



FRONT DESK STAFF POLICIES

UPDATED 8/04/16

WELCOME

Welcome to the team! As a member of the Front Desk staff, you are the first person to provide quality customer service to the patrons of the Prairie Township Community Center (PTCC). More importantly, you are often the first impression patrons will form of the Community Center. The attitude that you project will go a long way in establishing the opinion patron's form of the facility and the Township. It is very important that you display a positive, courteous, and professional attitude at all times. Always be helpful and attentive to the patrons and to your fellow employees.

As a front desk employee, you will handle a variety of functions: checking patrons into the facility, selling daily passes, fitness passes, taking care of Prairiedise accounts, selling annual passes, registering patrons for programs and activities, answering telephones, taking pass card photos and answering questions. With this wide variety of responsibilities, it's crucial that you ask questions any time you are unsure of an answer or procedure.

This manual is intended to provide each employee with information on the general policies and guidelines of the department. All staff will be required to know and understand the policies listed in this manual. You are expected and encouraged to use your own initiative and problem solving skills along the way. Your unique skills and talents are vital to our success and your contributions will ensure the smooth operation of the Community Center. We are certain you will deliver the highest quality service to patrons, staff and Township affiliates. Again, welcome aboard and congratulations!

COMMUNITY CENTER INFORMATION

| | |
|---|--|
| ▪ Men's & Women's locker rooms | ▪ Single day use lockers |
| ▪ 3 Family changing rooms | ▪ Group Fitness Studio |
| ▪ Outdoor splash pad | ▪ Cardio equipment |
| ▪ Leisure pool – climbing wall, diving board, 2 lap lanes, vortex | ▪ Fitness floor – free weights, selectorized equipment, circuit training |
| ▪ 1 Full-sized basketball court | ▪ Admin. Office & Conference Room |
| ▪ Walking/Jogging Track | ▪ Multipurpose Room + Kitchen |
| ▪ Prairie Room | ▪ Kids Prairiedise Room |

ORIENTATION TO STAFF

Familiarize yourself with the names and responsibilities of the full time staff. Please refer to the White Binders located at the front desk for a list of all full time staff, their responsibilities and their extension. They are here to assist you and are willing to answer questions to support your efforts at the front desk. You should also familiarize yourself with their programs and WebTrac activity listing so that you can quickly access the information you need to correctly answer a patron's questions.

CONTACT PHONE NUMBERS

Cell phone numbers are for staff use only. Do not give out personal cell numbers to patrons or public.

- James Gant, Recreation Director: (614) 907-7994, cell: (614) 563-5763
- Courtenay Chaffin, Aquatics Manager: (614) 907-7991, cell: (614) 579-0588
- Aaliyah Earvin, Fitness Supervisor: (614) 907-7992, cell: (216) 905-2083
- Jeremy Dean, Recreation Supervisor: (614) 907-7993, cell: (216) 215-7801
- Michael Pollack, Facility Supervisor: (614) 907-7995, cell: (216) 470-7162
- KC Becker, Front Desk Coordinator: (614) 907-7996, cell: (614) 208-2818
- Keith Farrell, Senior Program Supervisor: (614) 907-7997, cell: (614) 595-9561
- Paul Hollon, Facility Specialist: (614) 907-7999, cell: (614) 420-4296

STAFF EXPECTATIONS

JOB DESCRIPTION

This position is responsible for efficient functioning of the Front Desk at the Prairie Township Community Center, under the direction of the Front Desk Coordinator and Facility Supervisor.

ESSENTIAL JOB FUNCTIONS

- Greeting members and visitors
- Extensive computer use; signing up new memberships, classes and activities
- Collecting fees and make proper change
- Issuing membership IDs
- Answering a high volume of calls; answer questions accurately; routing messages
- Making announcements over the public address system
- Monitors pass holder check in
- Enforces policies and procedures established by management
- Other tasks as assigned

JOB QUALIFICATIONS

- Must be 16 years of age or older, ability to report for duty dependably and punctually, ability to communicate effectively both verbally and in writing, ability to work efficiently and courteously with the public, may require evening and/or weekend availability

DRESS CODE

The front desk is the hub of Community Center operations. You will often welcome patrons, professional staff, Township administrators and other Townships officials. It is critical that we present a professional appearance at all times. Front desk staff are required to wear proper attire and a nametag whenever you are on duty. Depending on how many hours per week you are scheduled, you will be issued one or two staff shirts and a nametag.

- Staff must wear the polo shirt with the Township logo. T-shirts or long sleeve shirts may be worn under the Township logo wear, however they must be white or black in color.
- Staff may wear the red Township LOVE shirt or PTCC Ohio shirt any day of the week.
- Khakis or black colored pants must be worn. Men and women may wear nicely pressed pants. Capris pants are acceptable. No athletic pants, shorts, baggies, leggings, compression pants, skirts or cargo style pants should be worn. Pants should be in good condition, no holes or rips.

