

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
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Workshop Title: Dealing with Difficult People

Date: **Thursday**, May 12, 2022

Time: 5:00 PM

Instructor: Delaware Valley Trust Instructor Rick Clifton

Zoom Link: <https://lmt-org.zoom.us/j/82398166110?pwd=NE9NbW9rTHdabINaK3F5MVM1TOE2Zz09>

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: <https://lmt-org.zoom.us/j/82398166110?pwd=NE9NbW9rTHdabINaK3F5MVM1TOE2Zz09>

Materials Needed:

- Computer for zoom meeting
- PowerPoint presentation

Methods of Instruction:

- Lecture
- Discussion

10 Minute Break

Workshop Title: HR Onboarding and Policy Review

Date: **Saturday**, May 14, 2022

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
 - o 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
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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

<p>Additional Training</p> <p>Workshop Title: Pre-Service Training/Skills Check for Aquatic Staff</p> <p>Date: Saturday, May 21 & Sunday, May 22</p> <p>Time: 12:00 – 4:00 PM</p> <p>Instructor: Pool Manager</p> <p>Make-up Date: Friday, May 20</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Skills Assessment - Learn positions, rotations, whistle signals - Run Drills - Practice <p>Method of Instruction:</p> <ul style="list-style-type: none"> - Hands on 	<p>Additional Training</p> <p>Workshop Title: Gate Attendant POS Training</p> <p>Date: Saturday, May 21</p> <p>Time: 10:00 AM – 12:00 PM</p> <p>Instructor:</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Ability to check members in and out of the complex - Run POS - Answer Questions about Membership <p>Estimated Time:</p> <ul style="list-style-type: none"> - 2 hours <p>Materials Needed:</p> <ul style="list-style-type: none"> - Laptop - Cash register - Scanner - Receipt printer - Pool related information <p>Method of Instruction:</p> <ul style="list-style-type: none"> - Hands on
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4:45-6:30

1.15
30
1.45

May 12, 2022 Zoom Training Attendees

Name (Original Name)	User Email	Total Duration (Guest
Lynn Todd	ltodd@lmt.org	121 No
[Faded Name]		120 Yes ✓
[Faded Name]		15 Yes
[Faded Name]		121 Yes
[Faded Name]		120 Yes
[Faded Name]		120 Yes
[Faded Name]		120 Yes
[Faded Name]		120 Yes
[Faded Name]		120 Yes
[Faded Name]		128 Yes
[Faded Name]		121 Yes
[Faded Name]		120 Yes
[Faded Name]		121 Yes
[Faded Name]		120 Yes
[Faded Name]		115 Yes
[Faded Name]		121 Yes
[Faded Name]		120 Yes
[Faded Name]		120 Yes
[Faded Name]		122 Yes
[Faded Name]		119 Yes
[Faded Name]		63 Yes
[Faded Name]		119 Yes
[Faded Name]		119 Yes
[Faded Name]		119 Yes
[Faded Name]		119 Yes
[Faded Name]		120 Yes
[Faded Name]		115 Yes
[Faded Name]		10 Yes
[Faded Name]		119 Yes
[Faded Name]		120 Yes
[Faded Name]		118 Yes
[Faded Name]		118 Yes
[Faded Name]		117 Yes
[Faded Name]		114 Yes
[Faded Name]		117 Yes
[Faded Name]		5 Yes
[Faded Name]		117 Yes
[Faded Name]		117 Yes
[Faded Name]		15 Yes
[Faded Name]		22 Yes
[Faded Name]		117 Yes
[Faded Name]		10 Yes
[Faded Name]		119 Yes
[Faded Name]		117 Yes
[Faded Name]		115 Yes
[Faded Name]		116 Yes

Lifeguard Sign In - May 14, 2022

Faint, illegible text on the left side of the page, possibly representing a list of lifeguard names or positions.

A series of horizontal lines, likely representing a sign-in table or schedule. Some lines are obscured by a grey redaction mark at the top. There are also some faint yellow markings on the lines.

9-3:15

13

Gate Attendant Sign In - May 14, 2022

Christina Elizabeth ...

Isabella ...

Maya ...

Justin ...

Kevin ...

William ...

Jack ...

Brandon ...

Tom ...

Kevin ...

William ...

James ...

Michael ...

David ...

Matthew ...

Handwritten signature and lines