



SPORTS CONNECTION
State of the Union
2025 Semi Annual

WE ARE SPORTS CONNECTION!

It's that time again! Twice a year, we like to distribute some notes and news to all employees on various topics. Many of the notes are a review for some of you but much of the information may be new, so please review carefully. This is our current issue of the Sports Connection State of the Union!

Thank you to all that played a part in getting us to the point where we can have a great rest of Winter and head into a fabulous Spring! Our Seasonal Team will soon be returning for Spring Break to join the fun.

OUR COMMON GOAL

Our common goal here at Sports Connection is to deliver outstanding customer service to each and every one of our guests. The success of this company depends on our happy patrons and staff! Every party, outing or just a simple walk-in customer should go home feeling they received the best experience possible. From their initial welcome to their last transaction at the Redemption Counter, they should see smiling faces and great customer service.

WELCOME

If you are new to Sports Connection, Welcome! SC employs over 300 employees throughout each year, and we receive hundreds of applications for people wanting the chance to work at Sports Connection (SC), Carolina Juniors Volleyball (CJV), Pickleball Charlotte (PBC), Padel and Charlotte Tennis (CT). It is a privilege to have you work with us and we look forward to getting to know you better and having you work here, whether it is for a short time or a long career. We like to say a staff member for a short time, a customer / family member for life!

SC is proud to be in our 30th year of business and 18th year since opening the Ballantyne location. If you would like to read a complete history of SC and CJV, they can be found in the News section on our SC website and on the SC Staff page on the SC website. We have experienced tremendous growth and changes over the past years and are excited about the future. We want to continue to grow as a company.

As a result of many renovations, additions and changes made at our locations in recent years, we would like to remind everyone about some “dos and do nots” of this amazing company.

ACCOUNTABILITY & RESPONSIBILITY

These are very important character aspects that we expect our staff members to practice. You will use this throughout your life and should be considered life skills to continually improve upon.

PRONOUNS / TAG WORDS

WE are Sports Connection. WE are Carolina Juniors. WE are Pickleball Charlotte. WE are Charlotte Tennis and Padel. Please do not use THEY and THEM when talking about SPORTS CONNECTION. We are all one company. Always use WE and US regardless of if talking about CJV, Northlake, Granite, Sharon Lakes, Parties, Admin, Phones, Camps, etc. Another word that we avoid using is REFUNDS. We don't offer refunds. Typically, a manager or Director will decide if a credit to account or game card can be issued.

HIRING

Sports Connection is always looking for well-mannered, energetic and hard-working employees. We have an online application that can be filled out on our SportsConnectionNC.com website and a physical copy that can be handed out at each location. Any employee who has friends or family members in search of a job, don't hesitate to invite them to fill out our application!

OFFICE ETIQUETTE

The offices are places of business. Please remember to be **QUIET** and courteous when entering the back office where our admin team is hard at work on the phones, booking parties, rentals, and talking to potential and returning customers. With a lot of loud talking and walkies it can drown out the phone conversation taking place. Make sure to turn off all walkies when placing them back on the chargers at the end of your shift. If you do not have official business to conduct in the office, limit visits to the back. **Please do not come back for breaks, to eat or visits unless scheduled Admin that day.** This does not mean that trained staff is eligible when not scheduled. Waivers for Front Counter personnel are to be entered at the Front Counter so as not to leave your scheduled area. There is no longer community candy in the office. Please do not go in there looking. A candy bowl is by the clock in computer but not something that we necessarily continue doing long term.

CHECKLISTS

All checklists are located on Hercules. An opening / closing checklist for each location can be found in Documents > 2025 > A-Checklist. These checklists are required to be completed in their entirety each day at each location. It is your job as a Sports Connection employee to open and close the buildings properly and these checklists are a guide to make sure everything is done correctly. The Opening and Closing Managers for Sports Connection are responsible for ensuring that checklists are complete (not their responsibility to perform the tasks, just to see that they are filled out). It is ok to leave the checklist open on the front computer all day, or even all week, just make sure you SAVE the checklist after each time initialing. Whoever closes on Sunday nights, please save, and close the weekly checklist. There is now a section at the bottom of each day for a **MANAGER** to sign off on the completion of checklist(s). It is the responsibility of the front counter personnel to ensure that the checklists are addressed with final sign off being by a manager. Please do "pencil whip" the checklists. Only initial what YOU have COMPLETED and don't sign for others.

