



# Private Club Performance Management



## Activity Leader Training Manual

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Private Club Performance Management

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## **Purpose**

The purpose of this training manual is:

- to train you in the knowledge, skills, and abilities necessary to properly perform your duties,
- to instill in you a strong service ethic toward our members and your fellow workers,
- to provide you with the tools and techniques to comfortably perform all assigned tasks
- to prepare you for potentially difficult situations by providing you with the approved way of dealing with them.



## **Responsibilities**

The Activities Director is responsible for properly and completely training you for your position.

It is your responsibility:

- to diligently apply yourself to mastering the material presented in this manual, and
- to notify the Activities Director of any difficulties encountered in the performance of your duties that might require modification of activities operational policies, procedures, standards, or training.

It is the responsibility of the Training Manager to review training material and programs to ensure that they meet the need of providing high quality training to you and your fellow employees.



## **Background**

A private club creates a special environment for its members. It is a place of refuge from the busy world around us. It is a place where friends and business associates can gather and enjoy the amenities of the Club. It is a place where members are known by name and those of us who serve them know their preferences and desires.

One of the primary amenities offered by the Club is Family Activities. Family Activities encompass a wide range of programs and events geared toward the active lifestyle of our members and their families. The Club is committed to a robust schedule of family activities.

This commitment to Family Activities is evident in the facilities that the developer has incorporated in the Club - the Family Activities Center or FAC and the Aquatics Center. These facilities go far beyond what you would find in traditional country clubs and graphically demonstrate the importance that Family Activities plays in the life of the Club. Further, the Club employs a full time Activities Director to plan and supervise year-round activities for children, teens, adults, and seniors.

Your role as an Activity Leader is to attend to all the small details that add up to unsurpassed activities for our members and their guests. To do this properly, there are many things you must know. We trust that after working through this self-study training manual, you will be equipped with all the necessary knowledge, skills, and abilities to do your job with grace, ease, and dedicated professionalism.





## 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



## **Aquatics Center Description**

The Aquatics Center includes the following facilities:

- 3 Pools, including 2 children's pools and a lap pool.
- The Water Slide

Special features include:

- Tot Pool with various water jets (umbrella, geyser, solid stream),
- The "Whale Slide", and "Gadgets and Gizmos" (various water-related toys).
- Bath House facilities for men and women.
- Pool Cabana Snack Bar serving light food, snacks, ice cream, and beverages.



## **FAC Reception Office**

The FAC Reception Office, located next to the Teen Center at the entrance to the Aquatics Center, is the "command central" and information center for the Family Activities Center.

All phone calls relating to Club Family Activities will be answered in the Reception Office by FAC staff. Frequently, members will stop by the Reception Office to inquire about programming or events, sign up for activities, or RSVP invitations.

The Reception Office is also the sign-in location for members and guests using the Aquatics Center. FAC staff will also report to work at the FAC Reception Office.

Because of its highly visible location and the fact that it is frequently visited by members, it is imperative that the FAC Reception Office always be kept neat and clean.



**Review I**

Give two of the purposes of this training manual.

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_

What are your responsibilities regarding this training material?

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_

List three FAC facilities.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

The Club has two swimming pools. (Circle one)

True    False

Name the Club's two water slides.

1. \_\_\_\_\_
2. \_\_\_\_\_

List three things that make the FAC Reception Office the "Command Central."

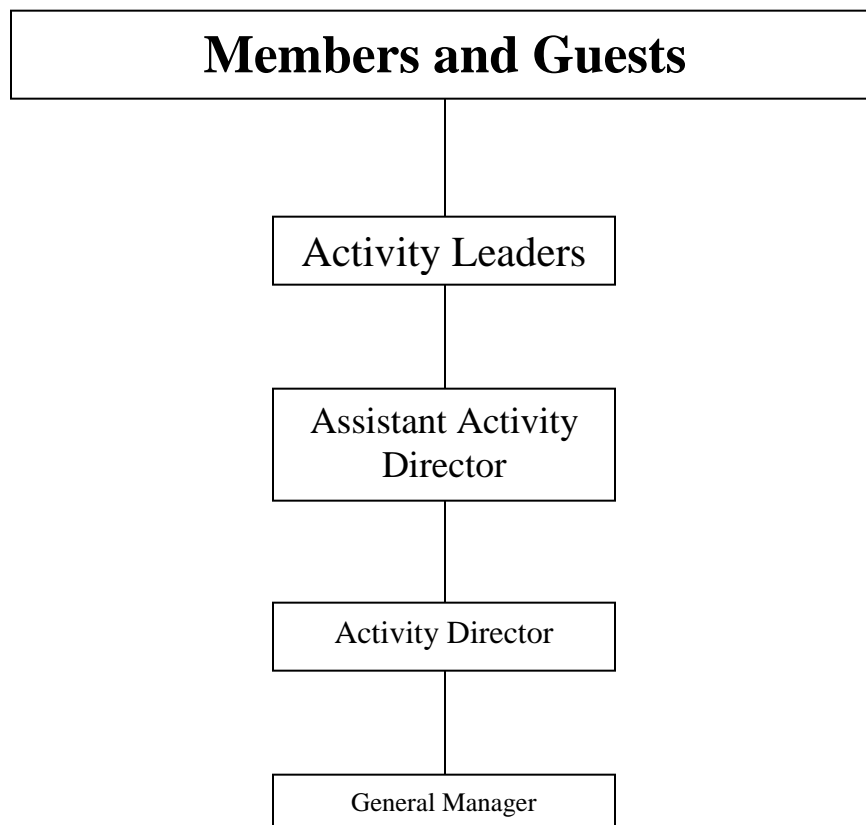
1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_



## **Family Activities Departmental Organization**

The Club's Family Activities Department reports to the Activities Director who is assisted by the Assistant Activities Director/Aquatics Manager. The Activities Director reports to the Club General Manager.

If the Director of Activities is not available, all FAC employees must report to the Assistant Activities Director/Aquatics Manager or the "Manager on Duty." The FAC Organization Chart is depicted below.





## 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 always be clean, unwrinkled, and tucked in. 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.
- Shirrtails must be tucked in.



**Appropriate Dress for Your Position, Continued**

- Please do not wear excessive jewelry or makeup.

Hats. If you choose to wear a hat, it must have the Club logo and can be purchased in the golf shop for a minimal fee.





## 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.



### Activity Leader Information and Expectations, Continued

- Failure to work assigned shifts is unfair to fellow staff, your Supervisor, and our members, and cannot be tolerated. Appropriate disciplinary action will follow such failure.
- We will always consider true emergencies. However, those who do not report for scheduled shifts and/or call in sick repeatedly are subject to disciplinary action, where warranted.
- You are responsible for giving your Supervisor reasonable notice of illness, lateness, or inability to meet your work schedule before your absence so that your shift may be properly covered.
- Changes to the work schedule may be made by your Supervisor at any time to effectively handle the level of our business. Supervisors will make every effort to meet individual needs and requests, but this is not always possible. We ask you to bear this in mind and accept such changes as necessary. It is the nature of our business.

