

**Sun Paradise-Hotels Management**



**SPHM**

# Guest Relations

## Part 4

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## **Guest Relations Department**

### **Department Mission:**

The Guest Relations Department is accountable for the day to day receiving and handling of revenue within SPHM Waterpark. As well as assisting with Cabana Rentals, Birthday Parties and Tiki Time activities crew. It is our job as the Guest Relations Department to ensure all SPHM Waterpark Cash Handling and Revenue Control policies and procedures are followed in addition to providing high quality customer service.

### **Job Description:**

As a Guest Relations team member you must recognize that you are first employee of the Rockford Park District, secondly an employee of SPHM Waterpark and then an employee of the Guest Relations Department. All policies of the SPHM Waterpark and Guest Relations Department must be followed.

There are many responsibilities and job skills that make up a Guest Relations employee. A Guest Relations employee will be responsible for receiving and handling of revenue obtained from resident and non-resident customers. Guest Relations employees are also responsible for serving internal employees and making sure that they are following all policies and procedures. These revenues may be obtained from general admissions, gift shop purchases, and any other transaction that would require the exchange of money for a service or a consumable or non-consumable item. Guest Relations employee will fulfill their commitment by working at all Guest Relations work stations throughout the season. All Guest Relations employees will be required to have pre-season training as well as required weekly training in order to remain on the schedule. All Cashiers are expected to commit to at least 32 hours of work per week as this was a requirement upon acceptance of the position.

## **“Make It Work” Philosophy**

The Make it Work philosophy defines the attitude and mind set of the Guest Relations Department. Staff must do everything in their power to achieve departmental goals.

## **Work Stations**

- Admission Booths
- Key Hut & Hula Hut
- Guest Services
- Tiki Time/Mascot
- Slide Dispatch
- Gate Hand Scanners

## **2019 Management Staff**

Operations Manager – .....

Assistant Operations Manager – .....

Guest Relations Supervisor – .....

Guest Relations Assistant Supervisor – .....

Guest Relations Assistant Supervisor – .....

Guest Relations Lead – .....

Guest Relations Lead – .....

Guest Relations Lead – .....

## **Section 2: Facility Policies**

### **Staff Meetings**

All Guest Relations team members will attend bi weekly meetings and trainings as a department. All Guest Relations members will be scheduled for trainings and meetings in advance. If unable to attend the department meeting a make-up time must be scheduled with the department supervisor.

Full Staff meetings are scheduled twice a season for the entire facility. Every employee of SPHM Waterpark must attend these meetings.

### **Staff Expectations**

- All Guest Relations employees are expected to arrive on time.
- Staff must be clocked in and have checked in with a supervisor prior to scheduled shift.
- All personal items must be left at home, locked in a locker, or left in vehicle.
- No purses, cell phones, tablets, books, magazines or any item that would interfere with fulfilling the responsibilities as a cashier will be allowed at any work station at any time.
  
- No food will be allowed at any work station.
- All staff must attend required trainings and orientations in order to be scheduled for work.
- All staff will be audited at least once a month and must pass these audits to remain on the schedule.

## Schedules

- Schedules will be posted in the counting room located in the main office.
- Staffs are required to work 32 hours per week weather permitting.
- All staff will work various shifts and days throughout the summer including holidays.
- Working weekdays or weekends only will not be permitted.
- All request offs should be in two weeks prior.
  
- Supervisors will post deadlines for staff request offs.
- If special circumstances occur notify your supervisor immediately.
- A full work day is considered 9:00 am – 7:00 pm (Not including rentals or Wet Wednesday Nights).
  
- Shifts will be worked when necessary (times may be subject to change).
- 1<sup>st</sup> Shift 9:00 am – 6:00 pm
- 2<sup>nd</sup> Shift – 9:00 am – 7:00 pm
- 3<sup>rd</sup> Shift – 9:00 am – 3:00 pm
- 4<sup>th</sup> Shift 2:30 pm – 10:00 pm
  
- 5<sup>th</sup> Shift 9:00 am to 10:00 pm (Wet Wednesdays & Private Rentals)
- Rentals will be considered part of the daily schedule. On days you are available to work please be prepared to work anywhere from 9:00 am – 10:30 pm.