WEBSITES

Our websites are designed to answer just about any question relating to Sport Connection. Whether it is about Family Entertainment, Carolina Juniors Volleyball, or Pickleball Charlotte, two clicks of the website should be able to answer any question. Look at our website, click the different links, and familiarize yourself with how to navigate through our website. Many times, if you don't have an answer for a customer, you can quickly find it on our website.

PHONES

We have a very sophisticated phone system which has been divided between Sports Connection, Carolina Juniors Volleyball, and Pickleball Charlotte. Phones at each desk and location have been designated to first and second ring groups, based on the call types being forwarded. "Press 1 for Sports Connection Family Entertainment at Ballantyne, 2 for Carolina Juniors Volleyball and Carolina Beach Volleyball, or 3 for Pickleball Charlotte, 4 Charlotte Tennis – all other inquiries, Press 1. Any admin team member sitting at a desk, do your best to answer each phone call on the first ring group. We answer as many questions as we can while a customer is on the phone.

RSVP (WEEKLY SCHEDULE AVAILABILITY – PART OF THE JOB!)

Sports Connection has always been proud to "schedule your work around your LIFE, instead of you having to schedule your life around your WORK (like most other companies do). For us to be able to do this, we must have all staff fill out their RSVP each week. Having the ability to RSVP is a privilege provided by Sports Connection to each employee, but failing to RSVP for multiple weeks, or calling out multiple shifts can result in losing that privilege. If an RSVP is not turned in by Wednesday at 12:00 PM there is a good chance you will not have any shifts for the upcoming week, and / or be scheduled for the shifts we need filled and you will have to adjust around your life. Additionally, those that do not submit in a timely manner are subject to being scheduled as needed. Callouts for those scheduled shifts will be categorized as unexcused.

Please use the correct key / format when filling out your weekly RSVPs as it is imported via Excel and involves formulas. If something is entered that does not agree with the formula, it causes errors in the imported data. Please do not use anything else or add extra information. You may enter notes at the bottom.

OK – means that you have open availability that day

OFF – means that you cannot work AT ALL that day

OK4 – means that you can START work at a specific time (4 is just an example)

BY6 – means that you must end work at a specific time (6 is just an example)

POFF – means that you PREFER to be off but are willing to work if needed (we will always discuss this with you prior to adding to that day)

CALL OUTS / LATE ARRIVAL

If you cannot work your scheduled shift, please call the SC Office at 704-583-1444 **AND** email Staff@SportsConnectionNC.com. If you are going to be late for your shift, you must call the office and notify them. You do not need to find your own replacement if you cannot work. We have many staff members looking for hours. We will find the appropriate replacement for you. All employees are given the opportunity to submit their Requests and Availability by noon on Wednesdays the week before the actual work schedule is created. Therefore, excessive changes to the schedule after it has been posted and excessive "Call Outs" for any reason will result in less hours in the future and possible termination. Employees should learn to plan ahead and work the hours they are scheduled and to which they have committed. Please ask a manager if you are not sure how to

view your schedule or have problems viewing your schedule in DaySmart ONLINE, DaySmart, and Blue Book. Please reread our Call Out Procedures, especially NEW staff members.

WORKING WEEKENDS

This section is very important as we do the majority of our business on Fridays, Saturdays, and Sundays. Therefore, we need our employees available to work on Fridays, Saturdays, AND Sundays. Recently we have been receiving way too many “offs” and “p-offs” for Sundays mainly, but also for Fridays and Saturdays. Excessively requesting “Off” or “POff” for these days will affect both your hours and rank with SC. Please make sure you are doing your best to prioritize yourself and make yourself more available on the weekends. Remember a “POFF” means you PREFER to be OFF but you are still “able and willing” to work on these “POFF” days. We may need to start scheduling more staff and managers to work on the days they have requested as “Off” or “POFF” if we need employees to work. It is only fair to have all employees work a closing shift on occasion, so please do not ask for all opening shifts. Doing so will lead to a lack of hours as the same staff members should not have to close.

