

Sprain Ridge Pool



June 10, 2023

Orientation

Orientation

- Chain of Command
 - Schedules
- Work Days (Swapping Shifts/ Vacations)
- Timesheets (Signing In/Out & Breaks)
 - Positions & Responsibilities
 - The Daily Rotation
- Rules & Regulations (Punctuality/ Phones & Headphones)
 - Uniform Policy
 - Reprimands
 - Customer Service
- Handling Emergency Situations

Chain of Command



Schedules

We Email the Schedule Out Two Weeks In Advance

- Work Days
 - Days off will most likely be on weekdays
 - Friday, Saturday and Sunday are busiest days (cannot have off)
- Switching days
 - Talk to your co-workers
 - Must get managers approval
 - Must give 48 hours notice
- Vacation
 - We will make schedules a month in advanced
 - Please tell managerial staff ASAP so that we can schedule for your absence

Timesheets

•Signing In and Out

- Report to the Manager's Office upon arrival
- Sign the Signature Box at the beginning of your work week
- Sign in and out EVERYDAY

Facility : Sprain Ridge Pool Seasonal

PARKS, RECREATION & CONSERVATION DAILY SIGN IN SHEET HOURLY EMPLOYEES

Facility :

Approved by: Luigi Mazzella

Period Ending: June 4, 2023 Approved by:

DATE:	5/22/2023	5/23/2023	5/24/2023	5/25/2023	5/26/2023	5/27/2023	5/28/2023	Total hrs	Signature	DATE:									
DAY:	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY			DAY:									
NAME: (alphabetical last, first)	IN	LUNCH	OUT	IN	LUNCH	OUT	IN			LUNCH	OUT	IN	LUNCH	OUT	IN	LUNCH	OUT	IN	LUNCH
Alvarez, Martin																			Alvarez, Martin
Frias, John																			Frias, John

• Breaks

- Everyone gets a **30 minute** lunch break
- Lunch breaks are planned prior to ensure operation goes as smoothly as possible, please try to go on time.

IF YOU ARE NOT ON BREAK YOU SHOULD NOT BE IN THE OFFICE

Positions & Responsibilities

- **Park Pass**
 - Cashier for Park Pass Sales (membership for pools and beaches)
- **Cashiers 1-2**
 - Cashiers for Pool Admission
- **Line Management**
 - Directs patrons to the open cashier window
 - Walks the line ask patrons to take out ID's or park passes to expedite their time at the cashier window
- **Ticket Ripper**
 - Checks receipts as patrons enter the facility to ensure we aren't under or over charging a group.
- **Life Vests**
 - You will be distributing life vests in exchange in exchange for an ID.
- **Splash Pad**
 - Oversee sprinklers area making sure no children under 11 are unattended and there is no running to prevent as many injuries as possible.

The Daily Rotation

The Daily rotation displays your position for the day, your break time and the wristband color of the day. In the event we have any parties on the pool deck those will also be displayed on the daily sheet.

The Daily rotation will be posted everyday outside of the Manager's office. Once you have signed in you should look for the daily sheet to find what you will be doing for the day.

June 23, 2023		
Position	Employee	Lunch
Park Pass	Jack	12:30-1
Cashier 1	Lalaine	12-12:30
Cashier 2	Sundhya	12:30-1
Life Vests	Leah	1-1:30
Ticket Ripper	Christine	1:30-2
Splashpad	Catarina	1:30-2
Line Management	Liam	2-2:30
Breaker 1	Xavier	2:30-3
Cleaning (deck, bathrooms, breezeway)	Epps	N/A
Wristband Color: Black		
IF YOU ARE FRONT OF HOUSE (Line Management/Ticket Ripper or Cashier) TAKE TURNS CHECKING THE BATHROOM		

Cashier Responsibilities

Cashier are responsible for:

- Counting the money tray in front of a manager
- **ALL** the money recorded in the EZ-Suite close out - there should **NEVER** be any shorts in the register
- Cleaning your workspace **before** you leave
- Staying at their post at **ALL** times - COMMUNICATE

IF YOU NEED SOMETHING COMMUNICATE OVER THE WALKIES TO A MANAGER

During downtime:

- Sweeping the entranceway
- Clean the office
- Take out garbage
- Empty AC water reservoir in POS
- Cleaning windows (POS)
- Check the bathrooms (tell managers if something is wrong)

LOST CHILD SHUT DOWN (CODE ADAM) - CLOSE ALL EXITS NO ONE COMES IN OR OUT

Rules & Regulations

- Punctuality
 - You must be here in uniform ON TIME (You must be at your station by your start time, Not In lockers, Not on the Phone) for your shift
 - You must be at your position once your shift has started
- Cell Phones and Headphones
 - You should never have your phone out while being customer facing
 - Keep it on you for emergencies
 - **ABSOLUTELY NO HEADPHONES** at your post
- Uniform Policy
 - County issued shirts (Green or White)
 - Khaki shorts (**ladies 5-inch shorts or longer**) or pants
 - Sneakers or Crocs (**NO SLIDES**)

Reprimands

Violation of Staff Rules and Regulations will result in an official reprimand

- The first violation will result in a verbal warning from managerial staff
- The second violation results in a written reprimand
- The third violation results in a meeting with the Superintendent/Foreman

WRITTEN REPRIMANDS GO ON YOUR PERMANENT RECORD

Customer Service

- Providing **ALL** patrons with excellent customer service is essential
 - Even if you are unable to resolve their concern it is imperative they are treated well and understand what is happening.
- Communication. Effective communication is essential to resolving a customer's questions or issues while representing the company in a good light. ...
- Active listening. Your listening skills can complement your communication skills. ...
- Empathy. ...
- Warmth. ...
- Problem-solving. ...
- Adaptability. ...
- Taking Responsibility. ...
- Patience.

Handling Emergency Situations

PRC Team members may be faced with a number of potentially volatile situations.

- All team members must act accordingly based upon their current training abilities.
- Consider the specific situation and ensure there is no immediate danger to yourself, the public and other team members.
 - If there is a present danger call 911 or report to WCPD or SPR on site.
- Report the situation to your immediate supervisor as soon as possible when appropriate and when the situation allows for such
- Rules Violations vs. Illegal Activities
- Unusual Occurrences include, but are not limited to:
 - Physical Altercations
 - Unruly behavior
 - Missing Persons
 - Code Adam
 - Robbery-Theft
 - Unruly Behavior
 - Rules Violations