

Foothills Park & Recreation District Recreation Center Associate Training

To be completed by _____

date

Name _____
 Anniversary Date _____
 Birthday _____
 Uniform Checkout _____ # _____ Size _____
 First Aid _____ CPR _____
 Availability _____
 Keys _____
 Nametag _____
 Mailbox _____ Locker _____

S.S.# _____
 Address _____

 Home Phone _____
 Work Phone _____
 Emergency Phone _____
 Medical Concerns _____

I. STAFF INFORMATION

	DATE	TRAINER	TRAINEE
--	------	---------	---------

- | | | | |
|-------------------------------------|-------|-------|-------|
| A. Time Sheets | _____ | _____ | _____ |
| 1. Completion/Turning In | _____ | _____ | _____ |
| 2. Break Policy | _____ | _____ | _____ |
| 3. 40 Hour Policy | _____ | _____ | _____ |
| 4. Pay Periods | _____ | _____ | _____ |
| B. Organizational Chart | _____ | _____ | _____ |
| C. Part-Time Benefits | _____ | _____ | _____ |
| D. Employee Policies/Procedures | _____ | _____ | _____ |
| E. Dress Code | _____ | _____ | _____ |
| F. Substitution Procedures | _____ | _____ | _____ |
| G. Job Descriptions | _____ | _____ | _____ |
| H. Mailbox - Locker | _____ | _____ | _____ |
| I. Staff Meeting Attendance | _____ | _____ | _____ |
| J. Evaluation | _____ | _____ | _____ |
| K. Work Schedule | _____ | _____ | _____ |
| L. Worker's Compensation Procedures | _____ | _____ | _____ |
| M. Safety Manual | _____ | _____ | _____ |

II. COMMUNICATION

- | | | | |
|------------------------------------|-------|-------|-------|
| A. Maintenance Staff | _____ | _____ | _____ |
| B. Front Desk Staff | _____ | _____ | _____ |
| C. Pool Staff - | _____ | _____ | _____ |
| D. Daycare/Preschool | _____ | _____ | _____ |
| E. Other Programmers | _____ | _____ | _____ |
| F. Staff Bulletin Board | _____ | _____ | _____ |
| G. Shift Report | _____ | _____ | _____ |
| H. Notification of Supply Shortage | _____ | _____ | _____ |

III. ADMISSION

- | | | | |
|------------------------------|-------|-------|-------|
| A. Passes - D/ND | _____ | _____ | _____ |
| 1. Family, Individual, Youth | _____ | _____ | _____ |
| 2. Annual | _____ | _____ | _____ |
| 3. Summer | _____ | _____ | _____ |
| 4. Clubs West - | _____ | _____ | _____ |
| 5. FST | _____ | _____ | _____ |
| 6. Sign In Procedures | _____ | _____ | _____ |

VI. GENERAL INFORMATION

- A. Brochure
- B. Lost And Found
- C. Patron Concern Form
- D. Basketball Check Out-I.D. Required
- E. Video Games
- F. Community Service
- G. Pool Rules/
- H. Locker Keys-I.D. Required
- I. Other District Facilities
- J. Vending Machine (Repair)
- K. Gym Attendance
- L. Hourly Walkthrough

DATE

TRAINER

TRAINEE

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

VII. I.D.'S

- A. Verify Residency
 - 1. Residency & Non-Residency Book
- B. Philosophy of I.D. System
- C. Camera Procedure
 - 1. Changing Film
 - 2. Cleaning Rollers
- D. Replacing Jackets And Inserts
- E. Expiration Dates
- F. Employee ID Cards
- G. Non-District ID's

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

VIII. MAINTENANCE

- A. Daily
- B. Facility Walk Through
- C. Fans Away At Night
- D. Call Out Procedures
- E. Location Of Material Safety Data Sheets
- F. Location Of Supplies And Vacuum

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

IX. PHONE PROCEDURES

- A. Answering/Transferring/Holding
- B. Intercom
- C. Taking Messages
- D. Public Use Of Phone
- E. Voice Mail

