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SPHM
HOSPITALITY

SPHM – AQUATIC DEPARTMENT



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Aquatic Department

Aquatics

Part 3

-
- **Choose Your Attitude**
 - **Play**
 - **Make Their Day**
 - **Be There**

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JOB TITLE: Rockford Park District Lifeguard

Classification: Seasonal

REPORTS TO: Life Guard Supervisor/Facility Manager/Assistant Facility Manager

PHILOSOPHY OF POSITION:

The fundamental purpose of this position, as all others within the Park District--Board, employees, vendors, contractors, consultants-is to offer a quality and level of service that meets the customers' expectations and establishes or maintains a positive and productive relationship both within the organization and with the citizens.

GENERAL DESCRIPTION:

Performs a wide variety of tasks which directly relates to the safety and well being of the guests. Indirect responsibilities and other duties are as assigned. Responsible for the protection of the life and safety of facility guests both in and out of the water by following established rules, regulations and procedures.

EXAMPLES OF RESPONSIBILITIES:

1. Perform lifeguard duties, supervision and constant surveillance of swimmers and guests during all facility hours and special events.
2. Enforces the rules and regulations and renders appropriate disciplinary measures when necessary while educating and informing patrons of the purpose and need for rules and regulations.
3. Advises lifeguard supervisor/facility managers of unsafe and unsanitary conditions and prevents, anticipates, and responds to aquatic incidents.
4. Knowledge of facility emergency procedures.
5. Handles a large volume of people (many times exceeding 2,500 per day at Magic Waters).
6. Possess a general knowledge of the wave pool and flume machinery (if applicable at the facility).

7. Participates in the organization and implementation of daily and special aquatic activities.
8. Assists guests in a polite and expedient manner.
9. Performs daily routine chores, maintenance and clean-up of the facility to ensure neat and orderly appearance.
10. Communicates daily with guests on a one-to-one basis in a professional, courteous manner and is familiar with the District's Quality Assurance Statement.
11. Maintains a high level of professionalism at all times.
12. Works unusual hours, including late nights, weekends and all holidays in a fast paced atmosphere.



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13. Ability to perform on-going in-service training as required by the manager/supervisor. This may include but is not limited to real life scenarios, fitness training, and daily vigilance awareness training (VAT). At least 6 hours of in-service training per month in addition to the initial lifeguard training will be required at a minimum.
 14. Must be able to obtain a score of "meets" or higher on all audits and VAT tests.
 15. Assists other departments on an as-needed basis. May be asked to rotate to other facilities (Sand Park Pool, Alpine Pool, Harkins Pool, and Stanfield Beach).
 16. Is responsible for conducting oneself in a safe and proper manner and adhering to all safety guidelines, policies and procedures that have been implemented by the Aquatics Department and the Rockford Park District.
 17. Magic Waters lifeguards will be responsible for working in the tube rental department and maintaining a high level of customer service and must follow all established cash control procedures.
 18. Complete all other duties as assigned.
 19. Provide initial emergency care until qualified medical personnel can take over. Perform CPR/ First aid and in-water rescues.
 20. Ensure the safety of all guests.
 21. Prevent accidents and minimize or eliminate hazardous situations.

KNOWLEDGE AND SKILL REQUIRED:

- Good oral communication skills.
- Certification in First Aid, CPR and ILTP/Ellis and Associates Lifeguard License (All certifications/licenses are instructed by Rockford Park District staff after hiring).
- Strong aquatic background.
- Ability to establish and maintain effective relationships with other District employees.

- Good interpersonal skills which include working effectively as a team player.
- Ability to provide customers with expert care, sensitive consideration, and efficient service.
- Must have strong swimming skills and be comfortable in water
- Strong work ethic required

PHYSICAL REQUIREMENTS:

SIT: Extended periods

STANDING: Extended periods

LIFTING: Up to 100 lbs.

VERBAL: Communicate one-on-one and in groups
Job requires 99% of time spent outdoors.

COGNITIVE SKILLS REQUIRED:

Ability to solve problems.

Ability to understand.

Job Title: Guest Relations

Reports To: Manager/Assistant Manager

Facilities Involved:

- Alpine Pool
- Harkins Pool
- Sand Park Pool

Hours employee must be available to work:

- Must be able to commit to at least 15 hours per week for the majority of the summer.
- Hours vary including weekdays, weekends, evenings and holidays.