- Shoes should be closed-toe shoes, no sandals or flip flops.
- No hats or glasses are allowed on your head while at the front desk.
- Saturdays: during OSU football season staff may wear a Buckeye shirt. Shirts should be family friendly and in good condition.
- Saturdays: staff may wear jeans or black or khaki pants or capris. Jeans must not have holes or rips and must be in good condition.
- Spirit Days: traditional holidays or locally recognized special events days.
 - Halloween or Trick of Treat night: staff may wear a costume with name tag.
 - St. Patrick's Day: staff may wear green other than employee polo with name tag.
 - Christmas: staff may wear a Christmas shirt with name tag.
 - Chanukah: staff may wear a Chanukah shirt with name tag.
 - May the Fourth be with You: staff may wear a Star Wars shirt with name tag.
 - Independence Day: staff may wear Red, White and Blue shirt with name tag.

SCHEDULING

Schedules are constructed to accommodate the facility hours of operation, special events and peak user hours. It is your responsibility to know your hours and be on time. Schedules are posted at least two weeks in advance. Schedules will often be organized on a seasonal basis, meaning several months will be released at one time. Staff is expected to work a minimum of three shifts per week and may be placed on a rotating schedule to complete a shift. Staff will be contacted to fill out an availability form. Failure to submit availability during a scheduling period may result in loss of shifts and employee discipline. The final schedule is considered an agreement between the employee and supervisor and all hours assigned to the employee are his/her sole responsibility. As outlined in the job description, position includes evenings and weekends.

PROMPTNESS/ATTENDANCE

The quality of services the Community Center provides depends heavily upon its employees. It is critically important that you be on time for your scheduled shift. A ten minute shift transition has been built into your arrival time to allow co-workers to transfer pertinent information, to allow the manager on duty time to verify cash bags and so staff can complete a cash journal report. You are not permitted to clock in more than five minutes before your shift without the supervisor's approval. If you are going to be late you are required to contact the Front Desk Coordinator, Facility Supervisor or Manager on Duty at least one hour prior to the start of the assigned shift or as determined by the Front Desk Coordinator. Direct notification by phone must be given to your supervisor. Do not leave a voicemail, you are expected to speak directly with a professional staff member. If for any reason you cannot work your scheduled shift, YOU are responsible for finding a sub. All changes or time off requests should be placed on the Trade Board in When to Work. You should call for coverage as soon as you are aware you will not be able to work a shift. Excessive tardiness or failure to work a shift may result in disciplinary action, up to and including termination. If you are ill and unable to work or find a sub, a write-up will be given unless a signed doctor's note can be provided.

SUB REQUEST

Schedules are constructed on a seasonal basis, often three months at a time. With this type of scheduling, we do not accommodate time off requests. Schedules will be posted in advance to allow staff ample time to find a sub. All substitute requests should be placed in your availability on When to

Work or contact a co-worker directly. If you have a sudden change of schedule please notify the Front Desk Coordinator for the shift you are working. Do not assume that if you request off that it will be picked up by another staff member. If you do not find someone to cover your shift, YOU are responsible for working your shift. A no show will result in a write up that will be kept in your file and reviewed when evaluated. The earlier you post a sub request the easier it is to get it covered.

Procedure for securing a sub or offering to trade a shift:

1. Contact everyone on the staff roster.
 - a. You must get a verbal response from each person. If an email goes ignored, you are expected to follow up with a text. If a text goes ignored, attempt to contact via phone. Speak to a co-worker in person. Get a response.
2. Offering to trade shifts typically has a higher success rate than simply requesting a sub. Try offering to split shifts between multiple employees. Ask scheduled staff if they can stay late or come in early.
3. Confirm the sub or traded shift with the Front Desk Coordinator.
4. If you have contacted everyone on the roster and still can't secure a sub, follow-up with the Front Desk Coordinator 48 hours before your scheduled shift.
5. Eight-hour shifts must be approved by a supervisor. Staff is expected to clock-out for a break to remain below eight hours total in one day.

TIMEKEEPING

Time worked will be recorded through the HR Butler system. HR Butler is a biometric recording system that uses an employee badge number and fingerprint. For the first several weeks you will record your hours on paper in conjunction with HR Butler. Supervisors will assist staff in getting set up into the system. Once the employee and fingerprint scans are completed, HR Butler will be used to record time in and out. Staff is required to scan in at the beginning of their shift and out at the end; as well as in and out for lunch off-site. All lunch breaks that are longer than 15-20 minutes should be clocked. It is your responsibility to notify your supervisor if you are going to take a longer lunch break. Staff must log out anytime they leave the facility. You will approve your time at the end of each pay period.