## Daily Expectations

All Guest Relations Associates are responsible for the following:

- Showing up on time wearing the proper uniform
- Clocking in

- Checking in with Supervisor before the beginning of their shift
- Making sure they have all the supplied needed for their work station
- Following Cash Handling Procedures
- Provide High Quality Customer Service
- Process all POS Sales accurately

### **Bulletin Boards**

Several bulletin boards are located inside the counting room. New information will be continually posted on these communication boards. It is the responsibility of the staff to check the bulletin boards on a daily basis. Staff must have permission from management to post any information on the boards.

### **Staff Breaks**

All staff scheduled to work more than 7 hours will have a 30 minute unpaid lunch break. All lunch breaks must be taken in the bull pen. Staff are strongly encouraged to pack a healthy lunch to bring to work. Especially on hot humid days, it is important to eat breakfast as well as pack a healthy lunch. The bull pen is equipped with a microwave and a refrigerator to store lunches. Please be sure to label your lunch bag before placing it in the refrigerator.

### **Radio Etiquette**

Radios will serve as the main form of communication between staff and supervisors. Radios should not be used for frivolous means. All communications over the radio must be professional. Please remember that guests can hear everything that is transmitted over the radio. Improper use of the radios may result in disciplinary action. For safety purposes we have created codes when a cashier needs change. These codes are posted at all work locations for Guest Relations Associates to request needs over the radio.

- Crabs (1 Cent)
- Newts (5 Cents)
- Lizards (10 Cents)
- Frogs (25 Cents)
- 1 Fish (1 Dollar)
- 5 Fish (5 Dollars)
- 10 Fish (10 Dollars)

## **Department Audits**

Guest Relations staff will be audited randomly throughout the season in order to maintain a high level of excellence. Staff will be taught department expectations during preseason trainings as well as throughout the season during department meetings. A sample audit will be available for staff to review. Audits are a positive part of departmental training, especially within this department to ensure high quality internal revenue control. Audits will also provide information needed in order to measure the department's successes as well as determining which areas staff need additional training.

### **Audit Description**

- Staff will receive at least 3 audits by the end of the season, preferably 1 per month
- These audits can be completed any day or time
- Audit results will be "Exceeds, Meets or Needs Remediation"
- Once an audit is completed it will be reviewed with a supervisor
- If a "Needs Remediation" is received there will be an opportunity for coaching and the operations manager will be notified
- If a 2<sup>nd</sup> "Needs Remediation" is received for the same audit, a corrective action will be taken and the operations manager will be notified

## **End of the Season**

- Staff must put the last day they are working on the “last day schedule” located in the counting room.
- Staff must provide their last day at least two weeks in advance.
- All staff will receive a performance appraisal at the end of the season. This performance appraisal evaluates their performance with the Rockford Park District.

## **Employee Benefits**

Guest Relations staff will receive a variety of merit based incentives and will participate in the Guest Relations Associate of the week program. Each week one Guest Relations Associate will be chosen as “Guest Relations Associate of the Week.” This person will receive a Karate Card to put towards the Bait Shop.

## **Guest Relations Office**

The Guest Relations Office is located in the back of the main office. The supervisory team is here to assist you in any way possible. Please let us know if you have any questions.

## **Emergency Action Plans**

SPHM Waterpark and the Aquatics Department has a thorough emergency response plans in the event of a crisis or emergency. The following codes will be called. Department supervisors are aware of their role in the event of each code. You will learn your specific role in the event of a code called at your on-site department training.

