

June 2015 Staff Meeting – 7/18/15

In attendance: Chelsea Bauman, Kayla Drozd, Isaac Fingerson, Joanna Grill, Michaela Geier, Joanna Grell, Xavier Hackel, Anne Hadler, Heidi Hadler, Jansen Imhoff, James Krautkramer, Tyler Lang, Cathy Matel, Katie Miller, Jennifer Passehl, Janine Van Rixel,

Excused: Satchel Beranek, Trista Baye-Martin, Abbi Buchburger, Olivia Frieders, Isadore Hackle, Amanda Kind, Isabella Kochiu, Mandy Krautkramer, Paige Kurtz, Danielle Lampe, Holly Matel, Matt Matel, Marie Stubbe,

Un-Excused: Hunter Baumann, Terese Globensky, Cameron Sonntag,

All –

- You will notice some colored folders in your mail boxes. We started to use these because our new drawer does not accommodate the name tabs; they were getting knocked off. We decided to also use these to enhance the payroll process. Please keep your pay **sheet only** inside this folder (which is inside a hanging folder). Everything else should be kept outside of the colored folder.
- With lots of new staff being hired, we found the need to give instructions on how to fill out the time sheets. You will find a half sheet in your mailbox if you were not at the meeting. Even if you are not a new employee please take the time to read this. There are also some employees that have been here a while that have practices that make it more difficult to do payroll. Thank you to those that do it correctly. It makes payroll go much smoother.
- There is a little girl that comes here for which we should not be giving out information. There is a note behind the desk with her name. All inquiries regarding this child should go through Jennifer. This said, please be alert for unusual inquiries about any child. If you don't know that this person asking about the child is a parent or guardian, be wary of giving out information. If something seems odd don't be afraid to say "let me check into that" and refer it to Jennifer or Cathy.

Desk –

- You may see some vouchers for the MABA (Marathon Area Business Association). These can be used the same as cash. Just take them as though they were a \$10 bill. We trade them in to the business association for cash. Please pull them from the drawer like you would a check at the end of the night.
- Swim Diapers – We sell swim diapers for \$1. Please don't put them through the till. Instead there is a Manella envelope in the drawer under the ledger book where you can place the dollars.
- Free Passes – We have a couple different types. There are the types like we give out at events and those that are on the back of Jennifer's card that we give out to people that are thinking of joining. When you take a free pass, please put the person's name and phone number on it. If they ask, the only thing we use this for is that sometimes Jennifer will call to see how they liked

it and see if they have any membership questions. We also use this information to make sure that people are not abusing the free passes.

- Accuracy- Please, be accurate when taking information from customers. This is especially true during swim lesson registration. Please don't be afraid to ask how to spell a name. If the name is spelled wrong in the registration it will create double entries in the data base and the person may be entered in the wrong class in the future. The name will be spelled wrong on the class roster and then will also be spelled wrong on the evaluations. People like to have their name spelled right.
- Please try to be accurate on membership forms also. Everyone should fill out a membership form unless they already have their membership for that year and are just making a payment. Make sure that they answered all of the questions on the membership form.
- Please use pencil when writing in the lesson binders.
- Membership – If someone comes in and wants to take out a membership, and you pull their old card, please look for a slip hanging from it that says they are “delinquent” or balance due. Most of these slips are purple, but it is possible that they could be a different color in the future. This means that they have to pay their old balance before they can take out a new membership. If they are happy to do this, then charge them the amount remaining on the card plus the amount due for the new membership. If they question it, please refer them to Jennifer. We send out multiple e-mails and letters letting them know when they have a balance due. Going forward we will also attach the most recent letter to the card so they can reread it if they like. We don't pursue collections after 3 reminders, but this does not mean that they don't have to pay their balance.

Lessons -

- Evaluations: these are keepsakes; please try to make them look nice. Also, please try to put meaningful comments on them. If the child did not pass please help them understand why, but still try and keep the comments positive if possible. If they pass please put some “good job” type comments on their evaluation. You get paid for the time you spend filling out evaluations.
- Evening lessons have started. Jennifer asked if any problems were found and none were brought up.

Guards –

- We always had a cell phone policy of no phones being used in the pool while guarding. We have recently found it necessary to solidify this policy. You will find a sheet in your mailbox that states this policy and the consequences for breaking it. You will need to sign it and put it on Jennifer's desk. You can keep your phone in your bag if you have that with you on deck, but it should not come out. If you need to use your phone please ask the desk person to relieve you for a while. If you are expecting an important call it is also okay to leave it with the desk person to call you if a call comes in.
- Katie had some comments for the guards.

- Please don't leave the pool unattended even for a short time. Even if there are teachers in the pool please ask a specific person to guard for you while you are gone. Don't just assume that others will watch the pool.
- If there are only two people here it is okay for the desk person to leave to watch the pool briefly while the guard takes a break.
- If there are no swimmers and the guard leaves the pool, even for a short time, please lock the locker room doors. Even if you don't think anyone is here you should still do this every time. Sometimes we can miss people coming through, or there may be someone in the locker room that you thought left, that then goes back in the pool. We don't want anyone swimming without a guard.
- Please be aware of your attitude. This is important in all aspects of your job, but it is very important while teaching. Please try to show enthusiasm for a child's progress. Take an active interest in your lessons. Try to give attention, instruction and positive feedback to every child. Try and make your lesson fun.

Drills –

- Please make these up if you were not at the meeting. The manikin and laminated drills are on the counter in the break room. Even if you are not a desk person please complete the scavenger hunt. We need everyone to be aware of where things are kept.
- Scavenger hunt – We did this to learn where things are in the new office.
- Heart attack victim
- Spinal injury
- Passive deep water rescue including starting CPR/AED
- Please note that the drills on the clipboard are still expected. These are monthly drills that you do on your own. The clipboard is now located in the break room on the counter. Only 3 people are signed off for their May drills and no one has done the June drills yet. There are some people that have many more blanks.

That is all! Have a great week.