- To clock in: press the UP arrow then place your fingerprint on the reader. OR, press the UP arrow then manually enter your badge number followed by your four-digit password.
- To clock out: press the DOWN arrow then place your fingerprint on the reader. OR, press the DOWN arrow then manually enter your badge number followed by your four-digit password.
- To transfer to another position: make sure to clock-out first. Then clock back in. A supervisor will change the job titles in HR Butler.

PAYROLL

Staff is paid bi-weekly by direct deposit. The first one to two paychecks will be hard copy. The first day of the pay period is Wednesday and continues through the following Tuesday. Staff must complete a timekeeping sheet for any missed punches through the HR Butler system. Time sheets are due by Wednesday at 9 am following the end of each pay period.

FOOD/BEVERAGE

At no time during a shift may an employee have food, or be eating, in sight of patrons or in the immediate workspace. Food may be eaten in a designated area only (i.e. employee kitchen). Employees will be allowed beverages that are in a re-sealable container.

CELL PHONE USE

Personal calls or texts during work hours, regardless of the phone used can interfere with services, patron safety and be distracting to others. Employees are encouraged to make personal calls or texts during breaks and lunch. In the case of an emergency, front desk staff may ask a supervisor for permission to make an emergency call as long as they get their area covered by another staff member. Otherwise, cell phone use is prohibited at the front desk.

STUDYING/READING

While the Prairie Township staff values the academic experience there is also need for employees to be engaged within job responsibilities. In order to ensure quality customer care, front desk staff may not do homework or study or participate in light reading (newspapers, magazines, novels) while on duty unless otherwise given permission from a supervisor.

INTERNET/USAGE

Internet at the front desk should only be used to assist a patron. Do not use the internet for your own personal use.

SMOKING

PTCC is a non-smoking facility. Staff members are not permitted to smoke on Township property.

ALCOHOL AND DRUGS

All staff members are prohibited from possessing and/or being under the influence of alcohol or drugs while on duty. Violation of this rule can result in immediate termination of employment. PTCC is committed to a drug free workplace and does have random drug tests. If your name is selected you will be notified by the Aquatics Manager and you will be required to report to Work Health within 24 hours for your random drug test. Please refer to the Township's Alcohol and Drug policy for additional information (Sec 6.02).

SEXUAL HARASSMENT

If at any time you feel uncomfortable about a situation with a co-worker, supervisor, or patron, do not hesitate to bring up your concerns to any member of management that you feel comfortable talking to or Human Resources. All concerns are confidential and will be investigated immediately.

Please refer to the Township's sexual harassment policy for additional information (Sec 6.04).

DISCIPLINARY ACTION

As an employee you are responsible for following all the rules and staff expectations. If you choose not to do so, your shift supervisor can and will write you up for failing to follow set policies (i.e. missed shifts and no sub, excessive tardiness, failing to record time keeping on multiple occasions, using your phone at the desk, not wearing the proper uniform or name tag). We hope this never becomes a problem, please do your best to follow all rules and guidelines and if you are unsure, ASK!

- First Offense: First Warning. Employee will receive a formal, (VERBAL) written warning that will be placed in the employee's file. Supervisor will remind employee of proper policy and employee will be given an opportunity to ask questions if anything is unclear.
- Second Offense: Second Warning. The employee will receive a formal, written warning that will be placed in the employee's file. Supervisor will remind employee of proper policy and employee will be given an opportunity to ask questions if anything is unclear.
- Third Offense: Third Warning. Employee will receive a written warning in their file. Additionally, the employee will meet with the Front Desk Coordinator and Facility Supervisor to discuss communication, employee goals and any other pertinent information to come to a mutual understanding regarding employee expectations.
- Fourth Offense: Possible Termination. Upon termination an employee may not reapply for any position at the Community Center for one full calendar year.

Most minor offenses will follow this process. Some offenses may skip the verbal warning and begin the disciplinary process at the second offense. These offenses include, but are not limited to, missing a mandatory meeting or excessive tardiness (more than 15 minutes). Missing a scheduled shift (no call, no show) will be considered a third offense or grounds for possible termination. Showing up for work under the influence of alcohol/or drugs will result in immediate termination. Please note that the disciplinary process is a guideline. All final decisions are at the discretion of the employee's supervisor.

IN-SERVICE TRAINING

Employees are expected to complete ongoing training through bi-monthly in-services performed with a supervisor. These in-services will be scheduled over a two week window and are to be completed before, during or immediately following a shift. Staff will be held accountable for the information shared during training.