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NAVY	Land Major Medical	RED	Fire
YELLOW	Active Rescue – Water	GREEN	Utility Emergency
SILVER	Lockdown	PURPLE	Violent Situation
ORANGE	Hazmat Emergency	GRAY	Severe Weather Watch
WHITE	Bomb Threat	ADAM	Missing Child
BLUE	Aquatic Major Medical	BLACK	Severe Weather Warning
BROWN	Bodily Fluids (feces, vomit, blood urine)	PINK	Unable to locate child/adult

### **Inclement Weather**

If the weather is poor you must still come into work unless you have called a supervisor who informed you that the park is closed. The supervisors may leave a voice message on their phone indicating the closing of the park.

### **SPHM Waterpark Weather Policy**

If SPHM Waterpark has to close due to inclement weather, the customer must hold onto their ticket stub. This ticket stub contains a date. We will add this date to the "Rain Date" section on the POS Screen. Customers will need to hold onto their ticket stub and exchange it for a new ticket on whichever day they decide to return during the 2016 season.

### **Section 3: Specific Job Descriptions**

All scheduled staff is responsible for reporting the time clock where they will report to their Guest Relations Supervisor upon starting their scheduled shift and upon closing out their scheduled shifts. Guest Relations Associates are also responsible for attending scheduled meetings/trainings unless the staff member has properly requested the time off.

Cashiers will be responsible for checking in and out a daily till for their shifts. Cashiers will be responsible for being organized and making sure that they have all daily supplies and paperwork necessary to perform their job as a Guest Relations Associate.

- Admission Booths
- Locker Rental Services
- Guest Services
- Gift Shop
- Tiki Staff
- Dispatch

### **Admission Booths**

The waterpark contains four admission booths at both the north and south entrances of the park. The admission booth cashiers are responsible for processing all daily admissions into the waterpark and making sure that all guests are informed of all policies and procedures necessary to have an enjoyable experience at SPHM Waterpark.

### **Locker Rental Services**

Within the waterpark we have two locker rental locations, Hula Hut and Key Hut. Each locker is \$7.00 dollars, however when the customer returns the key they will receive a \$2.00 refund.

### **Guest Services**

Guest services is located in the center of the waterpark overlooking the wave pool. At this location the cashier is responsible for processing season passes, refunds and

providing volleyball. The cashier at this location will also be responsible for providing assistance for a variety of tasks and information.

### **Gift Shop**

The Gift Shop will have at least 2 cashiers scheduled at all times. One cashier will be scheduled as the *Floater*, and the other will be the designated Cashier at the POS station. The Floater is responsible to greet guests as they enter the Gift Shop and to be walking throughout the gift shop providing assistance and also keeping things in order. It is also the floaters responsibility to observe guests behavior and to be as observant as possible to avoid any shop lifting. The cashier and floater should remain busy at all times. The cashier must log off of RecTrac if assisting with cleaning or stocking.

### **Tiki Staff**

The Tiki Staff will be responsible for escorting cabanas, Tiki time activities, dressing up as mascots, checking on the birthday parties and other assigned duties as necessary. Tiki time schedules will vary depending on the day and special events. Each day you are scheduled as Tiki time staff you will receive a schedule and activities guidelines to follow.

### **Slide Dispatch**

All Guest Relations associates will be scheduled to work as a slide dispatch to assist with the lifeguard department. When scheduled for slide dispatch, after clocking in, the guest relations staff must report to the guest relations supervisor, then to the lifeguard supervisor to receive the day's rotation schedule. Staffs are not required to wear their usual uniform. They can bring sandals, swim trunks, and their usual wok shirt.

### **Gate Staff**

While working at the gate you should remember you represent the SPHM Waterpark as a whole. Be polite, greet the customers entering the waterpark, ask them how their day is going and pass out daily handouts as necessary.

### **Gate Scanner**

We currently have two ticket scanners at North and South gate. We also have two hand held scanners to scan guest's tickets to enter the park. All guests must have a ticket to enter the park. Each staff member should scan the ticket with a scanner as well as rip off the stub. Remember to greet the guests as they are entering the park!