Your Supervisor will make every effort to grant reasonable requests for time off. Please recognize, though, that we are running a business that has certain staffing requirements. When requests become unreasonable or excessive, your Supervisor will take whatever action necessary to ensure adequate staffing.

#### Time Off Requests

Time off requests must be made at least two weeks in advance.

Time off request forms are in the FAC Reception Office. Complete the form and put in the Activities Director's mailbox in the Reception Office. The Activities Director must approve all requests.



## Activity Leader Information and Expectations, Continued

### Timekeeping

Timecard errors must be reported to the Activities Director or the Assistant Activities Director.

Employees are not allowed to clock in or out for other employees.

### Timely Attendance

You are expected to be present, in uniform or proper dress, and ready for work at your scheduled time. Habitual tardiness cannot be tolerated.

Transportation to and from work is your responsibility.

### Notification

If, for any reason, you expect to be late or absent, call and let your Supervisor know the reason.

If your Supervisor is unavailable, you should leave word with the assistant or acting Supervisor. Only if your Supervisor or other individuals left in charge are unavailable, should you leave word with another employee. In this case, you are expected to call back and speak with your Supervisor later.

Except in the case of emergencies, having family members or friends call for you is inappropriate. Therefore, all notification calls must be made by you personally unless you are seriously ill or otherwise incapacitated.

### No Call/No Show

Missing a shift without calling or a valid excuse will result in disciplinary action.



## Attendant Information and Expectations, Continued

### Parking

Employees are expected to park at the end of the parking lot farthest from the Family Activities Center. This allows our members to park in the closer, more convenient spaces.

### Drinking or Use of Non-prescribed Drugs

No employee may consume an alcoholic beverage while on duty. Reporting to work while under the influences, drinking on duty, or the use of any illegal or non-prescribed drugs will result in appropriate disciplinary action.

### Smoking

Smoking is permitted only in designated smoking areas during your break or after your shift has ended. You should not smoke in areas where members and guests may see you. If you smoke, dispose of your cigarette butts properly. Do not throw them on the ground.

### Use of Facilities

Employees are not allowed to use the facilities and services of their workplace while working. This means you should not sit on furniture that is for member use; e.g., poolside tables and chairs, tables at the Driftwood Cabana, or on furniture in the Family Activities Center (other than offices and break areas).

Club facilities are for the exclusive use of our members. Use by employees on the clock is an inappropriate use of work time. Further, it sends the wrong message to our members about our priorities.



## 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.



### Attendant Information and Expectations, Continued

"Grazing" by staff in the kitchen or from buffet lines in the dining room will not be tolerated under any circumstances and no excuses will be accepted.

This policy is taken seriously and will be enforced by all Supervisors. We ask that you understand the necessity of such a policy and realize that it is essential for multiple reasons, including cost control, sanitation, professional appearances, and good member relations. Please cooperate so that none of us is put in the position of having to play "food police."

While servers are not allowed to "graze," it is expected that food preparation staff will taste the food they are preparing. This is considered an aspect of their jobs and is essential to providing quality food.

### Quality Assurance

Every employee is responsible for the quality of our operation. Activity Leaders have a special responsibility in that they interface directly with members in the Activity and Aquatics areas.

As a result, it is extremely important for you to be alert to the many details of your position. Further, you should be alert for special situations where you can be helpful to our members and their guests.

### Miscellaneous Requirements

You may not read magazines or books while working.

You may not have friends visit while working.

Never leave the room without taking the children with you.



## **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. \_\_\_\_\_



## **Breaks and Employee Meal**

Activity Leaders needing to use the rest room may use the bathrooms located in the Bath House.

Your Supervisor will provide guidance as to when and where you may take breaks. These breaks should not interfere with service to members. Do not leave Club premises while on break without notifying your Supervisor.

You are entitled to an employee meal during your work shift. Your Supervisor is responsible for explaining the employee meal policy to you.





## Appearance and Grooming

How we appear to our members has a major impact on their perceptions about the quality of our operations. Therefore, it is essential that Activity Leaders meet all appearance and grooming standards.

### Hair

Hair must be neat and well groomed. If longer than shoulder length, hair must be restrained and kept off the face.

"Wild" coloring of the hair is not permissible while working in the Club. Management has final say as to what is considered wild coloring.

### Grooming

Bathe daily. Use deodorant soap when necessary.

Brush teeth as often as possible, particularly after meals.

Mouthwashes and breath mints help eliminate mouth odors, but do not suck on mints or chew gum while working.

Hand washing is a must! Especially after using restrooms and when switching tasks.

Fingernails must be kept clean and neatly trimmed.

### Habits to avoid

Fussing with face or hair. Combing hair where members may see you.

Nail or cuticle biting.



### Appearance and Grooming, Continued

Careless sneezing or coughing.

Smoking in non-smoking areas.

Chewing gum anywhere you'll be seen by members and guests.

Scratching in any form.

#### Jewelry

One ring per hand and a wristwatch may be worn while working.

Necklaces must be worn out of sight.

Earrings must be no larger than a quarter, limited to one pair. Men are not permitted to wear earrings while working.

Similarly, there must be no other jewelry worn in visible body piercings, such as nose studs or tongue piercings.

#### Cosmetics

Apply cosmetics with a "light" touch.

Keep nails moderately trimmed and clean. Use only a clear or neutral nail polish.

Avoid strong perfumes and colognes as they may be offensive to members or fellow employees.

While it is not possible to establish absolute standards of personal grooming, the final determination of an employee's suitability for work rests with management.



## **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.



### Member Service, Continued

- Assist Director and Assistant Director with holiday programs.
- Help train new employees.
- Be knowledgeable about activities and functions, Club hours of operations, course yardage and rating, and other items of interest to members and guests.
- Be continually alert for special needs of members and guests. Always attempt to give extraordinary service .
- Be alert for and pick up trash, debris, or cigarette butts wherever they may be found.
- Continually provide high levels of service to members and guests.

### Service Techniques and Nuances

- Personal grooming and hygiene
  - How you look and the pride you take in your hygiene says a lot about how you view your job and the respect you have for those you serve.
  - Clean and combed hair, clean and trimmed fingernails, fresh breath, clean shaven or neatly groomed facial hair - all contribute to members' perceptions of your dedication to the job.
- Dress with pride
  - How you wear your uniform also speaks to your pride.