EVALUATIONS

Every member of the front desk staff receives a yearly performance evaluation, which determines any pay increases. Your evaluation will be based on specific criteria including customer service skills, communication skills, knowledge of work, dependability, teamwork, and attention to detail among other criteria. Consideration will also be given to notes placed in your personnel file throughout the year. You and your supervisor will have an opportunity to discuss your evaluation in detail and set goals and objectives for the coming year.

Employees should also view this time as an opportunity to provide feedback to their supervisor that will help improve services at the Center. If there are policies or procedures that can be improved, communication styles that can be aided, staff is encouraged to share any helpful information during the evaluation process.

Employees will become eligible for a pay increase once they meet the following criteria:

- Employed at the PTCC for 12 months
- Worked a minimum of 936 hours
- Received a satisfactory evaluation

WHERE TO FIND INFORMATION

With the wide variety of programs and activities offered at the Community Center, knowing where and how to locate information is a vital part of your job. We have tried to provide front desk staff with systems whereby you can easily access whatever you need. Staff should be familiar with where to locate information in RecTrac and online through our website www.PrairieTownship.org and on the WebTrac page.

- Log Book: the log book contains vital program and policy information. Staff should be up-to-date on notes at all times. Once you have read each entry be sure to add your initials.
- Personal Email: email can provide excellent means of communication with other employees and provide vital program and activity information. You are expected to check the PTCC email account as well as your personal account and be up-to-date at all times.
- Activity Brochure: each front desk workstation has a copy of the program and activity brochure. Program and class details can be found in this document. Refer to the activity brochure when researching class descriptions, rates, age requirements, program dates, etc.
- WebTrac: this is the online listing for classes, programs and special events. This webpage can be accessed through the Township website. From here patrons can create their own household, browse activities and register for selected programs.
- Staff Meetings: staff meetings are an extremely important way to communicate both with the immediate supervisor as well as other employees. All staff meetings are considered mandatory unless otherwise stated.
- First Aid: supplies and jump bags are at the front desk and in the lifeguard office. We also have first aid supplies and a defibrillator in the Prairie Room. During the summer months, camp staff will have these supplies as well.

MANAGER ON DUTY

During every hour that the Community Center is open there will be a Manager on Duty (MOD). The Manager on Duty is there to maintain daily operations. Allow them to assist you with any questions, situations or concerns you may have. They are the first point of contact if you need assistance. The MOD also assists the Front Desk Coordinator in a supervisory capacity and will report any employee issues or concerns to the Front Desk Coordinator.

CUSTOMER SERVICE

Perhaps the most important component of your job is providing excellent customer service to every patron and to your fellow staff. Regardless of how busy the Center is or what situation you are faced with, customer service should be uppermost in your mind. We rely on each employee's expertise, commitment, dedication and team spirit to provide stellar service to everyone.

PHONE ETIQUETTE

The telephone is one of the most important tools we use in communicating information to the public. This is often the first contact a person has with the Community Center. Therefore, the impression we make should always be professional. Phone calls should be answered within the first three rings.

- Appropriate Greeting: “Prairie Township Community Center, this is (*your name here*), how may I help you?” You may modify your greeting if you wish but ALWAYS identify the Prairie Township Community Center and YOURSELF.
- SMILE when you answer the phone – the customer can tell the difference in your voice!
- Speak slowly and repeat information so the caller knows you understand their request.
- If a caller asks to speak to a specific staff member, please ask “May I tell him/her who is calling please?”
- Always be attentive to what the person is asking. You may either answer their question, transfer them to the person who would know the answer, or put them on hold while you research the answer.
- Always ask for permission before putting anyone on hold. When you return to the call, thank the customer for waiting.
- A person on the phone is equally as important as a person in front of you at the desk.
- Don’t page a staff member to the front desk until determining who the visitor is and if they have an appointment. Then call the staff member and ask if they are available.
- Never give out staff home telephone numbers or cell numbers to anyone. Tell the person you will give their number to the staff member they choose and have them call back.

TRANSFER A CALL

While on an active call:

1. Select the transfer button
2. Dial the extension of the other party or select their direct line from the directory
3. After you speak with the party and they would like to take the call, select transfer to complete the call, OR
4. Dial the extension of the other party, listen for the dial tone and then hang up to complete the transfer without talking to the other party first

PARK A CALL

While on an active call:

1. Select the transfer button
2. Dial 700#
3. Listen for and make note of the park code
4. Hang up
5. Give the park code to the user that needs to retrieve the call
 - a. “James you have a parked call at 702.”
 - b. You can make this announcement via radio or PA system

LOST & FOUND

Lost/found items should be given to the front desk staff. Items of high value are logged in the binder and placed in the safe. Clothing and other sundry items will be logged, washed and organized in a laundry bin. Any unclaimed items, excluding those placed in the safe, will be donated after two weeks.

