

## Nov. 2014 Staff Meeting

In attendance: Trista Baye-Martin, Satchel Beranek, Annie Fochs, Olivia Frieders, Terese Globensky, Joanna Grill, Anne Hadler, Heather Hoyt, Jansen Imhoff, Paige Kurtz, Danielle Lampe, Tyler Lang, Cathy Matel, Matt Matel, Katie Miller, Jennifer Passehl, Cameron Sonnentag, Marie Stubbe, Janine Van Rixel, Ben Wesolowski

Excused: Chelsea Bauman, Isadore Hackle, Heidi Hadler, Isabelle Kochiu, James Krautkramer, Adrienne Reed

Un-Excused: Everyone showed up or called...Thank You!

Desk –

- Please balance the till before and after your shift. Run a slip and initial it so we know who to come to if we have questions.
- All money taken in must go through the till and receipts must be written even if they say you don't need one. Exceptions are diapers (envelope), 50 cent snacks (zipped envelope by the snack drawer), Manta Ray transactions (they have a separate till).
- Please initial your receipts.
- Greet everyone that walks into the building, not just the ones that you know. Recreation Management Reports; operators know that member retention is crucial to business. Members value different types of communication, including in-person, phone, social media, text and e-mail. Yet the report shows that face-to-face interactions with staff may have the greatest impact on retention.
- If someone gives the pool a donation you need to fill out a receipt stating donation and the amount. You should also know that we now take donations via a "donation button" on our website. You won't be directly involved with this, but you need to know about it in case you get questions. It works like any other payment that they make on the website. When they click the button they will be taken to Pay Pal. They can fill in the amount that they would like to donate and then pay with a credit card. They do not need a Pay Pal account.
- Understanding memberships (please explain this to people when selling these memberships) –
  - Rehab is 3 months and they need a Dr. slip. It can be used for any activity at the pool (classes or independent work outs).
  - Fitness punch cards – no Dr. slip needed but it is only for instructor led fitness classes. 8 punches please don't continue to punch it more than 8 times.
  - Members discount pass must be purchased by a member but then can be used by their friends and family who are not members. Can be used for any type of workout. 5 punches - please don't continue to punch it more than 5 times.
- Birthday Parties –
  - When you talk to someone on the phone about a party ask them if they would like you to pencil them into the calendar in the book even if they are not sure so that their day

doesn't get taken. Ask them to call you back either way so you can remove them if they change their mind.

- Tell people that they should ask in their invitations if the families have a pool membership. If they know ahead of time it makes it easier (you don't have to look them up) when they come in for the party.
- When they are sure they want that date. Fill out the form and put it on Jennifer's desk so that she can find staff.
- Write the party on the calendar behind Jennifer's door at that time (if it is this month) and make sure it is on the calendar in the book.
- Please pull the sheet when the people come in and find out how many members/non-members they have.
- Please be sure that you are charging the correct price. The prices are on the party sheet.
- They don't get charged for their non-members if it is a private rental, but they still have to pay if it is a whale or dolphin package.
- Help them with the tables and chairs if they want them.
- Be sure to remind them that they need to clean up the lobby after their party.
- Put the sheet in Cathy's in box after the party.

#### Guards –

- We have rules for a reason, please do your job and have patrons follow them. It makes it easier on you and other staff when one person doesn't let people do things that are against the rules. Then they think they can do it the next time.
- Be alert please. That is your #1 and only job when swimmers are in the pool.
- Please let Jennifer know if there is a problem with any of the equipment. Recently the sprayer was broken and no one told her. When you use the sprayer be sure to open it after each use and dump out the water to allow the tablet inside to dry.
- We have a new pool vacuum. The plan is to run it for 4 hours once a week. You will just have to put it in and it runs by itself and shuts off by itself and will just need to be removed in the morning. It even does the walls. It also has a remote for cleaning specific spots but this will be kept by Jennifer for now.
- Our ADA lift came in last Friday. It will probably be installed some time later this week. We are telling customers that you will teach them how to use it the first time and then they should be able to use it on their own.
- We will teach you how to use the vacuum and the lift before you are expected to use them.

#### All –

- Schedules are your responsibility, know when you work, find subs if you have conflicts and do it days before not hours before your scheduled shift.
- Time sheets –

- Please use your full name (Marathon Cheese, who writes our checks don't know you by your first name).
- Enter your employee number (if you don't know it there should be a little slip with it on inside your mail box. If it is no longer there please let Cathy know).
- Enter the full date of the last day of the pay period (there is a pay day's table near the mailboxes so you can look it up if you don't know it).
- We work in quarter hours .00, .25, .50, .75. Please use the decimal point not a fraction (it's so much easier to add when doing a lot of them.) Please put this in the column for the job that you are doing as well as in the right hand column (we need to add your hours both across and down).
- Please use decimals for your hours not X's or check marks.
- MASA member's incentive program as we know it will be ending. We will have a new incentive program starting on 1/1/15.
  - This is when the old program will end. The new program will run for two 12 week time frames in February thru May and September thru January.
  - They will only get a bonus to use against their membership for next year if they work out 30 days in that 12 week period.
  - They will still get a payout next year for Sept and October, November and December of this year before the old program ended.
  - They don't have to sign up for the new program if they were enrolled in the old one they will be automatically enrolled.
  - Remember to tell new members about the incentive program and have them sign up on the clip board at the front desk if they are interested. They only need to do this once. If they did not renew their membership last year they need to reenroll in the incentive program as we remove people who did not renew or did not swim at all in the previous year.
  - We will still be keeping track of "Lap Swim Milestones", but it will not be connected with the incentive program.
  - We will incorporate a food drive so that they can get credit for the days that we are closed.
- WSI and Lifeguard recert Certificate ID – Jennifer needs to know this number so that she can keep track of when your certifications expire. You should have gotten this number when you renewed your WSI the last time. Please check the door to Jennifer's office. If you have a highlighted yellow area by your name it means you need to get this number for her.
- Please let Jennifer know your availability for next semester and for teaching winter lessons. There is a sign-up sheet on Jennifer's door for lessons. College students, if you would like hours in January let Jennifer know.

Drills – We did hands on CPR and AED training at 4 stations.