**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**

- Our members expect service from you. They don't expect to see you eating or drinking. Do not chew gum, eat mints, or chew on toothpicks where members can see you. These habits detract from the perception of high-quality service.
- Do not sit on furniture, except when on break in designated break area. Do not lean against the building or railings of porches. Your relaxation is not something the members expect or want to see. Your supervisor will inform you of your break area where you may relax during breaks.
- Don't hang out in groups. Employees should always be serving members, not entertaining themselves.
- Tone of voice
  - The way you speak can greatly affect members' perceptions about your attitude and dedication.
  - Your voice should always convey cheerful promptness and a willingness to do whatever you can to serve our members and guests.
- Hustle
  - Everybody knows the importance of hustle on a ball field or court. Coaches do not want to see their players dragging around.
  - Hustle demonstrates a good attitude toward the task at hand. Show hustle for the members and they will appreciate your effort and attitude.



### Member Service, Continued

- Personal service
  - Be prepared to perform personal services for members and guests, so long as it does not take you away from your principal duties for more than very brief periods.
  - Help members and guests by offering to carry their bulky tote bags. Offer assistance whenever it is obvious that a member needs it.
  - When you are truly alert to service, opportunities will present themselves for you to provide other special touches.

### Cleanliness Throughout the Day

Walt Disney Enterprises have made a name for themselves by keeping their facilities and theme parks spotlessly clean. In doing this they demonstrate their absolute dedication to their customers. They have also discovered the natural human tendency to keep clean areas clean. On the other hand, people give little thought to throwing trash in areas already trashed.

The Club is just as adamant about keeping its premises clean for the same reasons. Therefore, you can help by doing the following:

- Throughout the day as time permits or necessity warrants, keep outside areas clean by picking up trash and debris.
- Of concern is picking up cigarette butts wherever you see them - in the parking lot, in gutters, on sidewalks, on the staging area, etc.
- Sweep or blow off brick pavers with leaf blower as necessary to keep clean.



**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.





## 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.



**Potentially Difficult Situations, Continued**

- Why is Kids Corner only open from 8:30am to 1:30pm?

The Club has established these hours based on our experienced. If there is a demand for additional hours on a regular basis, we will review hours and adjust accordingly. Also, we will have programs such as Kids Corner theme parties that will run 2-3 times a month from 2:00-4:00pm for ages 3-6 that will supplement Kids Corner hours.

- What is the room capacity of Kids' Corner?

Kids Corner will allow up to 12 children at a time. No exceptions. This ensures safety and quality attention for each child attending.

- What is the ratio of Activity Leaders to children in Kids' Corner?

The ratio is 1:6 (adult to child). To ensure we meet this ratio, reservations for Kids' Corner must be made 24 hours in advance. All reservations for Kids' Corner theme parties and Parents' Morning Out will be taken on the first business day of the month.



**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?

\_\_\_\_\_  
\_\_\_\_\_



## Equipment and Supplies

Equipment. The FAC has a variety of equipment that must be kept clean and in good working order. Staff members must know how to operate each piece of equipment.

- Fitness equipment - must be wiped down daily.
- Wide screen TV and VCR. The TV screen must be cleaned with Windex daily. The VCR should be cleaned with a head cleaner once a month.
- Popcorn machine - This piece of equipment needs a thorough cleaning after each use.
- Video Games, Arcade Games, Pinball Machines, and Juke Box - must be wiped down daily.
- Air Hockey Table - must be cleaned daily.
- Token Changer - must be wiped down daily.
- The FAC Reception Office has a boom box to be used in the aerobics room and cameras used to take photographs of Club events. These items must be safeguarded.
- The FAC also has a vacuum cleaner to be used to keep all FAC facilities clean. The vacuum bag must be changed when full and the beater brush should be cleaned weekly to ensure the serviceability of the vacuum.

Any problems with the above pieces of equipment should be reported to the Activities Director or Assistant Activities Director as soon as possible.



**Equipment and Supplies, Continued**

Supplies. The FAC also uses various office, cleaning, and arts and crafts supplies. These items will be inventoried weekly using a FAC Supply Inventory and Requisition, Form 820. Accurate inventories will ensure that we do not run out of supplies.



## **Housekeeping Responsibilities**

While the Club's housekeeping department is responsible for daily general cleaning of Club facilities, including the FAC, all employees are expected to keep their areas of the operation neat and clean.

Beyond this general cleaning, you are responsible for the day-to-day vacuuming of the FAC, cleaning all installed equipment, and policing exterior areas. Anytime there is a special event or activity that generates a lot of trash, you are expected to remove the trash from the FAC and put it in one of the Club's trash dumpsters.

A FAC Cleaning Checklist which includes daily, weekly, and monthly cleaning responsibilities, is shown at Appendix A1. Activity Leaders are required to note daily items completed on this form which is kept in the FAC Reception Office and is available for review by the Activities Director at any time.

Use the checklist to ensure that all cleaning responsibilities are met. By initialing the checklist, you acknowledge your responsibilities and indicate that all required cleaning has been completed according to standards.



## Repair and Maintenance Responsibilities

You are also responsible for monitoring the proper operation of all equipment and building systems, such as heating, ventilation, and air conditioning.

Should you notice any problem with these items, complete a Work Order Form, found in the FAC Reception Office and submit it to your Supervisor. If any essential item is inoperative, operating erratically, or making strange sounds, contact your Supervisor or the Facilities Manager as soon as possible.



## Checklists

Checklists provide a reminder to you of tasks that must be completed during a work shift or on a periodic basis.

They also ensure accountability for completion of key tasks by your signature or initials on the checklist.

You will use the following checklists:

- [FAC Opening Checklist, PCPM Form 811](#), found at Appendix A1.
- [FAC Closing Checklist, PCPM Form 812](#), found at Appendix A2.





## 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 the [Member/Guest Accident Report, PCPM Form 111](#), or the [Employee Accident Report, PCPM Form 124](#). Copies of this form are available in the FAC Reception Office.



## Security System

The FAC is equipped with an ADT Security System. The system is monitored remotely by ADT. All exterior doors are equipped with door contacts and interior spaces are equipped with motion sensors.

The security alarm panel is located on the wall of the FAC Reception Office (see FAC Layout, Appendix B1 for exact location).

### Procedures - Arming All

When armed "away" mode, the system will sound an alarm if a protected door is opened or if any movement is detected inside the premises. You may leave through the entry door during the exit delay period without causing an alarm. You may also reenter through the entry door but must disarm the system within the entry delay period or an alarm will occur. To arm the system:

- Close all perimeter windows and doors. Push the "\*" (star) key on the keypad to see if any zones are open.
- Enter your security code and press the number 2 key (away).
- The display window will display "armed away," the keypad will beep twice and will display the armed message. You now have one minute to exit the building and lock the door behind you.

### Procedures - Disarming and Silencing Alarms

The "off" key (#1) is used to silence alarm and trouble sounds. To disarm the system:

- Enter your security code and press the "off" key (#1).



**Security System, Continued**

- The ready message will be displayed, and the keypad will beep once to confirm it is disarmed.