When a lost/found item is turned in, enter the item on the inventory log. Note the date, time, area where the item was lost/found, item description and your initials. If an individual is looking to retrieve an item, make sure they can give an accurate description before claiming anything. In the case of high value items, a patron will also have to show a photo ID. If they successfully retrieve their item, ask them to sign out on the inventory log. Complete the process by signing your initials and highlighting the entire line to indicate an item has been claimed.

We cannot “hold” items at the desk. Requests for lost/found items must be made in person.

CLOTHING

Items include: towels, shirts, pants, shoes, shorts, hats, gloves, swim suits, goggles, coats, scarves and any swim toys. Once an item is turned in, place it in the laundry basket next to the washer for washing (unless the item is un-washable or has a Dry Clean Only tag). Once washed and dried, place the item in the tub or shelf marked “this week.” Every Friday morning the items marked “this week” will be moved to the other shelf or tub marked “last week.” Last week’s items will then be bagged and donated.

HIGH VALUE

Items include: wallets, purses, money, jewelry, credit cards, cell phones, etc. The MOD will log and store all items of high value in the safe. When claiming an item, patrons must give an accurate description and show a photo ID. Have them sign the log book after proving ownership. Complete the process by signing your initials and highlighting the entire line to indicate an item has been claimed.

SAFETY AND SECURITY

All employees are expected to respond to an emergency. Therefore every front desk employee must be certified in American Red Cross First Aid, CPR and AED for the Professional Rescuer. Prairie Township provides this training at no cost. However, if you cannot attend a training offered by the Community Center, you are responsible for finding an alternative training site and paying any fees associated with the certification class. You are responsible for keeping each certification current throughout your employment.

Please refer to the EAP section located in the employee manual for other emergency operation procedures.

OPERATING PROCEDURES

WORK STATIONS

Front desk staff should be positioned at each of the Point of Sale computers and monitor the ID check-in computer. You must be in uniform and use the furniture the way it was designed. Personal cell phones should be out of sight and attention should be on greeting and assisting patrons. Eyes up!

OPENING SHIFT

The Community Center opens at 5:30 am on weekdays, 8 am on Saturdays and Noon on Sundays. If you are working an opening shift, your responsibilities may include:

1. Arrive at least 15 minutes prior to opening. Enter the building through the front door.
2. Put the cash in the Point of Sale drawers once the MOD retrieves them from the safe.

- a. Verify that your cash drawer contains \$75.00 and is in small denominations (ones, fives, and quarters). Never count money in a public area or in front of patrons.
3. ~~Turn off the voicemail:~~
 - a. ~~Press asterisk (*) key then 359~~
 - b. ~~Dial 5500~~
 - c. ~~Dial 6599~~
4. Start up the computers and run Vermont (see RecTrac Manual).
5. Turn on check-in screen, front desk TV and security camera monitor (see Staff Log Book).
6. Straighten up the front desk area, papers should be organized, binders and supplies should be tidy.
7. Remove any dated material from the Community Bulletin Board. Flyers should be removed by the date written in the bottom corner.
8. Begin scanning the patrons in (see RecTrac Manual). Make sure to greet each patron. Try to use their name if possible and thank each patron for coming as they leave.
9. Bring any problems to the attention of the Front Desk Coordinator or MOD.

SELLING ANNUAL PASS

Passes to the Community Center are sold in categories as follows: Resident + JEDD & JEDZ, Non-Residents, College students, Social Senior, SilverSneakers®, Senior Add On, Military and Employee. Notebooks listing every address for JEDD & JEDZ residents are available at the front desk. If a patron does not have their proof of residency, kindly let them know they can take the forms and bring them back next time. Patrons can also register their household online and show proof of residency during their next visit. Acceptable proof of residency includes a driver's license with a current address or a utility bill. Do not accept word of mouth as proof. We do not accept phone-in or FAX applications. All JEDD & JEDZ memberships must be verified with a pay stub within the past 30-45 days. Employee's pay stubs must be checked for PRAIRIE TOWNSHIP CITY TAXES. JEDD + JEDZ residents can also prove employment on company letterhead with the signature of the personnel director or president. College passes require proof of enrollment that being a class schedule or fees paid statement from the college they attend. Senior Social passes can be verified by checking a driver's license. SilverSneakers® requires a 16-digit member ID and Military must show paperwork as well.

STEPS FOR COMPLETING A NEW ANNUAL APPLICATION

1. Locate an application form at the front desk.
2. Indicate a primary member and have them fill out Section 1 of the application.
3. Section 2 should list additional household members and their birthdate. Children 2 years old and under are not included on the membership. They are free until they turn 3 years old.
4. All applicants 18 years of age and older must read and sign the "release of claims."
 - a. A Primary member can serve as signature in the absence of secondary adults. The Primary member becomes responsible for sharing policies with additional members.
5. Section 3 and 4 must be completed for payment information.
 - a. Section 3: fill this out if patron is paying membership in full. Include total paid and payment method.
 - b. Section 4: fill this out if patron is setting up installment billing. You must collect and attach a voided check or copy of a check. Patron must initial this section and sign.