### **Why is this so important?**

Effective ticket scanning is crucial to the success of the waterpark. This is the single most important control that we have to protect our greatest source of revenue—admissions income. The cost of running the park consistently increases each season as the competition for our guests' disposable income continues to grow. It is important, now more than ever that we complete this process and accurately for revenue.

It is your responsibility and duty to help us achieve this by strictly adhering to the following guidelines:

### **General Admission Ticket Scanning**

1. Every guest that enters the park must present a valid ticket or season pass *please note we also have paper tickets printed at home, purchased online.*

2. Do not accept 'multiple' tickets from one individual

*If a person presents multiple tickets –*

- You should direct them to distribute the tickets back to the individuals
- You might say – **"I'm sorry sir/madam, but each guest must present their own ticket before they can be admitted. Could you please distribute those back to the members of your group. Thank You"**
- The only exception to this rule would be a parent/guardian with a small child/infant or someone who is physically incapable of holding a ticket.

This will eliminate you trying to count guests who enter as a group and reduce the likelihood of a guest entering without having purchased a ticket or entering in with the wrong ticket. (i.e. adult entering in with a child admission)

3. Each ticket must be scanned as it is presented. You must verify that each ticket is valid.

**Scanning Methods**

Handheld scanner – will read if the ticket is valid or invalid. If the ticket is invalid the handheld scanner will allow you to view the date and time it was first scanned at the waterpark.

Keep in mind it is extremely important you read the date the ticket is valid for at all times before you scan the ticket. If a ticket is invalid, contact your supervisor immediately. No one is allowed in the park without a valid admission ticket.

The following are NOT acceptable for admission into the waterpark:

- Online Receipt for Ticket Purchases
  - If the tickets did not print out please contact the receptionist so we are able to reprint the tickets before the guests enter the park.
- Group on Promotion Receipt
  - This promotion must be processed at the admission booth so a valid SPHM Waterpark ticket is printed.
- Social Media Tickets
  - Social Media tickets are printed out on computer paper
  - These tickets are treated the same as any other tickets. Staff will rip of the end of the tickets and hand the ticket back to the customer.
- Rain Tickets
  - Rain Tickets need to be redeemed at the booths
  - Customers will have their tickets from the day which was closed due to our weather policy
  - Each rain day will have a button on Re Trac for processing
- Family Pack Voucher
  - This voucher must be processed at the admission booth. The family pack includes food, tubes, admission and fast passes without having these tickets printed at the admission booth the customer would not have the necessary tickets to redeem throughout the day.

### **Season Pass Scanner**

While working at the season pass holder gate you are expected to scan season passes as well as bag check. A season pass holder **MUST** have a season pass for each guest or ticket, not a coupon. If the guest has a coupon, they must redeem at the cashier booth. You must observe the picture on the pass and ensure that it belongs to the person who is presenting it. Then, scan the bar code on the season pass at the turnstile. A ticket or season pass must be presented for every guest that enters the turnstile- no exceptions.

If a season pass scans invalid, notify your supervisor. Some customers have been season pass holders for years, using the same cards these can eventually wear out. We may just need to print them new season passes. If a season pass holder forgot their season pass we can escort them to guest services so we can manually swipe them into the park. If a guest would like to purchase a season pass or get their picture taken then contact a zone, supervisor or if there are currently no lines you may escort them to guest services, ensuring someone else is still present at the gate at all times.

### **Section 4: Processing and Procedures**

#### **RecTrac Log On/Off**

All cashiers have an individual user name and password for using the RecTrac system. All cashiers are responsible to Log in at the beginning of their shift and to Log out and the end of their shift. All computers must be turned off at the end of the day.

### **Signing In/Out**

All cashiers are responsible to sign in and out of their work station. When arriving to your work station staff will have their own Rec Trac Log In for signing into the POS system. Each staff will be expected to sign out of their POS screen.