## **Review IV**

List three pieces of equipment found at the FAC.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Housekeeping is responsible for general cleaning of the FAC. (circle one) True    False

Activity Leaders are responsible for cleaning up after special events.    True    False

How do you report maintenance and repair items?

\_\_\_\_\_

List three checklists that you will use.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Where are fire extinguishers located?

\_\_\_\_\_

What are MSDS sheets and what are they used for?

\_\_\_\_\_

Who should you notify if you notice a safety hazard?

\_\_\_\_\_

Where is the security alarm panel located?

\_\_\_\_\_

What key do you press on the alarm panel to see if any doors are open?

\_\_\_\_\_

How much time do you have to exit the building after setting the alarm?

\_\_\_\_\_



## **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 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 Closing Procedures, Continued**

- Put the phone on "Night Service" at closing time, not before.
- Complete a FAC Closing Checklist, Form 812, and place it in the Assistant Activity Director's box.
- Lock all FAC exterior doors. Set the security alarm and exit the FAC Reception Office, locking the door behind you.
- Note any burned-out exterior lights.
- Pick up any trash on your way out to your car.



## FAC Cleaning Procedures

A clean, well-maintained facility is the sign of a professional and well-run Family Activities Center.

Because many employees work in the FAC on various shifts, it is imperative that a system be designed to ensure cleanliness and accountability for cleanliness.

Responsibilities. You are expected to keep the following areas of the FAC clean:

- Kids' Corner. Of concern in the Kids' Corner is the bathroom given the ages of the children using it. Also, important is to keep the tables and chair clean, as well as doors, windows, and mirrors. Little handprints all over everything require constant cleaning with disinfectant spray.
- Aerobics Room. Door handles, steps, jump ropes, hand weights, and stretch bands all need to be kept clean. The flooring should be vacuumed, the porch must be swept, and porch furniture wiped off regularly.
- Fitness Room. All fitness equipment must be cleaned with a disinfectant spray daily. Mirrors and doors must also be checked regularly and cleaned as necessary.
- Village Theater. Keep the floor swept and wipe off the furniture and TV screen daily.
- Teen Center. All furniture, arcade games, and the token changer must be cleaned daily. Also keep the floor swept.
- FAC Reception Office. This highly visible space must always be kept neat and clean.
- FAC porches and exterior walkways. Keep these clean and swept each day.





- **FAC Cleaning Procedures, Continued**

- The FAC Children's Playground. Check this area frequently for trash and potential safety hazards. Ensure that no glass containers are taken on the playground area at any time.

The Bath House will be cleaned daily by the Club's housekeeping staff.

Cleaning Schedule

It is much easier to address the cleaning responsibilities at the FAC if done in small increments each day according to a schedule. Cleaning should always be done at a time that does not interfere with member use of the space. Early morning or just before closing is usually the best time, though any slow periods should be used for cleaning.

- Tuesday - Kids' Corner and Aerobics & Fitness Rooms
- Wednesday - Kids' Corner and Teen Center & Theater
- Thursday - Kids' Corner and Aerobics & Fitness Rooms
- Friday - Kids' Corner and Teen Center & Theater
- Saturday - Kids' Corner and Aerobics & Fitness Rooms
- Sunday - Kids' Corner and Teen Center & Theater

Accountability

The closing Activity Leader responsible for ensuring that all cleaning is completed as scheduled.



**FAC Cleaning Procedures, Continued**

This individual will complete the FAC Closing Checklist, indicating that the necessary scheduled cleaning was completed.

The Activities Director and Assistant Activities Director will inspect the FAC daily to ensure that checklists are accurate and that all cleaning is being accomplished in a satisfactory manner.



## FAC Cleaning Supplies

You are expected to always keep a par stock of cleaning supplies on hand, and to complete all FAC Cleaning Procedures properly and in a timely manner.

On Tuesdays of each week, the opening Activity Leader will inventory cleaning supplies using a FAC Supplies Inventory and Requisition, Form 820. Blank forms are found in the FAC Reception Office. A sample of the form is found at Appendix A4 of this manual.

The completed Inventory and Order Form will be signed and turned in to the Assistant Activities Director, who will order necessary supplies from the Facilities Manager.



## **Review V**

What is the purpose of the FAC logbook?

\_\_\_\_\_

List five opening procedures.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

What form do you use to document opening procedures?

\_\_\_\_\_

When should you begin to prepare to close the FAC?

\_\_\_\_\_

List five closing procedures.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

Where do you put completed Opening and Closing Checklists?

\_\_\_\_\_

Why is it important to keep Club premises clean and litter free?

\_\_\_\_\_  
\_\_\_\_\_



## 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 Programming, Continued**

Dinner Club. Ages 6-8 & 9-12. Come to the Clubhouse and enjoy a wonderful dinner with other kids your age. An Activity Leader will meet you in the lobby and join you for dinner. You get to order your own meal and sign the check!

Etiquette Class. First impressions are important. Allow us to help you brush up on proper manners. This etiquette class will promote self-confidence, self esteem, polite behavior, and basic courtesies in public that we all tend to forget.

Father-Daughter Dinner. Calling all Dads! Now is the time to treat your little girls to a special dinner! Give your girl(s) the special attention she deserves while we have a great dinner at the Clubhouse.

Father-Son Cookout. This is for "the boys." It's an opportunity to get together with your "little man" while socializing with the other dads in the community. BBQ and all the fixin's will be awaiting you!

Kids' Corner Theme Party Week. Ages 3-6 and bathroom independent; 2-3 times per month for 2 hours. Join in on the fun as we celebrate different themes monthly with all our Kids' Corner friends. Each party includes a craft, games, snacks, and surprises.

Parent's Morning Out. Ages 3-6 and bathroom independent; 2 times per month from 8:30am - 1:30pm. If you'd like a day to treat yourself or run errands, then sign up for Mom's Morning Out. Bring your child to Kids Corner and know that they will have a great time and be taken care of. Lunch is provided.

Mommy & Me. Ages 3 & under. Bring your toddler and get ready to have some fun! We will sing songs, do crafts, and play games!

Mother-Daughter Tea. Enjoy a special afternoon tea just for mothers and daughters. Come dressed in your "Sunday Best" and enjoy hot tea, pink lemonade, finger sandwiches, fruits, and other special treats.



**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 Programming, Continued**

- Power Walking
- Cardio Kickboxing
- Yoga
- Aqua Box

All aerobics and fitness classes are complimentary. Yoga and other special classes will be fee-based.

Family Beach Bashes. Join us at the Pool every Friday night from 6-9pm to kick back and gear up for the weekend. There will be complimentary snacks, activities, and music to get you in the mood. Specialty frozen drinks will also be available. Theme nights will include, Jamaica Mon, Beach Boys, 50's and 60's, Jimmy Buffet, and Christmas in July.