Include total paid, method and payment and initial when you have saved billing information in RecTrac.

6. Patron must read, initial and sign the reverse side of the application. Obtain signatures of members 18 and older. Primary member's signature may serve for the household.
7. Look over these sections to ensure they were filled out correctly and legibly.
8. Verify children 2 years old and under with a birth certificate and Senior Adults with a driver's license.
9. Check the application to verify that only family members are listed. Nanny or non-family members may only be added to a household membership if they have proof they reside at that address. All family members over the age of 18 must provide their own proof of residency and ID before receiving a key fob.
10. VERIFY THE RESIDENCY STATUS OF THE APPLICANT. The applicant must provide proof of their residency by showing a valid Ohio Driver's License, recent utility bill, official mail or lease. Do not accept personal letters as proof. If they have provided valid proof of residency, look up their address on the Franklin County Auditor web page. Put your initials on the "Proof" column next to the appropriate classification.
11. Offer to email the receipt to the patron when complete. Input the membership into RecTrac and take photos of members present. Give the patron their key fob. Complete the top section of the application with your initials, date and membership type.
12. **Stamp all checks with the "Deposit Only" stamp.** Place all checks, cash or credit card receipts in the drawer and place the processed application in the black bin.
13. At the end of the shift, all completed membership applications get filed at the front desk in the hanging purple folder.

MEMBERSHIP RENEWALS

Members renewing their membership without change of information do not need to fill out membership applications. Verify their information in the system from their ID and process as above in the system. Offer to email them their receipt and place the copy of the receipt in the black bin for our records. If a patron is renewing an installment payment option, they must print and sign section four of the pass registration form. All members may receive one new FREE key tag at renewal. (See RecTrac Manual for renewal process)

VERIFYING RESIDENCY

RESIDENT + JEDD & JEDZ

You must verify through the Franklin County Auditor website. Go to the website and locate the tab **Your Property**. Select **Property Search**. Choose **Search by Address**. Type the house number and street name. You can exclude the suffix "street, avenue, lane" etc. Do a search by the house number and street name. Scroll down and find the section titled **Tax Status**. City/Township taxes must read PRAIRIE TOWNSHIP. Use the same process to verify residents and JEDD + JEDZ residents. There is also a binder at the desk which lists all the JEDZ + JEDD businesses and addresses.

(See above Selling Annual Pass for acceptable forms of proof of residency)

COLLEGE STUDENTS

A college pass is for any current, full-time (minimum 12 credit hours) college student. In order to receive this pass rate, a student must show their proof of residency and proof of being enrolled currently or for the next semester/quarter. Proof of enrollment includes a current or future schedule or a recent fees paid statement. NO student IDs are accepted as these do not indicate their current status in school.

This pass must be paid in full, no monthly payments.

SOCIAL SENIOR MEMBERSHIP

The Senior Social Membership will allow access to the Prairie Room for Senior Social interactions Monday through Friday from 9 am to 5 pm. Membership is open to seniors 55 years old and older. The yearly membership fee is \$15 for residents and \$25 for non-residents. Verify Senior status with a driver's license.

INSTALLMENT PAYMENT PLAN

The installment payment plan has been established for those who want to spread out their annual membership payment over twelve months. This is an electronic transfer from a checking or savings account. We do not accept mail in or drop-off monthly payments at the Community Center. Funds are debited on or about the 15th of each month. Allow for a 2-3 day debit window.

1. Tell the patron that amount due at signing includes a \$24 processing fee.
2. This is NOT a month-by-month pass, but a payment plan for an annual pass. The applicant must agree to pay for the entire year.
3. The applicant must print and sign in Section 4 of the Pass Registration Form. You must complete the annual pass installment billing authorization part of the pass registration form.
4. If the patron is making their first payment with cash or a credit card you will need a voided check for the monthly debit system. Have them print VOID in the Pay to the Order Of space. When paying the first month with a check, make a copy of the check for the monthly debit information. In this case, they do not have to VOID another check.

