Pool Staff Training 2022

Workshop Title: Meet and Greet Date: Thursday, May 12, 2022 Time: 4:45 PM Instructor: Lynn Todd, Cat Adams, Assistant Mangers

Learning Objective:

- Meet management staff
- Provide itinerary for upcoming days

Estimated Time:

- 15 minutes

Materials Needed:

- Computer for Zoom meeting

Workshop Title: Dealing with Difficult People

Date: Thursday, May 12, 2022 Time: 5:00 PM Instructor: Delaware Valley Trust Instructor Rick Clifton Zoom Link: <u>https://lmt-org.zoom.us/j/82398166110?pwd=NE9NbW9rTHdablNaK3F5MVM1T0E2Zz09</u>

Learning Objectives:

- Understand diversity of people and their behavior
- Learn how our perception impacts dealing with a difficult person
- Learn some tips and techniques for dealing with people who are difficult or different

Estimated Time:

- 1 hour

Materials Needed:

- Computer for PowerPoint presentation
- PowerPoint presentation

Methods of Instruction:

- Lecture
- Discussion

Instructor will cover all PowerPoint slides, lead discussion and answer questions.

Workshop Title: Aquatic Facility Sanitation and Disinfection

Date: Thursday, May 12, 2022 Time: 6:00 PM Instructor: Peter Erndwein from Delaware Valley Trust Zoom Link: <u>https://lmt-org.zoom.us/j/82398166110?pwd=NE9NbW9rTHdablNaK3F5MVM1T0E2Zz09</u>

. Materials Needed:

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- Computer for zoom meeting -
- PowerPoint presentation

Methods of Instruction:

- Lecture Ξ.
- -Discussion

10 Minute Break

Workshop Title: HR Onboarding and Policy Review Date: Saturday, May 14, 2002 Time: 9:00 AM Location: Community Center Instructor: Pool Manger, Lynn Todd

Learning Objectives:

- Staff should be clear on onboarding process including HR policies and procedures.
 - o Discuss HR onboarding
 - o Incomplete paperwork/clearances
 - o Hydro App
 - o Clocking in and out
 - o Uniforms
 - o Pay cycle
 - o Workplace safety/conduct
 - o Code of Conduct
 - Expectations
 - o Communication Chain
 - o Sexual Harassment Policy
 - o Social Media Policy

Materials Needed:

- Employee Handbook
- Social Media Policy
- Sexual Harassment Policy

Estimated Lesson Time:

- 1.5 hours

Method of Instruction:

- Lecture

Workshop Title: Customer Service

Date: Saturday, May 14, 2022 Time: 10:30 AM Instructor: Monica Tierney

Learning Objectives:

- Importance of greeting members with a friendly smile and hello
- Be vigilant and read customer situations
- Approach patrons in need of assistance
- Be available to patrons
- Importance of listening, good listening techniques

Estimated Time:

- 30 minutes

Materials Needed:

- Computer

Additional Training	Additional Training		
Workshop Title: Pre-Service Training/Skills Check for	Workshop Title: Gate Attendant POS Training		
Aquatic Staff	Date: Saturday, May 21		
Date: Saturday, May 21 & Sunday, May 22	Time: 10:00 AM – 12:00 PM		
Time: 12:00 – 4:00 PM	Instructor:		
Instructor: Pool Manager			
Make-up Date: Friday, May 20	Learning Objectives:		
	- Ability to check members in and out of the		
Learning Objectives:	complex		
- Skills Assessment	- Run POS		
 Learn positions, rotations, whistle signals 	- Answer Questions about Membership		
- Run Drills			
- Practice	Estimated Time:		
	- 2 hours		
Method of Instruction:			
- Hands on	Materials Needed:		
	- Laptop		
	- Cash register		
	- Scanner		
	- Receipt printer		
	 Pool related information 		
	Method of Instruction:		
	- Hands on		

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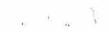
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