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

X. RACQUETBALL

- A. Reservations
- B. Cancellation Policy
- C. Walleyball

_____	_____	_____
_____	_____	_____
_____	_____	_____

XI. REGISTRATION	DATE	TRAINER	TRAINEE
A. Preschool	_____	_____	_____
B. Swim	_____	_____	_____
C. Other Programs	_____	_____	_____
D. Phone Registration	_____	_____	_____
E. Sports Information	_____	_____	_____
F. Accepting Checks	_____	_____	_____
G. Transfer/Credit/Refund	_____	_____	_____
H. Closed And Cancelled List	_____	_____	_____
I. Computer - Shutdown	_____	_____	_____
J. Pro Lesson Tickets	_____	_____	_____
K. Programmers' Responsibility List	_____	_____	_____
L. Initial and Date All Registrations	_____	_____	_____
M. Receipts for all Cash (Then drop in safe)	_____	_____	_____

XII. RENTALS	DATE	TRAINER	TRAINEE
A. Facility Use Forms:	_____	_____	_____
1. Basic Rentals	_____	_____	_____
2. Pool Birthday Parties	_____	_____	_____
3. Fees	_____	_____	_____
4. After Hour Policies/Fees	_____	_____	_____
a. Profit/Non-Profit	_____	_____	_____
B. Picnic Kit Rental	_____	_____	_____
C. Racquets	_____	_____	_____
1. Class Policy	_____	_____	_____
D. Ping Pong Table	_____	_____	_____
E. Home Owner's Association Meetings	_____	_____	_____
F. Sports Association Meetings/Clinics	_____	_____	_____

XIII. COMPLETION OF PAPERWORK	DATE	TRAINER	TRAINEE
A. Incident/Accident	_____	_____	_____
a. Did the person leave after accident	_____	_____	_____
or return to activity	_____	_____	_____
b. No Abbreviation	_____	_____	_____
c. Review W/ Co-Worker	_____	_____	_____
d. Locations Of Incident & Injured Body Part	_____	_____	_____
Must Be Clearly Defined W/O Diagnosis	_____	_____	_____
1. Minor Accident Log	_____	_____	_____
2. Incident Report/2 Parts	_____	_____	_____
3. Major/Red Folder	_____	_____	_____
B. Daily Cash	_____	_____	_____
1. Preparing A Business Deposit	_____	_____	_____
C. Room Calendars	_____	_____	_____
D. Monthly Cash Report	_____	_____	_____
E. Vending Report	_____	_____	_____
F. Racquetball Report	_____	_____	_____

- G. Pro Shop Report
- H. Security Call Out Sheet
- I. Legibility
- J. Closing Checklist
- K. Shift Report
- L. Safety Concerns
- M. Purchase Orders

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

XIV. WEIGHT ROOM

- A. Checking out equipment
- B. Age Policy

_____	_____	_____
_____	_____	_____

XV. CUSTOMER SERVICE STANDARDS

- A. Greetings
- B. Phone Etiquette
- C. Using The Customer's Name
- D. Program Registration
- E. Dealing With Upset Customers Or Complaints
- F. Philosophy in General
- G. Refunds
- H. Employee Empowerment

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

XVI. CENTER RULES

- A. Discipline Policy And Procedure
- B. Tennis Courts
- C. Open Gym
- D. Open Volleyball
- E. Gang Activity

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

XVII. ADDITIONS

- A. _____
- B. _____
- C. _____
- D. _____
- E. _____
- F. _____

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

The above procedures have been reviewed with me and I fully understand my job responsibilities.

Recreation Center Associate

Date

Recreation Specialist

Customer Service Standards for Front-Line Personnel

Communication

Do I appear approachable?

Is my voice tone, body language and the words I choose, fun, energetic and enthusiastic?

Do I explain rules, policies, procedures to their satisfaction?

Do I ask questions, listen and then repeat back what I think I heard to make sure I understand?