DAILY PASSES

Daily passes are sold at the Front Desk through the POS screen. The daily pass rates are:

- Youth (0-2 years) FREE
- Youth (3-17 years) \$8.00
- Adult (18 yrs and over) \$10.00

The daily rates for a Prairie Township resident + JEDD & JEDZ are:

- Youth (0-2 years) FREE
- Youth (3-17 years) \$6.00
- Adult (18 yrs and over) \$7.00

Day Group Pass Rates

- 10 Passes Resident/\$50.00 Non-Resident/\$70.00
- 20 Passes Resident/\$90.00 Non-Resident/\$130.00

Day passes are sold through Pass Visit Processing in RecTrac (See RecTrac Manual for most up-to-date transaction process). Sign-in to RecTrac with your username and password. Click on the Processing tab and select Pass Visit Processing. Click the green Daily Visit button. Select the type of day pass and hit continue. Enter the amount given, the pay code, name of the pay holder and hit process. Have the customer sign one of the credit card receipts, place it in the cash drawer and give patron a copy to keep. Make sure that all adults sign in.

Group Day Passes are sold through Global Sales under the Punch Pass Tab (See RecTrac Manual).

ERRORS

In the event you incorrectly enter a sale into RecTrac or POS, please notify the MOD. Please do not try to correct. This is a procedure that requires an override and should be done by management only. Give the manager the receipt of the sale that needs to be adjusted. If it is in POS, run the sale the correct way. You do not have to wait for the supervisor to correct the original.

CLOSING SHIFT

- Complete cash-out procedure and shut down computers. Refer to the RecTrac Manual for cash-out procedures.
- Leave together with other staff and make sure the MOD locks the facility doors.

THE PRAIRIEDISE ROOM

The Kids Prairiedise Room is a babysitting type service for patrons using the Community Center. Patrons must remain in the Community Center for the entire time that their child is in the Prairiedise Room. The hours of operation are as follows:

- Monday – Saturday 9:00 am – 1:00 pm
- Monday – Thursday 4:00 pm – 8:00 pm
- Sunday CLOSED

The Kids Prairiedise Room is available for children ages 6 months – 9 years old. There is a limit of 6 children per staff member. The morning shift must maintain a 1:5 ratio due to the age of children. The Kids Prairiedise Room is provided on a first come, first served basis. There is a one-hour minimum stay and a two-hour limit for each child.

The fee for the service is \$2.50 per child, per hour. Each additional sibling is \$1.00 per hour. Parents will pay for an initial hour upon arrival at the front desk and any additional time will be paid at the front desk upon exit. Parents will need to show proof of payment when entering the Kids Prairiedise Room. Parents may also purchase non-refundable discount cards. Unlimited passes have an option to set-up monthly installment billing.

- | | |
|--------------------------------|---|
| 1. 10 hour discount card | \$22.50 |
| a. Additional Child | \$10.00 |
| 2. 50 hour discount card | \$100.00 |
| a. Additional Child | \$50.00 |
| 3. Unlimited usage (12 months) | \$150 (for the first child), \$100 for additional child |
| 4. Unlimited usage (12 months) | \$300 (for family of 3 or more children) |

AQUATICS

Adult/child ratios

Memorize the following ages for adult:child ratios. Highlight ratios when selling family memberships or day passes for guests coming to swim.

1. Children 10 and older may be in the pool unsupervised.
2. Children ages 6-9 years must have a parent/guardian (18+) on the pool deck.
 - a. 1 adult to every 5 children.
3. Children ages 5 and younger must have an adult (18+) in the pool, within arm's reach.
 - a. 1 adult to every 2 children.

*If any person in the pool requires a flotation device, they must be accompanied by an adult in the water within arm's reach.

Swim Test wrist bands

Deep water swim tests will be performed by a lifeguard during rest breaks for youth ages 15 and younger. Once a child has passed a deep water test they will be permitted to access the deep of the pool including the diving board and climbing wall. A lifeguard will provide front desk staff with a daily log of individuals who have passed the test. Ticklers will be added to an individual's household to record their status. Upon each visit, swimmers may ask the staff to search their household and receive a swimmer's wristband to indicate they may enter the deep end.

LAND AND WATER FITNESS PASSES

The Community Center's fitness programs are offered year-round, excluding holidays. The schedules may vary according to levels of participation. Because a qualified instructor is required, there is an additional fee for these classes. Patrons may purchase four types of passes to fitness classes. First, a single use pass to try a class and see if they like it. Or patrons may purchase the 10 or 20 class fitness pass which has an expiration date of 24 months from the time of purchase. The fourth type of pass, an All In Fitness Pass, is for members only. An All In Fitness pass gives members access to as many classes as they wish on land or in the water. All in Passes can be purchased for 30 consecutive days or annually.