### **Processing Sales**

All sales are processed through the RecTrac system. Once transactions are made through the POS system all money and coupons collected must be placed inside the cash drawer. The cash drawer must be closed at all times and only opened upon a sale.

### **Coupons**

When coupons are presented you must always sell something and then process the coupon/discount after processing each individual sale. All coupons are associated with the previous transaction.

### **Refunds**

Cashiers cannot process refunds. All refunds are processed by a supervisor and must be approved by a supervisor.

### **Cooler Tags**

All guests may receive a complimentary cooler tag upon their purchase of admission. RecTrac has 3 cooler tag buttons:

- Complimentary Cooler Tag-used if the guest is bringing food into the park
- \$10 cooler Tag-used if guest is purchasing additional tags
- Decline Cooler Tag-used if the guest is not bringing food into the park

At least one of the 3 buttons must be used for each transaction during the sale of an admission into the park. The information needs to appear on their receipt. Only 1 complimentary cooler tag can be given out per admission purchase. The only exception is if a guest already has tickets to enter the park and needs a cooler tag. Cashier must verify that the guest has admission tickets.

### **Split Payments**

Guests may choose to pay for their purchases with multiple forms of payment. (\$20 cash and \$30 with a credit card) You will need to process their transaction using the Split payment process. This process will be reviewed during training.

### **Zip Code Validation**

All transactions for admissions require resident verification as outlined in the Park District Policy and procedures for Revenue Control. Upon completion of a transaction a window will pop up asking for Zip code validation. It is very important that the correct zip code is entered at this time. All Cashiers will be held accountable for entering proper zip codes based on identification.

### **Void & Remove**

The Void button is used to remove all items at once that have been selected for a transaction. The remove button is used to remove a specific item from a transaction.

### **Magic Mula**

Magic Mula are waterproof reloadable wristbands. These gift cards can be used for food purchases at the waterpark only (Snack Shack, Coconut Café, Lazy Lizard, Thirsty Turtle, Dip N' Dots and Ocho's Pizzeria and Grill, formerly Ocho's Cantina).

### **Rain Date**

The rain date button is set up to indicate dates that the park was closed early due to inclement weather. These dates are used to issue new admission tickets for guests returning on a different day. Guests bring their ticket stub from the day they had to leave the park because of closing early. Once it is determined that the ticket is a valid rain date a new ticket is issued. The old ticket is kept and needs to be turned in at the end of the day for reconciliation.

### **Credit Card Processing**

All credit card transactions must be swiped. If the information has to be manually entered into RecTrac you must make sure that the CVV number is entered.

### **STAND ALONE POS Procedures**

When the RecTrac system has lost connection with the main server it may require that a workstation be placed on Stand alone. A supervisor or Manager on duty will make this determination. If the procedure is not possible manual procedures must be put into place. An emergency cashier kit will be at POS stations. During this time the MOD may decide to close down certain POS stations until things are restored.

#### **Emergency kit includes:**

- Calculator ○ Receipt pad
- Manual credit card machine ○ Credit card receipts

### **Will Call Tickets**

Guest tickets that have been pre-purchased or tickets that are provided for complimentary purposes will be considered "Will Call" tickets and placed in the Revenue Control room. Any Will Call tickets will be logged in and logged out and signed for when picked up.

### **Group Tickets/Pre-purchase Tickets**

Group tickets are purchased on line for \$14.50 per person with a minimum of 15 people. Group tickets must be purchased or processed in advance. It is beneficial for guest relations staff to understand the on-line process in order to assist guests that may call in for assistance. Cashiers are unable to process these discounted tickets at the admission booths.

### **Coconut Club Tickets**

Coconut Club is a program that provides options for businesses and organizations to thank their employees and customers. It's free to sign up and there are no membership fees!

- FREE OPTION! Double Dare Discount – individual admission; save up to \$6.99 off general admission when purchasing tickets online with a code made special for your organization!

**NOTE:** The Double Dare Discount offer is only valid online. We cannot process tickets at the admission booths. All customers wishing to use this discount code should process their tickets at home in advance.

