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