



Private Club Performance Management



Activity Leader Training Manual

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Private Club Performance Management

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Table of Contents

Purpose.....	1
Responsibilities	2
Background.....	3
FAC Facility Description.....	4
Aquatics Center Facility Description	5
FAC Reception Office.....	6
Review I.....	7
Family Activities Departmental Organization.....	8
Your Attitude.....	9
Appropriate Dress for Your Position.....	10
Information and Expectations	12
Review II.....	18
Breaks and Employee Meal	19
Appearance and Grooming	20
Member Service	22
Potentially Difficult Situations.....	28
Review III.....	30
Equipment & Supplies	31
Housekeeping Responsibilities	33
Repair and Maintenance Responsibilities.....	34
Checklists.....	35
Safety	35
Security System.....	37



Table of Contents, continued

Review IV	39
FAC Opening Procedures.....	40
FAC Closing Procedures.....	41
FAC Cleaning Procedures	43
FAC Cleaning Supplies.....	46
Review V	47
FAC Programming.....	48
Club Newsletters	52
Review VI.....	53
Policies	
Reservations.....	54
Member Charge Tickets (Chits).....	55
Pool Rental	56
Party Room Rental	59
Birthday Parties.....	62
Kids' Corner	63
Aerobics/Fitness	65
Personal Trainers.....	67
Children in the Aerobics/Fitness Rooms.....	67
Review VII.....	68
Teen Center/Arcade.....	69
Theater	70
FAC Promotional Board.....	71
Pool Guests Fees	72



Table of Contents, continued

Pool Check In	73
Lost and Found	75
Review VIII	77
Training Critique	78
Appendices	
A1 - FAC Opening Checklist	79
A2 - FAC Closing Checklist	80
B1 - FAC Layout	81
B2 - Aquatics Center Layout	82



FAC Facilities Description

The Family Activity Center is made up of the two buildings on either side of the entrance into the Aquatics Center.

Size - Approximately 4,500 square feet

Activity Director and Assistant Activity Director's Offices.

Separate Fitness and Aerobics Rooms

Fitness Equipment

- 2 @ True Commercial Treadmills
- 2 @ True Elliptical Trainers
- 2 @ True Recumbent Bicycles
- 2 @ Cybex Steps Climbers
- 1 @ Apollo Multi-Station, "Universal-Style, with 200 lb. weight stacks.
- 5 - 50 lb. fixed dumb bells.

Teen Center with Table Games and Video Arcade

Kids' Corner

Forty seat Movie Theater

Children's Playground



Activity Leader Information and Expectations

Your Supervisor

Each Club employee comes under the direct control of a Supervisor. He or she, in turn, answers directly to a Department Head who reports to the General Manager. The Assistant Activities Director is your Supervisor. He is an important link in the management chain and is responsible for the daily work of your team.

Your Supervisor is responsible for training you in the proper way to do your job and ensuring that your work is completed according to our quality and performance standards.

A major responsibility of every Supervisor is to provide you with the assistance and support you need to do your job properly. If you have a question about any aspect of your work or you need help, see your Supervisor. We only ask you to remember that your Supervisor is a busy person with many responsibilities. Please show courtesy and understanding by approaching him or at an appropriate and convenient time.

In the absence of your Supervisor, another manager or supervisor assumes direction of your operation.

Meeting your Schedule

Schedules will be posted every Wednesday afternoon for the following week in the FAC Reception Office. We consider your obligation to meet the posted work schedule a serious responsibility. Therefore:

- The work schedule may not be modified without the prior approval of your Supervisor. You may switch shifts with coworkers if they agree. Shift substitution forms are available in the FAC Reception Office. Complete the form and put in the Activities Director's mailbox in the Reception Office. All shift substitutions must be approved by the Activities Director.



Attendant Information and Expectations, Continued

Use of Telephones

Club telephones are for business purposes. Excessive personal use of phones may interfere with that business.

Reasonable use of telephones for personal reasons such as to call family member, is permitted at the discretion of your Supervisor. However, you should discourage your friends from calling you when you are working unless necessary.

Removing Items from the Premises

It is the policy of the Club that:

- No items will be removed from any Club premises by any employee unless movement of such items is in support of operations.
- No leftover food from any Club facility be removed from the premises by any employee.

Further, employee meals are to be consumed on the premises. Therefore, food designated as employee meals may not be removed from the premises.

"Grazing"

"Grazing" is defined as employees helping themselves to food that is being or has been prepared for service to members.

Employees are not permitted to take or eat food other than the staff meal or eat at times other than their meal break unless authorized by their Supervisor.



Review II

Who does the Family Activities Department report to?

What phrase summarizes the Club's feelings about employee attitude?

What is the prescribed dress for your position?