Sign-up for the Coconut Club, participate in one of the options above, and your business or organization will receive TWO SPHM Fun Packs (a value of nearly \$80) :

- 1 general admission ticket
- 1 tube rental
- 1 Fast Pass (reduces time spent in line)
- 1 locker rental

### **How do I sign up?**

It is our goal to provide excellent customer service. For this reason we would like the process to be as speedy as possible for the customer and seamless. Here is what you should do for any business/organization looking to sign up for the Coconut Club. Sign them up online! We want to take the time to fill the paperwork out for the customers. Under the Groups section there is a Coconut Club section. Within here you have access to the online sign up form. This is the ONLY way to sign up organizations for the club.

### **Private Parties**

Private parties are held in the evening after the park has closed to the public. Private parties may begin to arrive at SPHM at 5:15 PM the day of the event. The park attractions are closed from 6:00 PM – 6:30 PM, to clear the park and then at 6:30 PM the attractions reopen for the party's guests. The guests are allowed to enter at 5:15 in order to provide the private party with the full time allotted for their rental. Private party guests will be identified by wearing a special wristband that is received prior to their entrance to the park. During private parties all tube rentals are free. If you have any questions about private rentals please do not hesitate to ask any supervisory staff within the Guest Relations Department.

### **Marketing Promotions**

Throughout the summer we will be various promotions with Groupon and Living Social. We will provide all cashiers will training materials and walk you through a step by step procedure for processing these tickets.

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## Guest Relations Daily Procedures

<b>Opening Procedures</b>	<b>Closing Procedures</b>
1. Clock In at the time clock.	1. At the end of your shift a supervisor will be around shortly to escort you to Revenue Control.
2. After clocking in wait at the time clock for your supervisor to conduct the morning meeting.	2. Place money from till bag on tray – count out starting till bag amount (starting amount is on cashier till sheet)
3. Request a till from the Revenue Control staff for the scheduled location.	3. Have revenue control cashier double count till amount. Fill out a new cashier till sheet and initial starting amount and place in till bag. Turn into RC cashier and initial sign in/out form
4. Sign out the till bag – using the bag description and dollar amount.	4. Count out the balance of the money on tray – fill out the cashier till sheet and have the RC cashier verify the amount
5. Count to verify the till bag has the correct amount indicated on the Cashier Till sheet included in the till bag (verify counterfeit pen is in bag)	5. Complete a triplicate deposit slip and have the RC cashier initial the deposit slip to verify the information is correct

<p>6. Initial the Cashier Till sheet once verified – (if amount is incorrect have Revenue Control Cashier verify discrepancy and write in the amount verified)</p>	<p>6. Fill out a deposit bag with the correct deposit information</p>
<p>7. Admission Booth Cashiers – sign out cooler tags – (Fill out the appropriate form and initial)</p>	<p>7. Place the white and yellow deposit slips in the deposit bag along with the money. Seal the deposit bag by removing the white seal tab along the top</p>
<p>8. Request for a supervisor or RPD police for and escort to scheduled workstation</p>	<p>8. Fill out the removable seal tag from the deposit bag and staple along with the pink deposit slip to the completed cashier till sheet</p>
<p>9. At workstation place money in the cash drawer and log onto RecTrac (drawer must be closed at all times)</p>	<p>9. Complete the coupon report form if you have coupons and turn into RC cashier</p>
<p>10. Ensure receipt paper, boca tickets, brochures, weekly specials and pens are available at work station</p>	<p>10. Turn In and Sign In cooler tags.</p>

## Admission Booth Check-lists

### Opening-Closing Procedures

1. Turn On Computer; Log In RecTrac
2. Put all money, coupons and credit card receipts into your cash drawer.
3. Take down wooden boards, opening the windows.
4. Begin processing admission sales.
5. Log Out of RecTrac; Shut Down POS
6. Empty all money, coupons and receipts from cash drawer into your cash bag.
7. Use the wooden boards to close up the windows.
8. Turn off radio and put radio on the charger.
9. Check to make sure you have:
  - Receipt Paper
  - Brochures/ Weekly Specials
  - Boca Tickets
  - Quality Assurance/ Refund Forms
10. Organize counter space.
11. Sweep floors & wipe down counters.
12. Clean glass windows.
13. Take out garbage.

