Centre building.
- It is imperative that participants with special needs are (a) not discriminated against and (b) given equal opportunities to participate in meetings as their colleagues. Special needs are usually noted on the participant list.

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### Suggestions?

- Send them to the Ushers group email mailbox: [ECCUshers@euroconf@europa.eu](mailto:ECCUshers@euroconf@europa.eu)