Description of Duties:

- Guest Relations duties include rotating between concessions and front desk areas
- Front Counter: Deals with handling the admissions of patrons into the facility

Provides facility information as needed

Regulates the number of patrons admitted to the facility & ensures all patrons entering facility have or are wearing proper swimwear (including swim diapers)

Answering phone calls

Handle money

Daily paperwork

Survey parking lot and bike parking areas for vandalism

Participate in emergency action plan procedure training

- All Guest Relations perform daily cleaning of facility
- Slide Dispatch
- Completes other duties as assigned

Skills and Qualifications:

- Must have good and proven communication skills
- Must have excellent customer service skills
- Must have experience in cash handling and/or strong character references
- Must have good math skills

Job Requirements:

- Must be a team player
- Must have excellent interpersonal and customer service skills
- Ability to work with the public in a courteous manner



Job Title: Learn to Swim Instructor

Reports To: Learn to Swim Site Coordinator

Facilities Involved:

- Alpine Pool
- Harkins Pool
- Sand Park Pool

Hours Employee must be available to work:

- Must Be able to commit to at least 15-25 hours per week
- Weekdays (mornings and evenings) and Saturday mornings
- 8 week season

Description of Duties:

- Curriculum and training will be provided and training hours will be required
- Provide instruction of swim lessons to children ages 6 months through 17 years
- Prepares and maintains required records
- Assists the Site Coordinator with basic water safety lessons
- Follows all safety precautions
- Renders first aid as needed
- Completes evaluations on participants
- Completes daily cleaning of facility
- Completes other duties as assigned

Skills and Qualifications:

- Must be comfortable in and around the water, and be comfortable with swim skills to teach children
- Must have good communication skills in order to interact with parents, children and co-workers
- Must enjoy working with children

Job Requirements:

- Must be able to teach lessons throughout the season
- Must be prepared to teach lessons everyday within each two-week session, in order to provide consistency and establish a good relationship with children and parents
- Excellent people skills and enjoy working with children and adults
- Available to work a various schedule, including weekday mornings, evenings, weekends, and holidays

Special Certifications:

- Current CPR and First Aid (not required, but suggested)
- Current WSI (not required, but suggested)

Communication:

Rotation— Rotation will be posted on the bulletin board inside the guard office each day. Lifeguards are not allowed to write on this board unless instructed by management.

Starting Positions— A new starting position sheet will be filled out by management each day. Lifeguards are not allowed to pick their own starting positions, exchange positions with peers, etc.



Bulletin Boards— Several bulletin boards are located inside the guard office. New information will be continually posted on these communication boards. It is the responsibility of all staff to check the bulletin boards on a daily basis. All staff must have permission from management to post any information on the boards.

Open Door Policy— The Pool Managers and the Operations Manager of Aquatics maintain an open door policy. Please feel free to address us at any time in person, on our cell phones, or through e-mail. The best way to communicate with management if not in person is through the cell phone. Open lines of communication are critical for a successful department. Please let lifeguard management know if you have any questions, comments, concerns, etc. We are here to help and support the lifeguards.

Guest Relations:

Guest Relations play a very important role at the pool. They set the standard for the level of expected quality at Rockford Park District facilities. Also, guest relations staff can eliminate a lot of the problems experienced inside the facility simply by regulating admission at the front gate! Guest relations staff are hired to take care of the needs of the guests.

- Guest Relations are the first person the guests come into contact with when they call or arrive at the pool.
- Guest Relations will be the ones who are asked the important questions.
- Guest Relations answer all the phone calls.
- Guest Relations regulates who may and may not enter the facility.

To be successful at this job customer service must be a priority!

Swimwear:

Guest Relations staff must insure that all guests entering the facility have proper swimwear. All guests must wear clean, lined, conservative swimsuits, mostly for water sanitation reasons. All

swimwear must be in good taste. Guests cannot swim in clothing items such as boxer shorts or underwear, and females cannot swim in a bra or a bra/t-shirt. Please follow these guidelines:

- Most guests wear their swimwear into the facility, so it can be seen right then. If there is a problem, politely deny entry.
- If guests arrive in street clothing, politely ask to see their swimwear before admitting them. Let them know that all patrons must show swimwear before entering the pool.
- Often guests will challenge the definition of "appropriate, lined, conservative swimwear". In this case, there are men and women's swimsuits provided for reference at the front counter of each facility.
- Children's rubber swim pants will be available for purchase at the front counter.