List three "Do's and Don'ts" regarding your dress.

1. _____

2. _____

3. _____

Should you be sick and unable to come to work, what should you do?

When calling off, leave word with another employee. (Circle one)	True	False
--	------	-------

You may smoke in designated areas, but do not let members see you.	True	False
--	------	-------

It is permissible to take leftover food home.	True	False
---	------	-------

Employees are permitted to take smoke breaks in their work areas.	True	False
---	------	-------

It is OK for you to sit on furniture at the Cabana or Pool.	True	False
---	------	-------

List three miscellaneous requirements of your position.

1. _____

2. _____

3. _____



Member Service, Continued

- Clothing/uniforms should be clean, fresh, and unwrinkled. Shoes should be clean and in good condition.
- Manners
 - Good manners demonstrate respect for our members and guests.
 - Greet members by title and last name, i.e., Mr. Brown, Mrs. Smith, Dr. Jones. Hold your head up, look members in the eye, and give them a hearty greeting of good cheer.
 - Use words like, "Yes, Ma'am" and "Yes, Sir" when speaking to members and guests. Do not use slang words. Never refer to members and guests as "You guys."
- Courtesy
 - Thank members and guests when appropriate. Use the magic word "Please" when appropriate.
 - When members or guests depart, wish them a "Good Day or Evening," and thank them for coming to the FAC or pool.
- Body language
 - Do not lounge around where members may see you. Stand when talking to members or guests.
 - Do not walk around with your hands in your pants pockets. If you don't know what to do with your hands, clasp them in front of you or behind your back.



Member Service, Continued

By keeping the Club premises clean, we avoid accumulated trash, demonstrate our dedication to our membership, and foster an attitude of respect for our facilities and premises.

Tipping

You may not under any circumstances solicit tips. If you do, you will be terminated! However, if insisted upon by the member or guest after you have first refused, you may graciously accept a tip offered to you.

You are expected to stand when greeting or otherwise speaking to a member or guest.

Be cheerful, upbeat, and friendly to everyone.

You are expected to greet members, preferably by name. Always use the members' title, i.e., Mr., Mrs., or Doctor.

Make sure you know the following information for the day:

- Daily FAC activities and events.
- Time and location of all activities and events.
- Daily hours of operation for FAC and Aquatics.
- Any special events taking place at the Club that day.

Greet and make conversation with members and guests as they arrive.



Safety

The FAC is equipped with fire extinguishers and a first-aid kit.

- Fire extinguishers are all-purpose and are located throughout the FAC. Your Supervisor will show you how to use these devices.
- The first-aid kit is kept in the FAC Reception Office. You may use the first aid kit for your own needs, as well as the needs of members, guests, and other employees. Part of your daily duties should be to check the first aid kit to ensure it is sufficiently stocked with first aid items.

As in any operation, there are inherent safety risks. Primary among these is exposure to cleaning and sanitation chemicals. You will receive a safety orientation of the FAC in which these risks will be pointed out.

The FAC is provided with a Material Safety Data Sheet (MSDS) book that lists all potentially dangerous chemicals used in the operation. The book contains instructions regarding antidotes and treatment for improper exposure to these chemicals. The MSDS book is in the FAC Reception Office.

If you notice any safety hazard, inform your Supervisor as soon as possible.

If you should injure yourself on the job, report the fact to your Supervisor as soon as possible. Any accident involving employees or members must be reported using an Accident Report, Form 261. Copies of this form are available in the FAC Reception Office.



FAC Closing Procedures

About an hour before normal closing time, you should begin to prepare to close the FAC.

- Straighten up Reception Office.
- Put the "Sign-in" sheets in the "Old Sign-ins" folder.
- Fill out the Daily Activities Participation Sheet, Form 804, and put it in the Activity Director's box.
- Put all the day's member charge chits in the FAC strongbox and take it to the Tavern Administrative Offices and place it in the Controller's mailbox.
- Make sure all TVs are turned off.
- Straighten Teen Center and Theater and turn off lights.
- Straighten fitness and aerobics rooms, wipe down fitness equipment, and turn off lights.
- Straighten Kids' Corner turn off lights.
- Collect all used towels and put them in the dirty linen hamper in the Aerobics Room.
- Restock towels from the linen shelves in the Assistant Activities Director's Office.
- Make sure members and guests have left each area and lock areas up.
- Empty trash from any special events.



FAC Programming, Continued

Movie Mania. Ages of 4 -12. Join us in the Movie Theater and enjoy your favorite movies! Movies are rated "G" and "PG." We will serve Kool-aid and popcorn.

Pool Games. Saturday at 2pm. If you are age 8-12 or can swim the width of the lap pool, you can join the activities staff for some fun pool games!