WORKING WHERE YOU ARE SCHEDULED

If you are not scheduled somewhere (Front Counter, BOH, Admin, Bowling), you should not be there unless there is a valid work-related reason. The Front Counter/ FOH/ BOH/Back Offices/Floats are positions of earned responsibility and should be treated as such. If you are scheduled to be somewhere, whether that is Front Counter or Laser Tag, and need to step away, then it needs to be communicated with the staff also working in that area, someone who is covering for you, as well as the manager on the floor. If you are scheduled in an area, such as the ones listed above, and continually step away without communication, you will no longer be scheduled in those positions. If you are scheduled for a float shift, you should check with a manager, and if you are a manager, you should check with a director at the start of your shift to see what is needed and expected from you for the day. If you are in an area where you should not be without a reason, you may be sent home for the day. Attraction Managers are chiefly responsible for where floor staff are, what they are doing, and should be aware of these things at all times. Let's limit wandering around aimlessly, as we have plenty of task lists to complete during down time to make the time go by faster.

UPDATED OUTSIDE FOOD POLICY

Sports Connection Ballantyne now has a new Outside Food Policy that went into effect 1/1/25. It is posted on documentation as well as the website. This policy is as follows:

PARTIES:

Outside food is not permitted at Sports Connection. We welcome you to bring Birthday Cakes, Cupcakes, Cookies & Ice Cream. Birthday child(ren) with specific food allergies may bring in allergen-safe food with manager clearance but this is not for the entire party. If party arrives with unauthorized food, there is a \$75 charge if they wish to keep and serve in party room. Otherwise, they will need to return it to their vehicle to consume elsewhere. We have successfully applied this fee to several parties thus far. Pre-order of party food is always available.

WALK-IN CUSTOMERS:

Outside food is not permitted at Sports Connection. The outside food fee applies to all customers, even when the Cafe is not open. Allowing outside food on those days opens the door for other days that they assume will be OK. Here is what we offer to walk-ins: if they bring significant amount of food, they can pay the \$75 fee and

availability permitting, we will provide 30 minutes in a party room. On the rare occasion that we make an exception (manager / director input required), they will need to plate up the food and dispose of the wrappers / bags. Again, this is a rare occasion and will be a case-by-case decision. This would only be in the case of a SMALL amount of food. No room is provided unless the outside food fee is paid. There is a button for this is Daysmart. Use first name "SC", last name "Outside Food" as the customer to assign. Get customer's email for receipt (or at a minimum, print it out for them).

WALK-IN CUSTOMERS PARTY FOOD PRE-ORDER

Walk in parties can pre-order the same food items as booked parties, 24 hours in advance of their outing. This is on our website. We will be alerted in advance notice to have someone prepare the pre-ordered food, even when the Cafe is closed.

PRE-ORDER PARTY FOOD

The current selection for pre-order party food is Pizza, Chicken Nuggets, French Fries, Mini Water Bottles and Apple Juice Boxes. We will be adding a few new features in the coming weeks. The items being considered are: Pretzel Bites & Queso Dip, Tortilla Chips & Salsa, Tortilla Chips & Guacamole, Tortilla Chips & Queso, and then a trio of Tortilla Chips, Salsa, Guacamole & Queso. We are also exploring a Mini Naan Bite & Vegetarian Dip option to be announced. All of the new additions are going to be made available in a 5 person serving. Consult the Party Team, Michelle or Bre D with questions in the mean time.