PRICES

Fitness passes are sold at the front desk or online. There are different rates for Community Center members and non-members. The rates for the various passes are as follows:

1. Fitness Passes – For land or water
 - a. All In Fitness Pass, 30 Days, Members Only \$20.00
 - b. All In Fitness Pass, Annual, Members Only \$240.00
 - c. 20 Class Pass with Community Center Membership \$70.00
 - d. 20 Class Pass without Community Center Membership \$105.00
 - e. 10 Class Pass with Community Center Membership \$40.00
 - f. 10 Class Pass without Community Center Membership \$60.00
 - g. Single Use Pass with Community Center Membership \$6.00
 - h. Single Use Pass without Community Center Membership \$9.00

SELLING A FITNESS PASS (See RecTrac Manual)

1. Confirm that the person is a valid pass-holder by checking the computer for an active membership. This determines if they are eligible for the pass-holder discount.
2. Add a pass package to the cart and process the sale.
3. Assign the patron a group exercise key fob.

USING A PASS AT THE CHECK-IN DESK

1. Check in for fitness is located at the mobile kiosk.
2. Patrons will either buy a single use pass or a multiple class pass.

FITNESS CLASS POLICIES

- Class sign-ups are on a first come, first served basis.
- Non-Residents may sign up no earlier than 20 minutes before a class.
- Participants may not sign up any later than 5 minutes after a class begins.
- Participants may not sign up for other participants, only for themselves.
- When the sheet is full, no one else will be accepted into the class.
- Only those with a red wristband will be allowed to participate.
- When a pass is used up, patrons may renew it at the front desk or online.
- The Community Center reserves the right to alter the class schedule at any time. Notices of changes will be posted in a timely manner.
- There are no refunds for lost or stolen fitness passes.
- The Community Center is not responsible for any injuries sustained while participating in a fitness class.

TOURS OF THE COMMUNITY CENTER

If someone would like to tour the Center, they must sign in with the date and time of entry. All tours are staff-guided unless the patron requests to take a self-guided tour. Front desk staff will be trained to give tours and any professional staff member can assist with facilitating patron tours.

VISITORS

Visitors are guests who would like to tour the facility to see what we have to offer. All visitors must sign in and present their ID. Visitors will be given a copy of our brochure and price sheet for memberships. Directions will be given on which way to go through the facility and told to return to the front desk with any questions.

SPECTATORS

Spectators are guests accompanying a participant in a Community Center sponsored class, league or game. Spectators will sign the appropriate sign in sheet and show their ID. They must accompany the participant to the location of the class or activity. They cannot arrive late. All other guests must purchase a day pass to access any areas beyond the front desk.

PROGRAM REGISTRATION

REGISTRATION

Registering patrons into programs and activities via RecTrac is one of the most important duties at the Front Desk. It is critical that you follow the steps listed in the RecTrac Manual. Any errors could result in patrons being registered into the wrong class, no class or being charged the wrong amount. Attention to detail is vital so if you have any questions, ASK!

MEMBERSHIP REFUNDS

Membership cancellation will NOT be granted and pro-rated refunds will NOT be given, except for the following hardship cases:

1. Job transfer outside a 25-mile radius of the Prairie Township Community Center. Patron must provide a letter from his/her Human Resource Department stating that they have been transferred within the same company. Patron must provide business address and phone number for verification.
2. Relocation/Move outside 25-mile radius of the Prairie Township Community Center. Patron must provide mortgage/lease documents (proof of move) which new address and phone number for verification.
3. Medical condition of an indefinite nature. In the case of medical condition, the following options are available: (a) pass holder may receive a pro-rated refund if patron provides a letter from his/her physician stating that patron has a medical restriction of an indefinite nature. (b) Pass holder may request to have their membership "suspended" provided that patron provides a letter from physician stating how long patron is on medical restriction.
4. Patron Death.

If the reason given is listed above, have the patron fill out a Cancellation/Suspension request form located at the front desk along with all appropriate documentation.

In the event the reason does not meet any of the above hardship criteria and they would still like to cancel their pass, they may submit a refund request form to the Front Desk Coordinator or Facility Supervisor explaining their need to cancel. The Recreation Director will make the final decision regarding special requests.

PROGRAM TRANSFERS AND REFUNDS

The program supervisor must approve all transfers or refunds. Inform the patron that our refund policy requires notice five days prior to the first day of class. Money will be refunded if approved by the given time, minus a \$5.00 administration fee. If they do not understand the policy or feel they have reason for a refund that does not follow these guidelines, do the following:

ENROLLING A PATRON ON A WAIT LIST

When a class is full patrons have the option of going on a wait-list. You will start the process of trying to enroll and the computer will inform you that the class is full. You have the option of over-riding the maximum count or adding them to the wait-list. Select ADD to the wait-list and then it will ask if you want to charge fees. Select NO, we do not charge for a wait-list. When a spot opens in a class, the programmer will notify the first person on the waitlist and tell them to call the front desk to register if they would like to get into the class.

EMPLOYEE HANDBOOK ACKNOWLEDGMENT AND RECEIPT

I have received my copy of the Employee Handbook. I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

Employee Signature

Employee Name (PRINT)

Date