



Private Club Performance Management



Activity Leader Training Manual

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Your Attitude

Satisfying our members is not an easy matter. They expect high quality food, recreation, and service in a clean, friendly, well-maintained and operated environment. To meet their expectations, you must have a keen commitment to our standards of service and the right attitude to make it happen.

The right attitude is the most important requirement for success in any endeavor. How you approach your work has a direct bearing upon the quality of your work and, more importantly from your standpoint, the enjoyment and the sense of satisfaction you derive from working here. If you dwell on the negative, your work and every aspect of your life will be negative. You must choose instead to see your work in a positive way and take pride in your contributions to the larger effort.

We feel strongly about maintaining a positive attitude. One sour, negative attitude can ruin the workplace for all of us. Our members don't need it and we don't need it. So, we say with deep conviction,

"BE OF GOOD CHEER OR DON'T BE HERE!"



Appropriate Dress for Your Position

The Club has established high standards for its operation. The pride you show in your dress, your personal grooming, and the cleanliness of your uniform reflect not only on yourself, but also on the Club.

The prescribed uniform for Activity Leaders is as follows:

- Club golf shirts and t-shirts provided by the Club to be worn with khaki or navy shorts or pants, a belt, white socks, and tennis shoes provided by the employee. Each Activity Leader will be given one golf shirts and two t-shirts.
- Shirts must be clean, unwrinkled, and tucked in at all times. Shorts must be cleaned and pressed. Cutoffs and shorts above mid-thigh are unacceptable.
- Socks must always be worn . Tennis shoes must be clean and serviceable, that is without holes, frayed spots, etc.

Nametags

- Activity Leaders must always wear a nametag provided by the Club .
- Nametags must be worn on the employees left chest.
- Report lost nametags to the Activity Director. There is a \$10 charge for additional nametags.

Dress Do's and Don'ts:

- Clothing must be clean and unwrinkled.
- Shirttails must be tucked in.



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.



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

As an Activity Leader, you perform some of Club's most critical duties in that you serve the members, their families, and their guests directly and frequently.

Because of this high level of member contact it is essential that your duties be spelled out in detail.

Further, the techniques and nuances of service are extremely important to this position. Manners, courtesy, tone of voice, body language, and hustle - all contribute to members' perceptions of your dedication to their needs and welfare.

Duties

- Organize and implement programs and events for children, teens, and adults. This includes arts & crafts, pool games, bingo, theme parties, dinner nights, movies, day camps, outings, member socials, etc.
- Work at the main desk taking phone calls, answering member questions, and taking reservations for upcoming events, child watch, and aerobics.
- Charge members for activities, fees, and services using chits.
- Assist with child watch in Kids' Corner.
- Assist with the Activities newsletter.
- Help organize and implement summer sports camps.
- Help maintain activities areas.
- Instruct members on proper use of fitness equipment.



Potentially Difficult Situations

There are several potentially difficult situations that you may encounter in the course of your duties. The following guidelines will help at those times:

Complaint from Member or Guest

If a member or guest complains about anything, you should remedy the problem if it is within your power to do so. Always apologize sincerely while doing so.

If the complaint is about something over which you have no control, relay the complaint to your Supervisor.

Responding to common questions about Kids' Corner

- Why is Kids Corner only for ages 3 to 6?

The Club is not a day care. We are not licensed to operate a day care or care for children under the age of 3. Safety is another issue that we are concerned about. For example: having newborns who cannot hold up their heads and a 6-year-old who throws toys in the same room is a potentially dangerous situation. Kids Corner is one room furnished with age appropriate toys and activities for ages 3-6. Parents **must** be on the Club premises while their child is attending Kids Corner. The only exception is for Mom's Morning Out.

There will be programs for ages 3 and under such as Mommy & Me and Daddy & Me where the parent and child engage in interactive theme activities. A Toddler Play Group will also be available. Parents may bring their toddler to interact with other toddlers and parents at the FAC.



Review III

Which rest rooms should you use? _____

List three "Habits to Avoid."

1. _____
2. _____
3. _____

List three duties of Activity Leaders.

1. _____
2. _____
3. _____

You may call members by their first names. (Circle one) True False

"You guys" is an acceptable way of addressing members. True False

You should not walk around with your hand in your pockets. True False

It is OK for you to sit on furniture in the FAC. True False

Hustle demonstrates a good attitude toward the task at hand. True False

Keeping the Club premises clean shows our dedication to members. True False

Under what circumstances may you accept a tip from a member or guest?

What two things must you do if a member complains?

1. _____
2. _____

Explain the safety issue at the Kids Corner regarding our age restriction?



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 Opening Procedures

You should arrive at work on time and in proper attire. Pick up any trash you notice as you walk in from the parking lot.

Unlock and enter the FAC Reception Office door.

Turn off the FAC security system.

Clock in using the time clock terminal.

Unlock exterior doors (front and back) and turn on lights in Aerobics Room, Fitness Room, Kids' Corner, Teen Center, and Village Theater.

Check all rooms for cleanliness and straighten up as necessary.

