

#1

Cashier and Concessions Training

Saturday 5/24 and Sunday 5/25 8:00am-9:30am at Deerspring

Outline

1. Introduction – Activity Room everybody 8:00-8:15
 - a. Talking points
2. Split into two stations that rotate after 30 mins 8:15-9:15
 - a. Station 1 Front desk – Led by Andrew Kluge
 - b. Station 2 Concessions stand – Led by Jason Nieder
3. Wrap up and questions 9:15-9:30

Introduction Talking points 8:00-8:15

1. Gate Keeper of the pool
 - a. Everybody entering the pool needs to check in with you and become eligible to enter. Patrons, Staff, coho swimmers, lap swimmers, Park district employees
2. Be helpful to the public
 - a. Inform the customer anything you would want to know before paying to enter the pool.
 - b. Tell them if we're going to close soon, if the slide is not working, if there's a chance of thunder.
3. Receive answers don't give them
 - a. What are you coming to the pool for? (lap swim, coho, public swim, ect)
 - b. When printing pool pass or scanning, what is your address? What is your parents name? How old are you?
4. Be attentive.
 - a. We allow you to be on your phone, reading etc. However as soon as you must interreact with anyone you are required to give them your full attention.
5. Have Hard stopping points
 - a. Our job is to help people use the pool facilities. However, they must do so following our rules and practices.
 - b. No, we will not look you up however I can print you a pool pass
 - c. No, I cannot give you a refund

- d. No, I cannot let you in for free near closing time
 - e. No, if you don't have a receipt, you cannot reenter.
 - f. No if you paid for lap swim you can't enter during open swim.
6. When you don't follow our rules, it makes everybody else's job more difficult
- a. Patrons will say, well last time they let me do _____ last time. That should not happen. We want everybody enforcing the same rules, so people do not get confused.
7. Ask for help
- a. There's a lot of information you need to know to do this job, if you are unsure about doing something correctly or don't know how to do something or if something looks off ask a supervisor.

Station 1: Front Desk (30 mins)

Outline

1. First 5-10 is showing how to use the Cashier computer system, see "Demonstration and Lecture"
2. The rest of this station is practice, see "Cashier Practice"

Demonstration and Lecture Info and guide

1. Starting Shift
 - a. Arrive 10-15 Minutes early
 - b. Punch in
 - c. Ask the manager for a cash Drawer
2. Set up cashier booth
 - a. There is no login for the computer, restart if it needs a password and it will log you in
 - b. Click on the VIC application
 - c. Count the cash in your drawer to verify you have \$100
 - d. Click continue and you are logged in and ready to go
 - e. Create a new tab and look up the Deerfield Park district website – click parks and facilities and aquatic programs. Have this site open as resource for information about hours and pool practices.

- d. No, I cannot let you in for free near closing time
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3. Working the cashier system

a. Scanning pool passes

- i. Done through the page titled "visit processing"
- ii. Ensure curser is flashing in the empty text box at the top
- iii. Scan using the handheld scanner and verify that the person has popped up in the computer system
 1. Ensure they are the right age to enter
 2. If will state "no valid pass for ____" if they do not have an active pool pass

b. Printing Pool passes

- i. We do not like to print pool passes. People should be bringing then, provide pushback.
- ii. Click the 3x3 menu box in the top left and then click "Household management"
- iii. From this page, look up the last name of the member
- iv. Click on member's box to highlight it in blue
 1. Note: Sometimes the pool pass will only pop up under the name of person in the household who manages/ bought the pool pass. For example if you try to look up Kelly Napolski, you have to click on Jeff Napolski account to find her
- v. On the bottom of the screen select "pass print" once they are highlighted
- vi. Select the members whose pass you want to print by checking the box under their name and photo and then click continue
 1. If they do not have a photo or an up-to-date photo take one by clicking the view/take photo option – Snap photo – close.

c. Purchasing Pool entry

i. Done through "Touchscreen" tab

1. Conversation goes like this

- a. Do you have a pool pass – No. Are you a Resident?
- b. If yes than you select an option in the residents only box
- c. If they are not a resident than you either select Daily fee nonresident or child age 0-2.