BREAK AREAS / BREAKS

Please do not eat at any of the service counters (Front Counter / Cafe / Bowling / Redemption). The "Break Area" can be used by ANY Employee and should be kept clean at all times. At this time, we typically reserve Party Room 1 for breaks but sometimes this is required for party business. In this case, general dining is to be used for breaks. The area behind Redemption has a Staff Refrigerator (left side) as well as a microwave. HINT, by the staff fridge. But remember, YOUR MOMMA DOESN'T WORK HERE!! Keep area tidy after you utilize equipment or eat your meal. NC Law does not require breaks to be given, but of course we will continue to allow paid breaks for our employees. Stay available in case of a rush, please! Since you are still getting paid during your breaks, staff should use your best judgment of when to take breaks. You must confirm your break with your manager PRIOR to taking your break. There is no longer a storeroom / break room (was for FOH, BOH, and FC use). This has been converted into an office for Bre D. Please be respectful of this. The bathroom in Mike's office is not a staff bathroom so please do not come to the office to use it.

CELL PHONES

The Cell Phone rule for Part Time STAFF is simple. NO CELL PHONES! If you have an emergency, have people call 704-583-1444. Leave your phones in your mailboxes, backpacks, purses or do not bring them to work. We DO NOT want to see any cell phones (including smart watches and personal iPads) anywhere in the facility other than the approved areas at the approved times. STAFF can check and use their cell phones ONLY in the APPROVED AREAS, and ONLY on an Approved Phone Break. Staff are paid for their breaks so having phones out during this time should be at a minimum. Managers are allowed to have their phones with them, but they should NOT BE SEEN or USED in front of customers or at the counters or attractions. Those working in the kitchen should refer to the information in the Cafe section but are not exempt from misuse.

EMAILS

Email is our chief form of communication at Sports Connection. We expect that staff members regularly check their emails and respond accordingly to those we send (of course read them before responding!). Please make sure that we have your correct and current emails on file with us as we have no way of knowing if that

information changes. Be sure to check your SPAM folders regularly in the event an important communication has landed there.

DRESS CODE

Ballantyne (SCB) dress code applies to all employees working Ballantyne, including Managers, Part Time Staff, Attraction Staff, Hosts, Office/Admin, Counter etc. Employee uniforms are paid for by the employee. Payroll deduction may be an option. Fill out the Uniform Request Form and submit it to your manager. Be sure to sign the bottom if you are requesting payroll deduction. All Sports Connection Managers and Staff should wear an approved polo shirt. Employees should also have a nametag, with normal jeans or chino-style long slacks/shorts (no cargo shorts). Slacks/shorts can be khaki/beige/black/gray or navy blue. Shorts should be Mid-Thigh or longer. Slacks can be full length or Capri length, and we prefer that jeans and slacks not be rolled up at the bottom. Jeans should be presentable and should not contain holes, frays, fading, patches, bedazzling, etc. Men's shirts should be tucked in, women's shirts are ok to wear out, provide they are not too baggy and long. Employees must wear close-toed shoes; no flip flops. Employees must be in complete uniform for his/her department & ready to work at least 5 minutes before shift. Wearing the proper uniform is part of your job. If an employee is not wearing the appropriate uniform, one will be provided, if available, at the expense of the employee or may be sent home. If you are going to be wearing a jacket over your polo, it must be red or black, with no hood or draw strings. Your name tag must be on the outside of your jacket and covering any brand logos. If a logo is too large to cover with your name tag, then do not wear that jacket. Issued name tags are required. If you forget yours for a shift, you may borrow a loaner through the Admin Team which requires signing in / out. These loaners should have white label to denote. If you continue to hold on to or check out loaners, you will be required to purchase another name tag as these are for temporary use! There are color-coded shirts for Operations Team (grey) and Party Team (Purple). These are only to be worn when scheduled in those areas. BOH (kitchen) may wear plain black t-shirts or Sports Connection t-shirts with black or khaki pants or jeans during the week. Chef coats are required Saturdays and Sundays. Must wear black hat or one of the kitchen caps provided. Facial hair must be kept short-trimmed or a required beard guard must be worn. Non-skid shoes must be worn (rubber soled shoes are still a risk).