When dealing with a guest who is angry concerning the swimwear policy, make the following statement:

"Sir/Ma'am, I apologize for the inconvenience. Swimwear rules help keep the pool water sanitary for guests and the swimwear rules are requirements of the Rockford Park District and recommended by the Illinois Department of Public Health. This is for the safety of all guests."

Swim Pants:

Any child age 3 or under (whether or not they are potty-trained) **MUST** wear plastic pants over their pant or over their disposable swim pants (and/or under a swimsuit). Guest Relations staff members need to inquire about all children that look 3 and under. Let parents know about swim pant rule and due to health safety recommendations, children cannot be allowed in the water without one. Swim pants are required for the safety of all children and parents. If one child is allowed into the pool without a swim pant, the health safety of all in the pool is compromised.

- Inform guests that swim pants can be used for the whole season, they are washable and reusable.

- All children 3 years of age and under are required to wear tight fitting rubber pants/swim pant. The disposable pants are made to keep from expanding in water. They do not help to contain fecal matter or urine.

- Staff should not need to call the Aquatics Manager or Assistant Manager to explain this simple policy to the guests. This is something everyone should be able to handle. In the case that a parent is very agitated, staff may refer them to the Facility Manager, in extreme cases refer the guest to the Aquatics Manager and/or the Aquatics Assistant Manager.

Remember: If a child or adult is allowed into the facility with improper swimwear, and the lifeguards who are supposed to be watching the water, are dealing with the swimwear issue, and the system is obviously not working. Staff changes will be made to enforce this important rule if this becomes a problem.

Bath House Supervision:

The front desk attendant will often have to supervise the bathhouse. Often times staff may hear noise indicating trouble. If this is the case check it out. If there is only one staff person at the front counter, staff should not leave the register, contact the manager via the radio or PA System. Front counter staff should NEVER leave the front counter unattended (even if register is locked), NEVER.

Entrance Requirements:

- Children under 10 years of age, will only be admitted if under the direct supervision of a swimming guardian of at least 16 years of age. The guardian must be within arm's reach of the child at all times. The guardian must also provide ID to verify their age.
- Appropriate, lined, conservative swimwear, as defined by the facility management staff, is required. "Street" clothes such as cut-offs, tank tops and bras are not permitted as swimwear. Examples of appropriate and accepted swimwear are on display at each facility.

OPENING THE FACILITY:

Each facility manager will have specific instructions for staff to follow each day when the facility is opened, however there are a few guideline to be followed by all facilities:

1. If any gate is unlocked such as the emergency gate or the front gate, even if the pool is not open, 10/20 is in effect and lifeguards must be watching the pool. Opening the gates before all guards are in their chairs is prohibited.
2. Lifeguards must be in their chair, ready to go 5 minutes before scheduled opening.
3. Managers will determine when staff have to arrive for work and when they can "clock in".
4. There are several "house keeping" activities that must be done prior to opening. While these activities vary from site to site, some are applicable to all and are listed here:

Management:

- Complete facility safety checks
- Get all tools and equipment off the deck, including hoses, vacuum poles, etc.
- Check the O2 and Crash Bag
- Check the backboard
- Check the chemical levels in the pool
- Check the skimmer & gutter baskets for debris
- Check all deck fixtures & operate the slides & amenities...look for safety hazards

Lifeguards:

- Empty trash cans from lessons/rentals
- Re-supply fanny packs and first aid stations

- Check bath house and clean if necessary
- Re-supply soap, TP, and paper towels
- Fill water bottles & apply sun protection; put personal things away & get rescue equipment ready
- Pick up any loose trash
- Straighten up the deck and deck furniture; get all towels and swim lesson supplies off the deck
- Straighten up the guardroom
- Take a few minutes to think about the job...get mentally ready for the day
- Pick up trash outside the facility; hose the deck and walks if needed

Guest Relations:

- Clean and sweep the front counter area
- Check tables & clean
- BE SURE THERE IS NO TRASH ON THE GROUND.

Entry Age:

Most drowning victims are young unsupervised kids. There are rules to prevent young unsupervised children from entering the facility, *but they have to be enforced!* Guest Relations Staff have to enforce the following age related policies:

- Children must be at least 10 years old to enter the facility unsupervised by an adult.
- Children entering the facility who are under 10 years of age must be under the direct supervision of a guardian who is at least 16 years old, and who is near the child at all times. ID REQUIRED!
- Children who come to the facility without a parent or guardian must know how to swim.

It is important for Guest Relations Staff to control access. If these rules are violated, there is a greater chance for an accident to occur.

Everyone Pays:

Everyone that enters the facility must pay and must be counted.