Water Slide Clinics. Attend our water slide clinic and learn how to properly slide down our Lighthouse slide and get a drink at the Cabana Snack Bar.

Kids' Corner. Tuesday through Saturday, 8:30am to 1:30pm, and Sunday 1-5pm. The Club provides child watch services for children ages 3 to 6 who are bathroom independent. There is a fee for this service and parents must be on the Club premises.

Chautauqua Lecture Series. Named after the lecture circuit of 19<sup>th</sup> Century rural America, this topical lecture series will be hosted by the Club. Topics may include health, travel, finance, music, literature, history, crafts, hobbies, and other interests of our membership.





## **Club Newsletters**

The Activities Director and staff produce three newsletters:

Finer Points. The main Club newsletter prepared and sent monthly to all members. This newsletter includes articles of interest to Club members, listings of all upcoming activities, and articles and photographs of past events.

Kids Corner Newsletter. This quarterly newsletter is prepared and sent to all Kids Club members and includes upcoming events, puzzles and games, and articles of interest to kids.

Employee Newsletter. This quarterly newsletter is prepared and provided to all Club employees and contains information and articles of interest to Club staff.



## Review VI

Describe the following elements of FAC programming:

Club Kids' Club \_\_\_\_\_

Birthday Parties \_\_\_\_\_

Parents' Morning Out \_\_\_\_\_

Mommy & Me \_\_\_\_\_

Movie Mania \_\_\_\_\_

Sports Camp \_\_\_\_\_

List three types of fitness classes.

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

What is the Chautauqua Lecture Series?

\_\_\_\_\_

Why should you always check the most recent schedule of activities?

\_\_\_\_\_

\_\_\_\_\_

List the three newsletters prepared by the Activities Staff.

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_



## FAC Policies - Reservations

It is the policy of the Club that the FAC take reservations for all events and activities that require them.

The FAC staff will take reservations over the phone and in person at the FAC Reception Office.

Reservations for all regularly scheduled events such as Kids' Corner, Theme Parties, and Parent's Morning Out will be taken on the first business day of each month.

Reservations for special events will be taken on the date stated on the promotional flier or in the newsletter.

Procedures. All FAC staff are to take reservations using an Activity Reservations Sheet.

- Fill out completely. Always write down the member #. Get the member's phone number and the number attending the activity.
- Make sure spelling of name is correct.
- Verify all information with each member.



## FAC Policies - Member Charge Tickets (Chits)

It is the policy of the Club that all member charges for activity fees and special events be recorded on member charge tickets, commonly called chits.

A sample chit is shown below. Always ensure you include the date, a description of the charge, the charge amount, and the total of all charges when filling out a chit. Lastly, but most importantly PRINT the members' name in the blue-shaded space (next to the large X), member number in the appropriate shaded space, AND HAVE THE MEMBER SIGN THE CHIT.

PLEASE PRESS HARD AND WRITE LEGIBLY

Date			
Description of Charges	\$XX	XX	
TOTAL		\$XX	XX

X  
MEMBER'S NAME - PLEASE PRINT

3612      NUMBERIC MEMBER NUMBER

MONTH.	DATE DAY	YEAR	WAITER	NO. GUESTS
SUBTOTAL	LIQUOR	WINE	BEER	TOTAL

Please include member name - printed in shaded space (next to X), member number in appropriate shaded space, AND HAVE THE MEMBER SIGN THE CHIT.



## FAC Policies - Pool Rental

It is the Policy of the Club to rent the swimming pool after hours to members for private events.

### Scheduling/Administration/Charges

- The Club will rent its Swim Center after normal operating hours for use by member-sponsored private parties. Requests to rent the Swim Center will be directed to the Club's Activities Director.
- Requests will be taken on a first-come, first-served basis by written request.
- All activities at the pool must be sponsored by a member of the Club. The sponsoring member must attend the event.
- All requests must be approved by the Activities Director.
- Requests for rental of the Swim Center may only be entertained for dates during the regularly scheduled swim season (mid May to mid September).
- The Swim Center may not be rented during regularly scheduled operating hours.
- The maximum number of attendees at a privately sponsored event at the Swim Center is 100. Exceptions must be made by the General Manager.
- All food and beverage must be provided by the Club; no donations or outside caterers will be allowed. A variety of food and beverage packages are available from the Catering Manager for use at the Swim Center. Custom menu planning is also available.
- All privately sponsored events at the Swim Center must be supervised by an adult. For the purposes of this policy an adult is a Club member 21 years of age or older.



### 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 always be present at the Swim Center.
- 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 - Pool Rental, Continued**

- A signed copy of Swim Center Reservation Letter and a \$100 non-refundable deposit are required to confirm the rental date. Deposits are accepted by check or member charge.
- Prior to the event, the FAC staff must receive a clearly written or typed list of names of all guests attending the event.
- After the event, the sponsoring member's account will be billed for the full fees and charges less the deposit.
- In the event of inclement weather or a natural or accidental disaster, the Club reserves the right to cancel an event and refund the deposit or apply it toward a rescheduled date.
- Events canceled less than six days prior to the date will cause the deposit to be forfeited. Should the Club re-book a Swim Center Rental on this date, the deposit will be returned.
- The Club must be notified of the number of attendees for food and beverage services no later than 96 hours before the event.



## FAC Policies - Party Room Rental

It is the policy of the Club to rent the Family Activity Center Arcade and Movie Theater during and after operating hours.

### Scheduling/Administration/Charges

- The Club will rent the Arcade and Movie Theater during and after operating hours for use by member-sponsored private parties. Requests to rent the Arcade or Movie Theater will be directed to the Club's Activities Director.
- Requests will be taken on a first-come, first-served basis by written request.
- All activities at the FAC must be sponsored by a member of the Club. The sponsoring member must attend the event.
- All requests must be approved by the Activities Director.
- Requests for rental of FAC rooms may only be entertained for dates that don't conflict with other FAC events.
- The maximum number of attendees at a privately sponsored event at the FAC is 75. Exceptions must be made by the Activities Director. If the number exceeds 50 the sponsoring party must rent the Movie Theater.
- All food and beverage consumed at the FAC during a privately sponsored event must be provided by the Club.
- All privately sponsored events at the FAC must be supervised by an adult of 21 years of age or older.





### **FAC Policies - Party Room Rental, Continued**

- Privately sponsored events at the FAC must end 30 minutes before closing if during operating hours and at 11pm for after hours.

#### **Room Fees and Charges:**

- The room rental fee for the Arcade or Movie Theater is \$50 for the first hour during operating hours. Additional half hour increments are \$25 each during operating hours.
- The room rental fee for the Arcade **and** Movie Theater is \$125 per hour for the first hour after hours. Additional half hour increments are \$62.50 per half hour after hours.
- A service charge of \$25 will cover staff assistance in setting up the party, helping throughout and straightening up after the event.
- Cake service is available for \$10 unless the Club provides the cake. This includes a FAC staff person cutting and serving the cake, candles, and white or clear paper plates and utensils for use.
- Balloon bouquets are also available for \$10. This includes ten balloons in a variety of colors. If a member brings their own balloons, a charge of \$.25 per balloon will be billed for the helium.
- Complimentary tokens totaling \$5.00 will be available if the member rents out a room for two hours or more.