Granite, Northlake & Sharon Lakes Dress Code applies to all employees working Granite Street and Northlake. Each employee should wear a Sports Connection polo shirt, a Sports Connection T-Shirt, or a Carolina Juniors Volleyball or Carolina Beach Academy shirt. Jeans or shorts can be worn, but should be presentable and should not contain holes, frays, fading, etc. Men's shirts should be tucked in, women's shirts are ok to wear out, provide they are not too baggy and long. Hoodies and hats should not be worn.

WORK ON TIME

All staff is expected to arrive at work on time. On time means ready to be at your assigned area at the time you are scheduled, not walking through the front door at the time you are scheduled. Staff who continues to be late and have a large number of Call-Outs will be replaced, or have their hours significantly reduced. See your manager if you would like to review your timesheet history or have questions.

CLOCKING IN & OUT

If you want to get paid, Clock In and Out in DaySmart! If you want to work for free, do not Clock In and Out (not recommended). All staff are responsible for clocking themselves in and out. We will not continue to follow up behind 200+ employees and check to see if they clocked in and out correctly. If you are early or late for a shift for any reason, a note must be entered in your clock in record by a manager on duty. **THERE MUST BE A NOTE!** It is very important that staff use the **NOW** button to clock in or out. Do **NOT** enter your own time. That is recorded and tracked. This is considered a form of time theft and is against company policy. Managers, please do not clock in / out on your phone due to the fact that it often does not save correctly. Staff is not to clock in earlier than 15 minutes without the express permission of management.

ADP

Please keep your contact information updated in ADP - this is something that you can do yourself. You would simply log in and go to My Information - Profile in order to update your personal information. You can view pay stubs and tax documents in ADP as well.

DOWN TIME

If you find yourself with Free Time, you should ask a manager how you can help. Managers and Staff need to take initiative. SC pays employees to WORK, not just to be HERE. We always have tasks that can be done. Remember the old adage – IF YOU’VE GOT TIME TO LEAN, YOU’VE GOT TIME TO CLEAN! OR enter waivers! We have checklists, chore lists, project lists – AND there is always an option to learn something new. One important thing to focus on is cleaning / testing games in the Arcade. See Attractions Manager OR a Manager on shift to get information on this item. We log the testing so we can see if there is a pattern of issues to be addressed and games must look AMAZING so clean is the first step in seeing to that.

INTERNET, YOU TUBE, SOCIAL MEDIA, FANTASY LEAGUES, and TVs

Please remember you are at Sports Connection to “work”, not to surf the internet, book plane tickets or a hotel room, check social media, play on YouTube, watch football, check fantasy scores on the SC internet, or hang out together in the admin office or at the games & bowling counters. We have had way too much non-SC work taking place on SC time, using SC computers. If you NEED to use the internet for something other SC work, you need to receive Direct Permission from a DIRECTOR. Also, as a reminder, do NOT download anything onto a SC Computer without permission from Michael D., Allan or Mike. Sports Connection peripherals such as iPads or laptops are not to be used to play games. We do have tracking ability on these devices. Never leave personal items such as emails up on any computer.

CUSTOMERS IN ATTRACTIONS

If there are customers in the building and at a specific attraction, an employee is **REQUIRED** to be in that area. For example, if there is a person bowling there should be a staff person at the bowling counter, not 5 staff at the front counter. If there is a customer in the game room, there should be an employee at the Redemption Counter. Of course, there should **ALWAYS** be staff in the Jump-N-Play and Laser Tag areas if customers are in these Attraction areas and **ALWAYS** at Front Counters regardless of if customers are present or not. It is a requirement that those working Ropes Course are harnessed up, without fail. It has been an ongoing issue that we have had to bring up. SAFETY FIRST AND FOREMOST. We do not want our customers or Staff being injured.

If a customer is causing a problem, not listening to instructions, giving you a hard time in any attraction, or location in the building, call a manager over to the situation immediately. Do not continue to condone or put up with customers misbehaving at any point and do not try and resolve on your own.