## **Guest Services Check-list**

### **Opening-Closing Procedures**

1. Turn On Computer; Log In RecTrac
2. Turn On Season Pass Computer; Log In RecTrac Username: MW1 Password: Photo1 Username: MW2 Password: Photo2
3. Put all money, coupons and credit card receipts into your cash drawer.
4. Ensure windows have been opened by a supervisor
5. Begin processing sales.
6. Log Out of RecTrac; Shut Down POS
7. Empty all money, coupons and receipts from cash drawer into your cash bag.
8. Use the wooden boards to close up the windows.
9. Turn off radio and put radio on the charger.
10. Check to make sure you have:
  - Receipt Paper
  - Brochures/ Weekly Specials
  - Boca Tickets
  - Quality Assurance/ Refund Forms
11. Organize counter space.
12. Sweep floors & wipe down counters.
13. Take out garbage.

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Lost Guest's Name: \_\_\_\_\_

Age: \_\_\_\_\_ Hair Color: \_\_\_\_\_ Eye Color: \_\_\_\_\_

Height: \_\_\_\_\_ Weight: \_\_\_\_\_

What is the lost guest wearing:

Swimsuit Type: 1 piece suit   Bikini   Trunks   Speedo   Board Shorts

Other: \_\_\_\_\_

Swimsuit Color & Description: \_\_\_\_\_

Additional Information: \_\_\_\_\_  
\_\_\_\_\_.

Location last seen: \_\_\_\_\_.

Family Meeting Location: \_\_\_\_\_.

Guest Relations Staff Member: \_\_\_\_\_.

Park Police on Duty: \_\_\_\_\_.

Radio Announcement: Once a complete description has been made of the missing guest an announcement must be made over Radio Channels #1 and #2, starting "Attention all radio holder on channel #1/2 we have a code pink..." Once the missing guest has been found an additional announcement must be made on Radio Channels #1 and #2 stating "The code pink has been reunited with its party". Outcome:

Time Guest was found: \_\_\_\_\_ Additional Notes: \_\_\_\_\_  
\_\_\_\_\_.

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DATE	DESCRIPTION OF	LOCATION	RECOVERED BY	DATE

Valuable Items: All valuable items turned in must be taken to Revenue Control and kept in the safe. All items will be documented in the safe including date found. (Sample items may include: Cell phones, purses, wallets, keys, cameras, cash).



## **Locker Rental Check-list**

### **Opening-Closing Procedures**

1. Turn On Computer; Log In RecTrac
2. Put all money, coupons and credit card receipts into your cash drawer.
3. Turn on Air Conditioner
4. Begin processing sales.
5. Log Out of RecTrac; Shut Down POS
6. Empty all money, coupons and receipts from cash drawer into your cash bag.
7. Close window.
8. Turn off radio and put radio on the charger.
9. Check to make sure you have:
  - Receipt Paper
  - Brochures/ Weekly Specials
  - Quality Assurance/ Refund Forms
10. Organize counter space.
11. Sweep floors & wipe down counters.
12. Take out garbage.



## **Tiki Staff Check-list**

### **Opening-Closing Procedures**

1. Pick-up a Facility Reservation Sheet for the day.
2. Ensure all Cabana keys and remotes have been returned to Guest Services.
3. Ensure all Cabana Bags have been made for the day.
4. Escort Cabanas as needed.
5. Facilitate Tiki Time Daily Schedule.
6. Assist with Special Events as necessary.
7. Dress up Mascots for Birthday Party photo.
8. Assist with other duties as assigned.