#### **Food and Beverage**

- All food and beverage must be provided by the Club; no donations or outside caterers will be allowed.



**FAC Policies - Party Room Rental, Continued**

- A variety of food and beverage packages are provided by the Catering Manager for use at the FAC. Custom menu planning is also available.

**Reservation, Deposit, Billing, Cancellation, and Guarantees**

- A signed copy of a FAC Room Reservation Letter and a \$25 non-refundable deposit are required to confirm the rental date. Deposits are accepted by check or member charge.
- After the event, the sponsoring member's account will be billed for the full fees and charges less the deposit.
- In the event of inclement weather or a natural or accidental disaster, the Club reserves the right to cancel an event and refund the deposit or apply it toward a rescheduled date.
- Events canceled less than six days prior to the date will cause the deposit to be forfeited. Should the Club re-book a FAC rental on this date, the deposit will be returned.
- The Club must be notified of the number of attendees for food and beverage services no later than 96 hours before the event.



## **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 - Kids' Corner**

It is the policy of the Club that Kids' Corner has established rules for both employees and members to follow.

- Kids' Corner will only accept children ages 3 - 6 years of age who are bathroom independent.
- All reservations must be made at least 24 hours in advance.
- Kids' Corner will charge \$4.00/hr. for the 1st child, \$3.00/hr. for each additional child. \$2.00/half hr. for the 1st child, \$1.50/half hr. each additional child.
  - Child watch is charged in one hour and half-hour increments and will be billed directly to the member account.
  - Children picked up after 15 minutes will be charged for another half-hour.
- Parents must always remain on the Club premises when their child is in the Kids' Corner. This is either golfing, jogging, playing tennis, aerobics, using the fitness room, the swimming pool, having lunch, or during a special Club function.
- Each parent must complete a registration form prior to using the Kids' Corner program.
- Management has the discretion to refuse any child who appears to be ill.
- Management may call a parent to remove a child due to illness or disruptive behavior. If a child continues to misbehave after a disciplinary warning, he or she may be removed and not permitted to return to the playroom that day.
- All members must leave their child's toys, dolls, etc. at home unless they are used for the child's sense of security.



**Private Club  
Performance  
Management**

**Activity Leader**

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- **FAC Policies - Kids' Corner, Continued**
- Only Nickelodeon or PBS is permitted on the television.



## FAC Policies - Aerobics/Fitness

It is the policy of the Club that the fitness and aerobics rooms have established rules.

- All health/fitness programs will provide a variety of classes that promote healthy living, safety, and fun.
- All members and guests must sign in at the FAC Reception Office.
- Members must sign up for all aerobic classes 24 hours prior to the class. If the class is full, the member will be put on a waiting list and contacted only when cancellations occur.
- A guest fee of \$5 will be charged for use of the health/fitness facilities. The member account will be billed.
- It is the responsibility of all persons to obtain instruction on how to use the equipment prior to using such equipment. The equipment is only to be used in accordance with such instructions.
- Casual workout attire is acceptable at the health/fitness facilities. Tee shirts, gym shorts, or warm-up pants are appropriate for men and leotards, tights, tee shirts, gym shorts, or warm-up pants are appropriate for women. No black-soled (running type) shoes are permitted at the health/fitness facilities. Only aerobic or court shoes may be worn. Flip-flops, sandals, and other inappropriate footwear may not be worn in the health/fitness facilities.
- No food or drink, except water, may be brought into the premises.
- Children under 14 years of age are not permitted to use the aerobics/fitness facilities. Children 14 to 16 years of age may use the aerobics/fitness facilities only when accompanied or supervised by an adult. Fifteen-year-olds who are serious



**FAC Policies - Aerobics/Fitness, Continued**

about fitness, have their parents' written approval, and who pass a safety certification orientation given by the Activities Director may be allowed to use the fitness facilities without being accompanied by an adult.

- Stereo, television, and other personal electronic devices should not be turned up so loud as to disturb fellow users.
- If other members are waiting to use cardio equipment, the maximum length of time allowed on a treadmill, climber, elliptical trainer, or recumbent bike is 30 minutes.



## **FAC Policies - Personal Trainers**

It is the policy of the Club that members can use personal trainers in the fitness center.

- All members can invite personal trainers to the FAC fitness center.
- FAC employees may only recommend trainers to members. The FAC will post a listing on the information board in the FAC Reception Office.
- FAC employees are not to hire personal trainers for members.
- Personal trainers may not use the FAC fitness room to train individuals who are not members of the Club.

## **FAC Policies - Children in the Aerobics/Fitness Rooms**

It is the policy of the Club that children under age 14 are not allowed in the Club aerobics/fitness rooms.

- Aerobics/fitness rooms can be dangerous places because of the rapid movement of adults and the weights, pulleys, and gears of fitness equipment. Children are not allowed in the aerobics or fitness room supervised or unsupervised.
- Children age-14 to 16 may use the aerobics/fitness rooms only when accompanied by an adult.
- Fifteen-year-olds who are serious about fitness, have their parents' written approval, and who pass a safety certification orientation given by the Activities Director may be allowed to use the fitness facilities without being accompanied by an adult.





## **Review VII**

What is the Club's policy regarding FAC reservations?  
\_\_\_\_\_

What form is used to take reservations? \_\_\_\_\_

What are chits and what are they used for? \_\_\_\_\_  
\_\_\_\_\_

Chits must include the members' printed name, member number, and what other important item? \_\_\_\_\_

The Club rents private party rooms but does not rent its pool facilities. True False

Golf members have an advanced signup time for renting party rooms. True False

The Club General Manager approves all party room requests. True False

Members may bring in their own food and beverages for parties. True False

What form is used by the Party Coordinator when taking a Birthday Party Request?  
\_\_\_\_\_

What are the requirements for children to use the Kids' Corner?  
\_\_\_\_\_

Parents may leave Club premises while their children are in Kids' Corner. True False

Children may bring toys, blankets to Kids' Corner. True False

How old must a child be to use the aerobics/fitness room by himself? \_\_\_\_\_

What type of shoes must be worn in the health/fitness facilities?  
\_\_\_\_\_  
\_\_\_\_\_

The Club will provide personal trainers for its members. True False

Personal trainers may train non-members in our facilities. True False

Fifteen-year-olds may use the aerobics/fitness rooms unaccompanied under what circumstances? \_\_\_\_\_



## FAC Policies - Teen Center/Arcade

It is the policy of the Club that the Arcade/Teen Center have established rules for its use.