Review FAC logbook for issues, problems, or communications since the last time you worked. Review previous day's closing checklist.

Check employee schedule and review events and tasks for the day.

Listen to phone messages and return calls as necessary.

Check supply of towels in fitness and aerobics rooms. Check supply of water and cups.

Review day's activities. Set up daily clipboard.

Make any necessary phone calls relating to the day's activities.

Complete a FAC Opening Checklist, Form 811, and place it in the Assistant Activity Director's box.



FAC Programming

The following principal programs and activities described below make up the core of the Club's activities programming:

American Red Cross Babysitting Course. When Mom & Dad can't be there, the next best thing is a certified Red Cross Babysitter! This course is for young adults ages 11-15. They learn skills associated with leadership, safety, and professionalism toward becoming a safe and responsible babysitter.

Arts & Crafts. Ages 5-8. Thursday from 4:00-5:00pm. Ages 9-12. Tuesday from 3:30-4:30pm.

If you like arts & crafts, join the Activities staff for an hour of creative fun! Remember to wear craft clothing. Each month will focus on different themes.

Club Page Turners. Ages 5-8. Wednesday from 3:30-4:15pm.
Ages 9-12 Wednesdays from 4:15-5:00pm. Do you love to read? This book club is for you! Join us each week as we read seasonal favorites and create and illustrate a few stories of our own! Remember to bring a book with you!

Club Kids' Club. This Kids' Club is specially tailored to children ages 6-12. All memberships are invited to join. There is no initiation fee or monthly dues. Kids' Club members will enjoy quarterly newsletters, special movie nights, pizza parties, pool parties, pen-pal programs, and athletic and educational activities. If you are between the ages of 6-12 and would like to be a member of The Kids' Club, please fill out an application today. Applications are located at the FAC and Sales Center.

Birthday Parties. Have your birthday party or special event at the pool, in the arcade, or at the movies! The FAC will make it special. All parties must be arranged at least 2 weeks in advance. All food and beverage must be supplied by the Club. All party requests must be directed to the Activities Director.



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

It is the policy of the Club that all individuals entering the Swim Center will be checked for membership privileges.

Procedures

- Open the window to the FAC Reception Office. Put out the sign requiring all members and guests to register before entering the pool area.
- Make sure you have the following supplies:
 - Current membership roster.
 - Guest sign-in register and special events register.
 - Two ball point pens.
 - Charge slips.
- Greet all individuals approaching the FAC Reception Office. Use a cheerful, "Good afternoon or Good Evening."
- Ask to see their membership card. If they do not have their membership card with them, ask their name and member number. Verify the name and/or number using the membership roster. If they give you their name, but do not know their membership number, ask to see their driver's license or another ID with their name on it.
- Ask the members to sign in using the sign-in register. Ask if they have any guests with them this afternoon (evening). If so, ask them to please sign in their guests. FYI: they are charged \$5 for each adult guest (18 years of age or older) and \$3 per child guest.



Review VIII

- The Teen Center does not provide supervision for the Teen Center. True False
- Loitering at the Teen Center after hours is not permitted. True False
- Only FAC staff can make popcorn. True False
- The Theater is not available for private use by members. True False
- What fees are charged for pool guests? _____
- Where do members check-in for the pool?

List three items of supply necessary at the pool check-in desk.

1. _____
2. _____
3. _____

Where are lost and found items kept?

Where is information on found items recorded?

List three items of information necessary for each found item.

1. _____
2. _____
3. _____

List three items of information that must be recorded for each item claimed.

1. _____
2. _____
3. _____



Appendix A1 - FAC Opening Checklist

Private Club Performance Management	Family Activities Center Opening Checklist
To be completed and signed at the end of the opening shift	
Item	
<input type="checkbox"/>	Turn off security system
<input type="checkbox"/>	Turn on lights in fitness & aerobics rms, Kid's Corner, & Teen Center
<input type="checkbox"/>	Check all rooms for cleanliness. Straighten up if necessary.
<input type="checkbox"/>	Turn on TV to channel 9 in Theater
<input type="checkbox"/>	Review previous day's closing checklist
<input type="checkbox"/>	Unlock door of Kid's Corner leading to play area
<input type="checkbox"/>	Unlock door of Fitness & Aerobics Rooms, Theater, & Teen Center
<input type="checkbox"/>	Check employee schedule and review events/tasks for the day
<input type="checkbox"/>	Listen to phone messages and return calls as necessary
<input type="checkbox"/>	Check supply of towels in fitness and aerobics rooms
<input type="checkbox"/>	Review day's activities. Set up daily clipboard.
<input type="checkbox"/>	Make any necessary phone calls relating to the day's activities
<input type="checkbox"/>	Turn on computer
<input type="checkbox"/>	List any problems you had during opening.
<input type="checkbox"/>	Check supply of water and cups in Reception Office, Aerobics Room, & Fitness Room.
<input type="checkbox"/>	List all events on the Daily Activities Board in the Reception Office.
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
Attendant's Signature: _____ Date: _____	
PCPM Form 811 Effective: 3/2/00	