

Cashier Handbook

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Mitchell pool phone number: 847-945-7760

MITCHELL POOL HOURS

| | Lap Swim (16 & over) *3 Lap Lanes | Swim Lessons | Public Swim | Kiddie Pool | Private Rentals |
|------------------|--------------------------------------|------------------------------------|----------------|---------------------------------|-----------------|
| Monday | 5:30 – 8am | 8:30am – 12pm | 12:30 – 8:30pm | 9:30am – 12pm 12:30 – 8:30pm | |
| Tuesday | 5:30 – 8am | 8:30am – 12pm | 12:30 – 8:30pm | 9:30am – 12pm 12:30 – 8:30pm | |
| Wednesday | 5:30 – 8am | 8:30am – 12pm | 12:30 – 8:30pm | 9:30am – 12pm 12:30 – 8:30pm | |
| Thursday | 5:30 – 8am | 8:30am – 12pm | 12:30 – 8:30pm | 9:30am – 12pm 12:30 – 8:30pm | |
| Friday | 5:30 – 8am | Staff Training | 12:30 – 8:30pm | 12:30 – 8:30pm | |
| Saturday | 7 – 9am *9:30 – 12pm | 9:30am – 12pm | 12:30 – 7pm | 9:30am – 12pm 12:30 – 7pm | 7 – 9pm |
| Sunday | 7 – 9am *9:30 – 12pm | 9:30am – 12pm (private lessons) | 12:30 – 5pm | 9:30am – 12pm 12:30 – 5pm | 5 – 7pm |

Deerspring pool phone number: 847-945-7610

DEERSPRING POOL & SPRAYGROUND HOURS

| | COHO Swim Team | Lap Swim (16 & over) | Public Swim | Sprayground & Kiddie Pool | Private Rentals |
|------------------|-----------------------|----------------------|----------------------------|------------------------------|-----------------|
| Monday | 6 – 8am 4 – 8:30pm | 8:30am – 12pm | 12:30 – 4pm | 8:30am – 12pm 12:30 – 7pm | |
| Tuesday | 6 – 8am 4 – 8:30pm | 8:30am – 12pm | 12:30 – 4pm | 8:30am – 12pm 12:30 – 7pm | |
| Wednesday | 6 – 8am 4 – 8:30pm | 8:30am – 12pm | 12:30 – 4pm | 8:30am – 12pm 12:30 – 7pm | |
| Thursday | 6 – 8am 4 – 8:30pm | 8:30am – 12pm | 12:30 – 4pm | 8:30am – 12pm 12:30 – 7pm | |
| Friday | 6 – 8am 4 – 8:30pm | Staff Training | 12:30 – 4pm | 12:30 – 7pm | |
| Saturday | 8 – 9:30am | | 10am – 12pm 12:30 – 7pm | 10am – 12pm 12:30 – 7pm | 7 – 9pm |
| Sunday | 8 – 9:30am | | 10am – 12pm 12:30 – 5pm | 10am – 12pm 12:30 – 5pm | 5 – 7pm |

Cashier & Concessions Key Info

- NON-RESIDENTS are always \$13
- Nobody is allowed to enter before pool open
- Remind all patrons of closing time if it is within 2 hours
- Remind patrons of 30 minute break between 12-12:30 for staff changeover
- If someone pays the \$7 Lap Swim or Splash and Kid, THEY MAY NOT RE-ENTER FOR PUBLIC SWIM
- Make sure to switch to \$7 for residents only after 5pm
- Check the date on the receipt when letting someone re-enter
- No transaction should ever have cents. All transactions should end in XX.00
- Warn incoming patrons at time of purchase that there is no re-entry without receipt
- If there is severe weather, all patrons must wait inside until the all clear is given
 - No new patrons may enter until all clear is given
 - The all clear is 3 blasts of the thor guard
- Answer the phone with the script: “_____ pool this is (your name), how may I help you?”
- Anyone under 13 MUST be accompanied by an adult
 - They aren’t allowed to be “walked in by an adult”
 - The adult must be 18
- The lost and found bins are beige with brown tops, located right by the guard house

Cashier/Concessions Procedures

1. Get drawer from Manager/Concessions Manager
2. Count drawer, it should have \$100
3. Start a new session on RecTrac
4. Sign into RecTrac and select \$100 starting cash
5. If you run out of a certain type of bill, find a manager to switch the cash
6. Put pink pool coupons in the money drawer
7. Cashout and put receipt IN one of the clips
8. Hand drawer back to Manager/Concessions Manager
9. Follow posted closing checklist

Troubleshooting Procedures

- If pool passes are not scanning
 - Make sure the cursor is in the box
 - Start a new session
 - Make sure that hardware is connected in the top right corner
 - Household Management must be on separate window from Visit Processing
 - Restart computer and or rectrac
- If pool passes are not printing
 - Make sure hardware is connected
 - Start a new session
 - Make sure Household Management and Visit Processing are on separate windows
 - Make sure that empty cards are loaded in the top of the machine

Rules & Regulations

- We do not offer “rain-checks” or refunds for bad weather
 - If a customer is annoyed with this policy call the manager
- There must be one click for everyone who enters the pool
 - If an adult uses a pool pass and brings a kid under 2, mark kid 0-2 and click cash
- Concessions should be hosed every 2 hours
- Concessions shouldn't be open when the hut is empty
 - Always close the window when switching to top
 - Close both shutters at Mitchel
- The cashier booth should never be unattended
- All food must be paid for in concessions, even if it is sold to another employee
- Outside food and drink IS allowed, but must be consumed in the concessions area
- You must print out a pool pass for every patron that has a membership and doesn't have their pass
- Swim lessons/COHO/Water polo may enter without passes
- A receipt from one pool will allow entry at the other pool as long as the date matches

FAQ

Q: How do I call the manager's phone?

A: Use the phone and click the green button that says manager

Q: How often do I switch at concessions?

A: Every 30 minutes

Q: How do I prepare the pretzels?

A: Leave the pretzel in the bag, cut a small slit in the corner, and heat it at 150F for 20 minutes

Q: Why do the pools close from 12-12:30?

A: So we can switch over staff and change out lane lines

Q: Why is the pool closed due to temperature?

A: The pool closes when the temp is below 62 degrees

Q: Is the pool open during camp swim time?

A: Yes, the main pool is open during free swim, but not during swim lessons, however, kid is open during both

Q: How tall to you need to be to go down the slide?

A: 42 inches

Q: What items are prohibited down the slide?

A: Flotation devices, Goggles, Hats, and Lifejackets

Q: Is there a height limit on the diving board?

A: No

Q: When can I come down from the slide?

A: When the slide is turned off and you block off the stairs

Q: What camp wristbands are allowed in each area?

A: Red wristbands are not allowed on slides or diving well; green wristbands are allowed everywhere