BATHROOMS

It is all of our responsibility to keep the bathrooms clean. Be prepared to handle minor issues yourself like making sure the toilets are flushed, wiping off the counters, picking up paper, etc. If you see any MAJOR issues, make sure to report them to the manager on duty or Operations immediately. Bathrooms are the Number One topic customers comment on at any Family Entertainment Center. If a bathroom is found to be completely dirty or has major problems and you fail to report it and or fix the problem, your next shift very well may be to be a bathroom attendant, like at the airport.

CLOSING EMAILS

Closing emails are to be sent to Reports@SportsConnectionNC.com, every night. Typically, there are emails from Operations, Admin, BOH, Attraction Managers and Parties / Camps if applicable. If there is nothing to report, please state that. Any issues need to be reported by manager on duty in their closing reports, so this means that staff need to make sure they are made aware of happenings.

HARASSMENT – TAKEN VERY SERIOUSLY

The word Harassment covers a wide range of behaviors of an offensive nature. It is commonly understood as a behavior which disturbs or upsets, and it is characteristically repetitive. In the legal sense, it is a behavior which appears to be disturbing or threatening. Sports Connection is committed to a workplace that is free of discrimination and harassment based on race, color, religion, age, sex, national origin, disability, or any other legally protected status. Any violation of our policy is considered a form of employee misconduct. No employee of Sports Connection is exempt from this policy!

Examples of Misconduct:

Offensive jokes, comments, slurs, email, memos, posters, cartoons, or gestures. Verbal or physical tormenting. Unnecessary and unwelcome touching of an individual; for example, patting, pinching, hugging, or repeatedly brushing against an individual's body. A request or demand for sexual favors accompanied by a threat concerning an individual's employment status or a promise of preferential treatment.

Any employee who believes he or she is being discriminated against or harassed based on any of the grounds stated above must report it immediately to Cyndi Blanchette (Human Resources). Mike, Jon and Michelle are also options but HR, most importantly, needs to be notified. Under no circumstances will an employee be penalized for reporting what the employee believes in good faith to be harassment under this policy. Employees can request a meeting in person, or submit their concerns via email to Cyndi at Admin@SportsConnectionNC.com.

CAFÉ

Each person scheduled in the Café (BOH or FOH) should treat the shift as equally important as any other scheduled shift. Doing the bare minimum and cutting corners is not acceptable. Food Service is taken very seriously in NC. Sports Connection is no exception. Paperwork is to be done for each and every shift without fail. This is not a request. Tracking and accountability for this is necessary for SEVERAL reasons. Ensuring proper training on items such as maintenance duties, pre-truck and oil maintenance is imperative. Cleanliness is of the utmost importance per the NC Health Department - these are not merely suggestions.

- Hand washing and glove changing
- Proper food temperatures (TDZ and TCS)
- Paperwork
- Dishes
- Equipment
- Floors and walls
- Surfaces
- Food storage procedures
- Any and all Health Department issues that need to be monitored and practiced must not be ignored.

If you are not scheduled to be in the Back of House (kitchen), you should not step back there for any reason other than a brief running of dishes. SC has provided Chef Coats and hair covers for your convenience and safety. It is your responsibility to maintain in turn. Café music is a **Privilege**, please do not abuse this. This means that phone use FOR MUSIC ONLY is permitted. Staff have gotten too comfortable playing on their phones which is not listening to music (social media, videos, sports games, phone calls, Face Time, chats..). If

this is the case and you are discovered as abusing the policy, all will lose their privilege in the kitchen. Choose wisely – Café is not exempt.

ATTITUDE ADJUSTMENT IN A POSITIVE WAY!