How guests can pay:

- Guests can pay the admission price.
- Guests can redeem a free admission pass.
- Guests can buy a pass.
- Groups can call ahead and pay a reduced rate (groups).
- Rockford Park District groups can pay by "departmental transfer".
- Some groups can be billed by the Aquatics Department.
- Guests can present a coupon or other "free" ticket that has been paid for in advance.
- Guests pay a set amount to rent the pool.

Every person walking through gate has to have "paid" in one of the above ways.

How guest are counted:

- Every one who enters is also counted into a particular category
- Some of these categories include: general paid admission (child, adult, 5 & under, cool off, senior, spectator...resident/non resident-this means that they are counted when they pay or use a pass), pass admission (adult, child, senior), rental guests, birthday guests, swim lesson guests, invoice groups, rain passes, free passes, and swim team.
- Free passes are very important in that they are the equivalent of cash and must be treat-ed as such.

Every person who enters must be counted.



Money:

Never leave the facility money unattended! Staff should never leave the register unless it is an emergency (even if the register is locked). Staff may page the manager with the PA System if there is a need to. Also, if staff realize that a large amount of money is in the register, have the manager remove it and put it in the safe. Do not allow anyone (lifeguards, public) to enter the register. If there is an emergency, staff will need to quickly take the cash drawer and dump it into the safe and lock "off" the register. Concession employees, in an emergency, simply need to lock down the concession stand.

Rainy Day Passes:

When it rains and the pool must be closed, rainy day passes will be issued to guests. Rain passes are worth *money* in the form of a free pass to public swim. They will be locked in the safe until needed.

Guests' Personal Belongings:

Never assume responsibility for holding the property of guests, such as keeping valuables (money, jewelry, cell phones, etc) behind the counter. The Rockford Park District is not responsible for guests lost or stolen property.

CLOSING THE FACILITY:

Facility managers will provide training on specific closing procedures, however there are some things common to all facilities:

- All trash will be removed every night.
- The trash cans will be scrubbed out with soap and water once per week.
- All rescue equipment will be stored properly.
- All lost and found items will be cleared from the deck and bathhouse. Hang wet items on an interior fence to dry before storing.
- Open all lockers to empty contents & allow to air out.

- Disinfect the bath house.
- Assist the manager in special facility maintenance projects as needed.
- Clean the concession area, wash dishes and properly store food.
- The facility should be left in a condition to open the following day.

GUEST RULES OF CONDUCT:

This section will cover the rules that dictate acceptable and unacceptable behavior in the facility. Staff should be familiar with the rationale for all rules so they can communicate this rationale to guests if needed.

Rules exist for one reason: For the safety and the enjoyment of the guests!

It is important that all staff enforce all rules in the same way. Most guests will abide by the rules; it is inconsistency in rule enforcement that creates frustration and non-compliance with the rules. Failure of a staff member to enforce facility rules is considered a serious offense and will result in disciplinary action.

It is very important for all staff to read and understand the rules. These rules are made available to guests at the front desk and are posted within the facility. Facility managers will explain site-specific rules as well, since all facilities have different attractions and clientele. There are some rules and policy common to all facilities; they are presented here.

1. All children must be at least 10 years old to visit the facility alone or without adult supervision.
2. Children under 10 years old must be supervised at all times by a designated guardian at least 16 years old - **ID required**. This guardian must be *within arms reach* of the child at all times.
3. Any child visiting the pool without a guardian must know how to swim.
4. Parents/guardians are responsible for supervising children. Lifeguards are responsible for rule enforcement and responding to emergencies.
5. ZERO TOLERANCE: Foul language, inappropriate behavior, inappropriate clothing or body markings will absolutely not be permitted.
6. ZERO TOLERANCE: Rough, dangerous and boisterous play/behavior will absolutely not be permitted.

7. ZERO TOLERANCE: Inappropriate physical contact.
8. Appropriate, lined swimwear is required for all guests...no underwear, bras or bra & T - shirt, boxer shorts, etc.
9. ZERO TOLERANCE: Children ages 3 and under *must* wear plastic swim pants or plastic pants over their regular diaper.
10. ZERO TOLERANCE: All guests must follow the direction of the guards at all times.
11. There is absolutely no diving from the pool deck anywhere, any time, at any facility.
12. The Rockford Park District Police will be contacted if any guest exhibits behavior associated with the use of drugs or alcohol .
13. All guests who wish to use the deep-water attractions must be able to swim the width of the diving well.
14. All guests must abide by water-borne pathogen rules.