- The Club does not provide supervision in the Teen Center. Parents must instruct their children accordingly.
- Tokens can be purchased at the token machine using \$1 and \$5 bills only.
- Loitering at the FAC after hours is not permitted.
- Children are not allowed to bring food or drink into the Arcade.
- The "Manager on Duty" is authorized to remove any child whose conduct is not in compliance with the rules and regulations of the Club.
- Should the Arcade sponsor programs, registration will take place at the FAC Reception Office and will be based on a first-come, first-served basis.
- Horseplay, profanity, disruptive conduct, and inappropriate behavior are strictly prohibited.
- Private parties are permitted with proper reservations and approval from the Activities Director.
- The Club is not responsible for items left in the Arcade.
- The Club may adopt additional rules and regulations applicable to the Arcade as necessary.



## FAC Policies - Theater

It is the policy of the Club that the Theater has established rules for its use.

- All movies will be reviewed in advance and rated by the Activities Director. The FAC staff can show only those movies that are appropriate for the age groups intended.
- FAC staff will view each movie prior to showing to ensure there is no foul language or unacceptable scenes inappropriate for the audience intended.
- Only the FAC staff can make popcorn. Members or their children are not allowed to make it.
- All moviegoers are to sit properly in the chairs provided. Sitting on the arms or top of the chairs is not allowed.
- Moviegoers are asked to show courtesy to their fellow viewers by not talking during the movie.
- Club members may rent the Theater for their own use for a fee of \$75 for the first two hours and \$25 for each hour, thereafter. The Theater will not be used to show or view X-rated films.



## FAC Policies - FAC Promotional Board

It is the policy of the Club that the FAC activity promotional board be kept filled and be updated weekly.

- The activity promotional board displays all currently scheduled activities at the Family Activity Center and Swim Center.
- FAC staff will decorate the promotional board in a fun and entertaining manner and update it monthly, or more often as necessary.



## **FAC Policies - Pool Guest Fees**

It is the policy of the Club to charge guest fees for members' guests at the Aquatics Center.

The fee is \$5 per adult (18 years of age and older) and \$3 per child. The fee is good for the entire day.

All guests must be accompanied by the sponsoring member and must sign in at the FAC Reception Office.



## 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.



**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 membership cards are checked, 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.



## Lost and Found Procedures

Clothing and other personal items are frequently left at the FAC or pool by members and guests. The Club has a responsibility to safeguard these items in case they are later claimed.

Usually lost and found items are by staff or other members and turned in to the FAC Reception Office. Items of value, such as cameras, jewelry, sunglasses, electronic devices, and keys, should be turned in to the FAC Manager on Duty immediately.

All lost and found items will be stored in the Assistant Activities Director's office. Before any item is placed in lost and found, it must be recorded in the lost and found book. The following information must be recorded for each item:

- Date found.
- Description of item.
- Location found, if known.
- Name of person who found it.
- Initials of person who made entry in lost and found book.

If a lost and found item is later claimed, you must record the following with the original entry in the lost and found book:

- Name of person who claimed the item.
- Date claimed.
- Initials of person making the entry.





### **Lost and Found Procedures, Continued**

The Activities staff should periodically use the Club newsletter to remind members that lost and found items are available for them to look for missing items.

#### **Disposal of lost and found items**

Items unclaimed after six months may be disposed of in any of the following ways:

- Donation to a charity.
- Put out for members to take free of charge.
- Use in operation as appropriate.

When disposing of lost and found items in this way, a notation must be made in the lost and found book of the ultimate disposition of each individual item.



**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. \_\_\_\_\_



## Training Critique

The development of training material is an ongoing process. Some things don't work as well as we envisioned. Our members don't respond as we hoped. New things come up. Employees suggest better ways of doing things.

The aim of all our training is to equip you with the right knowledge, skills, and abilities to serve our members well and to help you do your job as professionally and effortlessly as possible.

As a result, we need to hear from you. Tell us what works and doesn't work. Do you have a better idea? What are our members saying? What are their comments and suggestions?

Provide us with the necessary feedback to make our training current, relevant, helpful, and of the highest possible quality. You and your fellow employees deserve nothing less!



