Introduction - Activity Room (15 min)

* Overview of responsibilities
* Stuff to add:
	+ General employee things: arrive 10-15 min early, punch in, communication if you are going to miss/be late for shift, mandated break if you work over 7 consecutive hours, food deliveries can be left at front desk, better to ask questions than do the wrong thing

Station 1: Front Desk (30 min)

* Go over “Working as a Cashier” sheet
* Customer service scenarios
	+ Make sure we see everyone print pass, take cash payment, scan, etc.
	+ Each person does 5-10 scenarios
	+ Once they finish, ask others what they did well/what they could improve on
	+ Possible criteria, did they:
		- Receive answers about situation (cashier should prompt answers)
		- Remind them to please bring their pool pass if they asked to print
		- Ask for clarifying information when printing pass
		- Make one click per person
		- Have a welcoming demeanor
		- Answer the patrons’ questions properly
		- Ask for help if they needed it

Station 2: Concessions Stand (30 min)

* Go over “Working at Concessions” sheet
* Concessions scenarios
	+ Partner up, one goes outside with scenario and one stays inside to do scenario, repeat with new scenario from a different group
	+ Switch partners and each partnership switch to a new scenario
* Phone call scenarios
	+ Similar procedure as concessions scenarios
* Slide rules
	+ Walk over to slide
	+ Reiterate that we should pick up trash on the way down from slide

Conclusion - Activity Room (15 min)

* Reiterate important points
* Ask if anyone has any questions
	+ If not, provide common questions