Do I show interest in the lives of the patrons using our service?

Dealing with Upset Customers or Complaints

Do I listen to the complaint, without interrupting, taking notes if possible?

Do I repeat the concern back to the patron, and add "I can understand why you must be upset."

(If appropriate)?

Do I use the **SOFTEN** technique to ease the tension: **S**mile, **O**pen Posture, **L**ean Forward, Use a friendly **T**one of voice, **E**ye Contact, **N**od to acknowledge?

Do I say, "I don't know, but I'll be happy to get that information for you or have someone call you" and then follow up and return their call promptly? or Do I hand out the Supervisor's business cards when appropriate?

When it is necessary to complete a patron concern form, do I fill it out for the customer and then repeat back the concern to be sure the information is correct?

If a patron completes a comment card or program evaluation form, do I thank the patron and let them know we appreciate their suggestions?

If the situation warrants a call back from a supervisor do I let the patron know the supervisor's/specialist's schedule so they will have a good idea when to expect a call?

Do I include the best time to contact the patron in the message?

Customer Service Standards for Front-Line Personnel

Greeting the Customer

Do I introduce myself and show pride that I am part of the program?

Do I take every opportunity to call the customer by name?

Checking out Equipment

Repeating a reservation on the phone

Repeating registration information to double check for completeness

When a person calls and offers their name at the beginning of the conversation?

Do I acknowledge the customers' presence by the time they get within two feet

Do I say: "Hello", "Good Morning", "Good Afternoon", or "Good Evening!"-

Do I ask "How may I help you?"

or if I am with a customer do I let them know that "someone will be right with you!"

When talking with co-workers, Do I interrupt my co-workers when a customer approaches so that the customer knows that they are the first priority?

Do I wear a name tag or staff uniform so that I am easily recognizable to the customer?

Program Registration

Do I provide options or alternatives if a class is full?

Do I tell the patron a little about the instructor or the class beyond what is in the brochure, whenever possible?

Do I check every registration before the customer leaves by repeating the information back to the patron and asking, Mrs."So and So", is this correct?

Do I say, "Thank you for registering with us, Hope you enjoy your class!"?

Safety and Cleanliness

Safety #1, Cleanliness #2 Do I pick up trash on the floor and do whatever I can to help the facility be safe and look neat and tidy?

Do I alert maintenance or janitorial staff to cleaning or supply needs immediately? Do I report it if something is broken?

Give us some feedback on your orientation

In many ways you are like the other employees joining your organization. You and your company may benefit from the following exercise. The attitudes you experienced during the orientation process are likely to be similar to those of other employees. The concerns, if any, which resulted from your orientation are likely to be repeated in others.

Carefully think about your initial experiences. Use this process to identify potential ways to improve our orientation program.

Yes No

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | 1. I knew how long orientation would last. |
| <input type="checkbox"/> | <input type="checkbox"/> | 2. I knew what the orientation process would involve. |
| <input type="checkbox"/> | <input type="checkbox"/> | 3. My supervisor/trainer was prepared for orientation. |
| <input type="checkbox"/> | <input type="checkbox"/> | 4. All of the questions and concerns I had as a new employee were answered during the orientation process. |
| <input type="checkbox"/> | <input type="checkbox"/> | 5. I was encouraged to ask questions; and the answers resolved my concerns. |
| <input type="checkbox"/> | <input type="checkbox"/> | 6. Following orientation I knew what training programs would be required and when they would be useful. |
| <input type="checkbox"/> | <input type="checkbox"/> | 7. I felt "good" about my new organization as a result of the orientation program. |
| <input type="checkbox"/> | <input type="checkbox"/> | 8. The peers I met during orientation were friendly and I was encouraged to get to know them. |
| <input type="checkbox"/> | <input type="checkbox"/> | 9. During orientation I was provided with the necessary materials. |
| <input type="checkbox"/> | <input type="checkbox"/> | 10. In retrospect, my orientation program was "good". It attained objectives designed to introduce new employees to the job. |