2. There must be a click on one of the boxes for every single

person entering the pool and every click should match what is currently happening in the pool and the resident status of the customer. Such as "After 5p" "Lap Swim" "public swim" if they are a resident. or if they are not a resident the "Daily Fee"

3. Once you have selected a box for every individual entering you ask them for their payment

- a. Credit card is done through the credit card reader, patron follows instructions.
- b. If Cash, you select the blue payment button and then enter the amount of cash they hand you in the "total paid" box and it will tell calculate how much change to give back
- c. Pool Coupon, whoever is in selected when you click pool coupon has to be paying with a coupon. Still need to ask if they are residents or non and click the button. Take the coupons and put them in the cash drawer

ii. Everyone paying needs to receive a receipt and be aware they need the receipt to reenter the facility as proof of payment.

iii. Residents paying for anything other than public swim can only stay in the pool during that "special events" time. If someone payed for lap swim they cannot reenter for public swim later with that receipt.

4. Answering the phone

- a. Hello this is (your name) at Deerspring/Mitchell pool

5. Troubleshooting

- a. Ensure that the VIC connection circle in the top right corner is does not have as red slash through it. Click to refresh if it does.

Cashier Practice: (20-25 mins)

Everybody in the group needs to practice being a cashier. One person sits in the cashier booth and 8 people are given customer scenario cards and two people are given scenario cards. All 8 people line up and pretend to be patrons with the respective information on their cards applying to them. The two people with the scenario cards need to act out coming to the cashier desk with the concern that is on their card. The only information the 8 customer scenario participants immediately give the cashier is the Day of the week and time they are coming to the pool. The cashier should/has to ask for all other relevant information such as who are you here with? Are you a resident? Cycle through the group until everyone has been a cashier and gone through 8 customer scenarios and two practice scenarios. When somebody makes an error ask participants to see if they can correct

cashier errors or know what they did incorrectly. All the scenarios should be cycled through multiple times. The cashier should use the pool website as a resource for times and rules.

Station 2: Concessions and Slide - Jason

Working at Concessions

Created by Jason

1. Starting Shift
 - a. Arrive 10-15 minutes early
 - b. Punch in
 - c. Ask the manager for a cash drawer
2. Set Up Concessions Booth
 - a. Computer has no login, restart if it asks for one
 - b. Click on VIC application
 - c. Login will be auto filled so click sign in
 - d. Count the cash in the drawer to make sure it is \$100
 - e. Click continue and main screen will appear
 - f. Turn on the warmers
 - i. At deerspring, turn on the nacho cheese warmer
 - ii. At mitchell, turn on the pretzel warmer and put two pretzels in (15 mins to heat up)
 - iii. At mitchell, call to order pizzas (more info on pizzas later)
 - g. Make sure you have clean hands
 - i. Wash them if you go to the bathroom during the shift
3. Working the Concessions System
 - a. Click the button of the item they wish to purchase
 - i. One click for every item purchased
 - ii. Click each item as they say it then go grab it
 - iii. Single slice or whole pizza option at mitchell
 - iv. Patrons can deliver a pizza if we have run out (only cheese or pepperoni)
 - b. If there is a misclick use the remove box
 - c. Get to the payment screen by clicking one of the green boxes on the right depending on what payment method they want to use
 - i. Ask them what payment method they want to use
 - d. If paying cash click blue payment box and type amount of cash handed to you
 - e. NO REFUNDS
 - f. Logout
 - i. Click red power button in bottom left corner
 - ii. Click yes on the popup

- iii. Count each bill and each coin and total cash will appear in the bottom left
 - iv. Add your name at the bottom
 - v. Screen will pop up with amounts just click "post end of shift" button in bottom left
 - vi. Receipt will print and place on top of cash drawer and give to conc man
4. Phone
- a. Answering the phone
 - i. "Hello this is ____ at ____ pool how may I help you?"
 - b. Call manager phone for help if you need it
5. Slide Rules – Go to slide to show
- a. Walk up the stairs
 - b. One at a time
 - c. Feet first, arms and legs crossed on their back
 - d. No goggles, sunglasses, lifejackets
 - e. Wait until person sliding has exited the pool or the roped off area before sending next person down
6. Common Issues/Troubleshooting
- a. If receipt doesn't print, check top right to make sure no red line through the chain
 - i. If there is, click it to refresh the system
 - ii. If that still doesn't work, restart computer
 - b. Restock food if we are running low
 - i. Extra ice cream storage around the corner
 - c. Don't steal food
 - i. There are cameras and you will get caught
 - d. Ask for help if you need it

Wrap Up 9:15-9:30

1. Everybody groups back together in Activity room
2. Time for questions to be answered
3. Reiterate most important points
 - a. Communicate if you are going to be late or missing shift

- b. Be helpful and informative to patrons
- c. Ask for help when uncertain
- d. You as a cashier are responsible and liable for everyone entering the pool
- e. There are hard stopping points on rules
 - i. Nobody enters without scanning pool pass, paying, having a valid receipt, or giving you valid program such as coho or camps.