Pool Side Bingo. Wednesday and Sunday at 2pm. Pull up a chair on the pool deck and join us for a game of BINGO led by an Activity Leader. Prizes are always awarded! All ages welcome.

Sports Camp. Ages 6-8 & 9-12. Learn about golf and tennis, swim, do arts & crafts, play games and more! The activities staff will supervise the campers while out professional golf and tennis staff introduce them to sports, they can play for a lifetime

Pool Parties. Middle School and Teens. Join us for food, drinks, and some great party tunes courtesy of one of the area's most rockin' DJ's. Door prizes will be awarded.

Toddler Play Group. If you have a toddler and would like to spend some time socializing with other mothers and their children, come by the Aerobics Room in the FAC for an hour of play.

Woman's Week. This is your week to celebrate yourself! Take some time and spoil yourself with some special activities reserved just for you! There are fashion shows, spa visits, art excursions, movie nights, golf and tennis clinics, and more!

Fitness Classes:

- Strength Training
- Aerobics, all levels and varieties



FAC Policies - Pool Rental, Continued

- Privately-sponsored events at the Swim Center must end at 11 p.m.
- Safety considerations require that a minimum of three lifeguards be present at the Swim Center at all times.
- The rental of the Swim Center includes use of the bath house, all three pools, the lighthouse slide, and the seating area of the Driftwood Cabana snack bar.

Fees and Charges:

- The pool rental fee is \$150 for the first hour. Additional half-hour increments are \$75 each.
- Lifeguards are charged at \$10 per hour per guard in one-hour increments. There is a 3-guard minimum.
- Guest fees are not charged when the Swim Center is rented after hours.

Food and Beverage

- It is the policy of the Club that all food and beverage served must be provided by the Club.
- As the holder of the alcoholic beverage licenses for the premises, the Club must provide all alcoholic beverages consumed on the premises.

Reservation, Deposit, Billing, Cancellation, and Guarantees

- When the Club receives a request to reserve the Swim Center for a party, the Activities Director will send the member a copy of the Swim Center Rental Policy and a Swim Center Reservation Letter.



FAC Policies – Birthday Parties

It is the policy of the Club that a Birthday Party Coordinator be appointed and follow established procedures when planning a party.

The Party Coordinator is the main contact for members who request the use of the FAC for a party.

The Party Coordinator is responsible for booking, planning, and implementing all birthday parties at the FAC.

Procedures

The Party Coordinator will take member requests/reservations.

The Party Coordinator is responsible for booking and marking in FAC Events Calendar which is kept in the FAC Reception Office.

The Party Coordinator will book the requested room if it is not already booked. If already book, the coordinator will suggest another space, if available.

Members must fill out a request for Pool Rental or FAC Room Rental and make a non-refundable deposit of \$100 for pool and \$50 for a FAC room.

The Party Coordinator will completely fill out a Special Events Form adding special notes as needed.

The Party Coordinator will send a Confirmation Letter on Club letterhead to the member. The confirmation letter will contain all discussed details.

The Party Coordinator will schedule staff for the event.

The Party Coordinator will send a handwritten thank you letter after the event.



FAC Policies - Pool Check-In Procedures, Continued

- If there are any special events (see attached sheet), ask them to sign in separately for those events on the special event register. Again, if they have guests have them sign-in their guests for the special event.
- Thank them and wish them a good time - "Have fun," "Enjoy yourselves," or "Enjoy the facilities."
- If they are unfamiliar with the facilities, point out the men's and women's changing rooms, and the Cabana Snack Bar.
- Response to questions:
 - If you are asked why you are checking membership cards, reply that we are simply assuring that only club members are using the facilities. If they question you further, you may say that we've had reports of unauthorized people using the facilities and we are trying to protect the club's and our member's interests.
 - If you are asked any questions about the pool facilities or special events that you cannot answer, refer them to the Pool Manager.
 - If you are asked any questions about the cabana snack bar facilities, refer them to either the Chef or the Dining Services Manager.
- If someone wants to use the pool and does not have a membership card or they are not on the member roster, explain that the pool is for the use of members and guests only.
- If you have any problems or complaints, refer them to the Pool Manager or other management representatives who may be at the pool.

About the Author

Cindy Williams is nationally known as a creator of innovative family programming for the hospitality industry. She is a graduate of the University of Wisconsin at Stevens Point. She worked as an Activity Director of The Point Lake and Golf Club providing a robust schedule of activities for members of all ages. She then worked as Corporate Public Relations/Community Relations Coordinator for Lowe's Home Improvement, a Fortune 50 company. She then returned to club management, working as Corporate Director of Activities and Regional General Manager of Lifestyle Clubs for East West Partners Club Management.