DIVING BOARD RULES:

Diving Board rules are a very serious safety policy and must be enforced.

1. One person on the board at a time. This means everyone else is on the deck, not on the ladder.
2. After one person goes, the next person may climb the ladder to the board.
3. The guest must go straight off the board, one bounce only, and enter the water.
4. A swimmer may jump or dive straight off the board. No back dives, gainers or potentially dangerous dives allowed. **Period.**
6. Divers may not walk back and fourth or swing on the rails. Ever!
7. Intentional splashing of the lifeguards is not allowed, even if the lifeguard doesn't mind.

If the guard cannot control the board, the wrong person is guarding. Don't let this happen.

There is no room for flexibility with diving board rules.

Please follow the control strategies listed...

1. The diving well chair is an active station. Lifeguards should physically, actively and verbally direct the flow of the board.
2. If the board is too busy shut it down for 20 minutes.
3. Lifeguards should not be afraid to stand up, shut the activity down and walk a guest to the office. Have another guard cover the area until the first guard gets back. This will allow everyone to think about his or her own behavior, before the activity starts again, and the entire pool will see that staff are in control.

PENGUIN POND RULES:

All standard pool rules apply in the Penguin Pond area plus the following specific rules.

1. Children must be 52" or less in height to play in Penguin Pond.
2. No running or racing in the Penguin Pond area.
3. Toys are not allowed in the Penguin Pond area.
4. Parents/Guardians are encouraged to take their children on periodic restroom breaks.
5. Parents/Guardians are asked to keep close watch on their children at all times.

6. No lifejackets or shoes are allowed when going down the slide.
7. Always slide on your back, feet first for safety.
8. Children on the slide must wait for the lifeguard's signal before going down the slide.

QUALITY ASSURANCE POLICY:

It is the goal of the Rockford Park District to provide our customers and citizens with recreational programs, events, and activities of the very highest quality. If a customer is not satisfied, the Rockford Park District sincerely requests their comments, suggestions, or ideas for improvements.

If a customer is not completely satisfied with a recreational program, event or activity the Rockford Park District **directly provides**, the customer may tell us and we will arrange one of the following options of their choice:

1. Repeat of the class or program (with a different time or instructor).
2. A full credit applied to any other program.
3. A cash refund.

Refund applications (Quality Assurance Forms) may be filled out in writing at the facility where the program, event or activity is delivered, or at the Customer Service in the Main Office during business hours.

Rain checks (free passes to return) take desired precedence over a cash refund at the pools **if the facility closes due to inclement weather**. Customers have the option of refusing the offered rain check in exchange for a cash refund.

PHONE PROTOCOL:

Staff need to answer the phone in a cheerful, positive manner. Guest Relations staff will answer incoming calls as well as supervise the use of the phone by others. No one is permitted to use the phone for outbound calls unless the supervisor personally approves it, and our staff cannot accept personal inbound calls unless it is an emergency.

- All calls should be answered within 3 rings and in the following fashion:

"Good afternoon, this is Alpine Pool, how may I help you today?"
Remember, smiling can be heard by the callers.

- Do not make guests wait for long periods of time on the phone. If their question cannot be answered immediately, take their number and call them back.



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- Staff need to check voicemail *at least* 3 times per day. Once first thing in the morning, at some time midday and again before the facility closes.
 - **All voicemail messages should be answered that day (or within 24 hours).**
 - Facility Managers and Assistant Managers will change the voicemail message as necessary. Other staff may not change the voicemail unless directed to do so by the Manager or Assistant Manager.

PUBLIC ADDRESS PROTOCOL:

There will be times that staff will need to use the PA system to contact a guest or manager. The PA system is not a toy. Only Guest Relations staff working at the front counter and facility management are allowed to use the PA System. If staff need to contact someone via the PA system, they should do so in the following fashion:

To contact the manager:

- "Attention Sand Park guests; will the facility manager please come to the office. Thank you."

To contact a guest (emergency only):

- "Attention Harkins guests; will (guests name) please come to the front desk. Thank you."

Additionally, the facility manager will have "scripts" for staff to read for safety breaks, audits, storms and emergencies. Occasionally, promotional or public service messages will be delivered as well, such as:

- "Attention Alpine guests; in order to keep the pool water sanitary, please take your child to the restroom frequently, and do not allow children to drink the pool water"
- "Attention Sand Park guests; The Sand Park Pool is available for private pool parties! Ask for details at the front desk when you leave the pool today."