**Appendix A1 - FAC Opening Checklist**

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

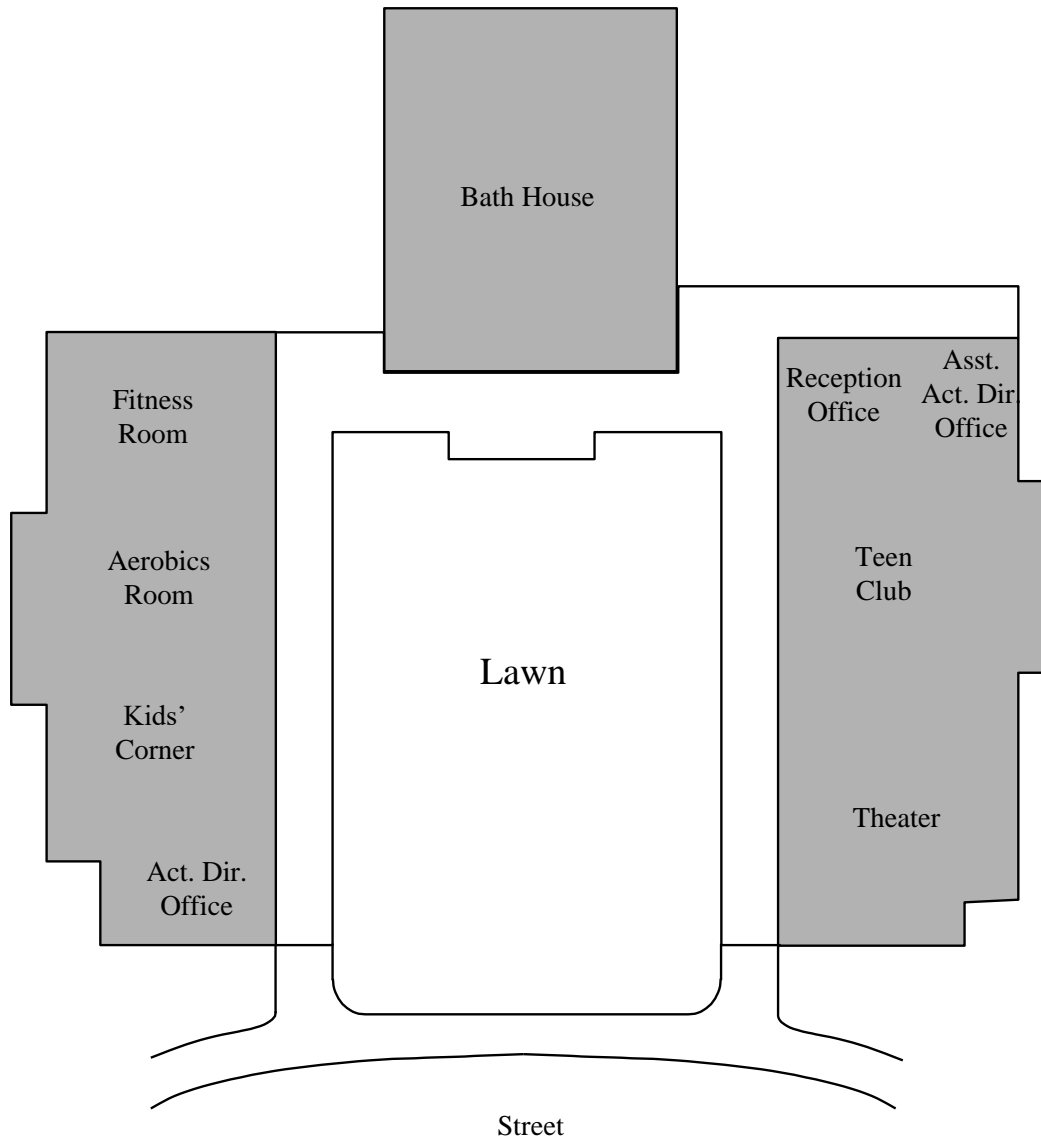


**Appendix A2 - FAC Closing Checklist**

Private Club Performance Management		Family Activities Center
		Closing Checklist
<b>To be completed and signed at the end of the closing shift</b>		
	<b>Item</b>	
<input type="checkbox"/>	Straighten desk area	
<input type="checkbox"/>	Put the "Sign-in" sheets in the "Old Sign-ins" folder	
<input type="checkbox"/>	Fill out the Daily Report and put in Activity Director's box	
<input type="checkbox"/>	Make sure all TVs are turned off	
<input type="checkbox"/>	Put chits in an envelop for Accounting.	
<input type="checkbox"/>	Straighten Teen Center, turn off lights	
<input type="checkbox"/>	Straighten fitness & aerobics rooms, turn off lights	
<input type="checkbox"/>	Wipe down fitness equipment with cleaner	
<input type="checkbox"/>	Straighten Kid's Corner, turn off lights, make sure games/equip are complete	
<input type="checkbox"/>	Collect all used towels and place in dirty linen hamper	
<input type="checkbox"/>	Restock towels	
<input type="checkbox"/>	Make sure all facilities are empty	
<input type="checkbox"/>	Make sure all doors are closed and locked	
<input type="checkbox"/>	Turn off lights in each room	
<input type="checkbox"/>	Put the phones on "Night Service"	
<input type="checkbox"/>	Set the security alarm and exit the building	
<input type="checkbox"/>	Note any burned out exterior lights	
<input type="checkbox"/>	Pick up any trash on the way to your car	
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<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 812		Effective: 3/2/00



Appendix B1 - FAC Layout

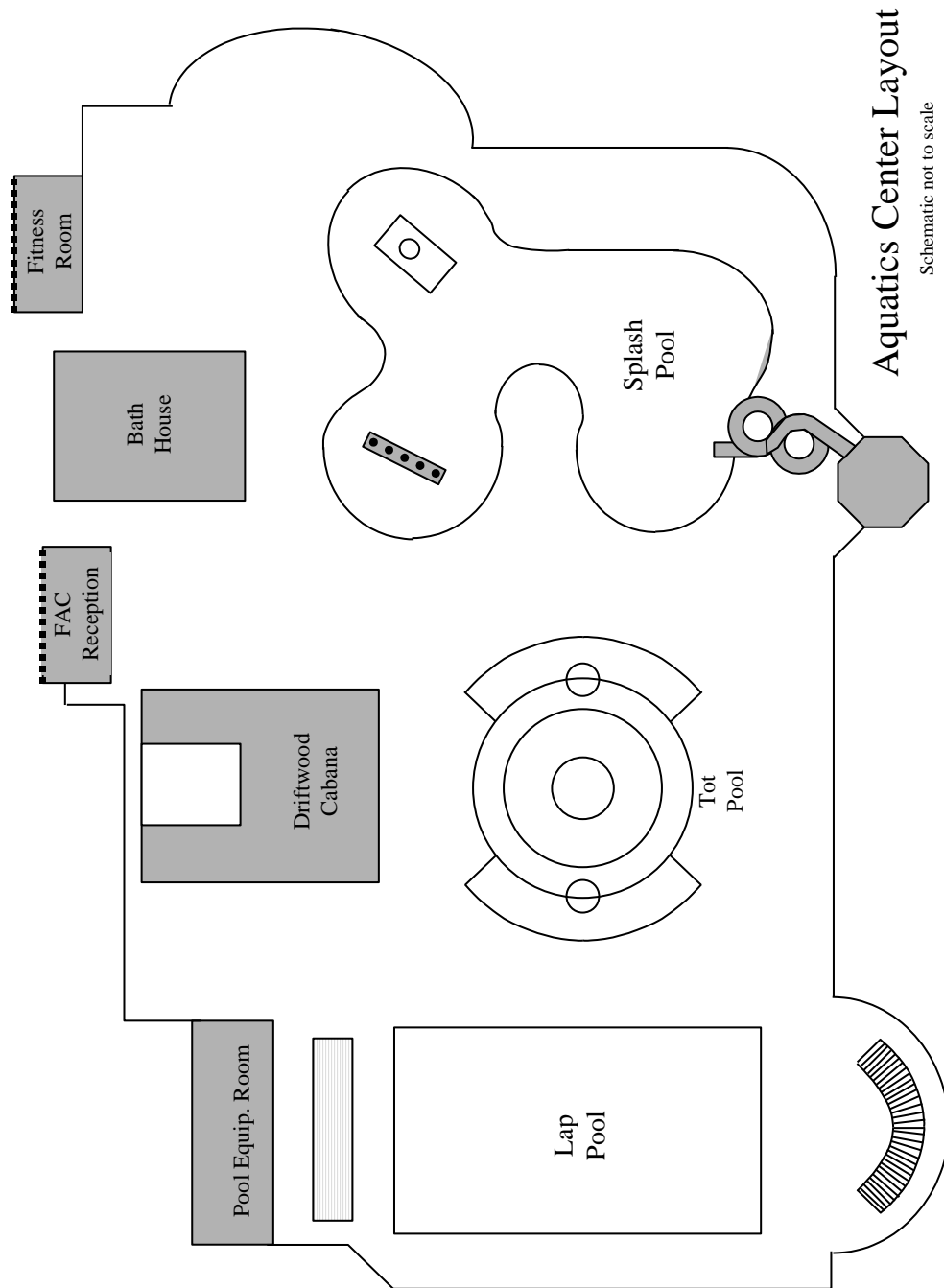


Family Activities Center

Schematic not to scale



**Appendix B2 - Aquatics Center Layout**



*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.