We need EVERY Employee to make sure EVERY Customer is happy to be here. REMEMBER TO - SMILE when speaking with customers. SMILE all the time. Body language speaks volumes and can set the pace of a conversation QUICKLY. Use words like AWESOME, THAT IS GREAT, WONDERFUL, OF COURSE, ABSOLUTELY, JOHNNY or SALLY (substitute child's name anytime you can when talking to a parent on the phone, counter, or party.) We need staff who have Type "A" Personalities and are Naturally Outgoing and Happy People. If you are not naturally an Outgoing and Happy Person, you need to work extra hard to pretend and really bring out the POSITIVE ENERGY when at work. No more negative comments, bad vibes, frosty-frowny faces. Check the attitude at the door and put on your Happy, Friendly, and Smiley Faces. It is EVERY EMPLOYEE'S job to make sure all customers feel welcomed, appreciated, and happy to be here. What words you use and how you say them could be the difference in them choosing to visit Sports Connection or tell their friends about their experience. Let's all be Tiggers, not Eeyores! Greet them upon arrival, thank them upon departure... THANK YOU FOR FLYING SPORTS CONNECTION AIRLINES kind of mentality! Redemption Counter is typically the last stop for customers and possibly our last opportunity to provide a positive experience to our guests. Make it count!

DO THE RIGHT THING

If you see something that is wrong, dangerous, illegal, or something you would want to know about if it was your business, please report directly to the Manager On Duty or report directly to an owner (Allan, Mike, or Jon). Seeing or knowing something and not reporting it is also wrong. This includes but is not limited to the following: Drinking or eating any food without paying for it, including redemption candy. Not following cell phone usage policies and rules. Not following current dress code, using any SC equipment, games, courts, attractions, etc. without permission, allowing anyone to participate for free, or violating any SC rules on tobacco and alcohol use at SC.

GAME CARDS

All Sports Connection staff members are to **REGISTER** their personal game cards. This can be done by following the information on the back of your card. There is a **VERY STRICT** no play while on the clock policy for utilizing your cards or any others during scheduled shift hours. Every card can be tracked with the corroboration of camera footage. Additionally, **DO NOT** transfer any card balances to your own or use cards found about the facility, this is considered theft and will be dealt with accordingly. Immediate termination will result.

SALES

YOU (our Staff) are our number one sales people. **YOU** are the ones our customers talk to at the front counter, checking in for parties, at attractions, etc. **YOU** are the ones who can impact our sales and the customer's experience the most. Please do your best and help make sure all staff are doing their best to make sure our **GUESTS** have the best experience possible and leave **HAPPY!**

CROSS-TRAINING

All **MANAGERS** should know how, and be willing to work at any SC location and know how to work all areas and shifts for SC. We understand some managers prefer certain areas and locations and are better suited for certain roles and responsibilities, but we are one large company, and everyone should strive to want to be part of the whole company. Please be willing to branch out to learn and be available to work anywhere. If you have

not worked at ALL three locations, please make it a point to do so. You can email your manager or put a note in your RSVP. If there are specific areas you do not want to work, make sure your manager is aware and we will do our best not to schedule you. Additionally, just because you are trained somewhere (ex. Front Counter) does not mean that you should be hanging out there when not scheduled for that shift. Those interested in being a part of the Operations Team, you must be 18 years of age. The BOH (kitchen) in Cafe also an age minimum of 18 but mature 17 year olds may be considered. Our Front Counter and FOH is staffed with 18 years and older due to cash handling, customer service and alcohol sales.

All employees should look ahead at their schedule and make sure they are prepared for their upcoming shift. If you are unsure of what is to be expected from you for a shift, do not wait until the day of to communicate that with the appropriate personnel.

STAFF MEMBER REVIEW PROCESS

Reviews are generally conducted after a 6-month period. This is a guideline rather than a hard and fast parameter. We have established a new procedural system to track reviews and will reach out to those that are “on deck” to meet. Reviews are intended to discuss progress, address the good / bad / ugly and to focus on strengths / weaknesses, training in other areas - and not always a guarantee of rate increase. We review RSVPs, call-ins, call-outs, etc.

GRANITE STREET, NORTHLAKE & SHARON LAKES

Granite Street, Northlake & Sharon Lakes are Sports Connection’s Sports Centers. Granite Street is the home of Carolina Juniors Volleyball (South), Carolina Beach Volleyball Academy and Pickleball Charlotte. Northlake is also the home of Carolina Juniors Volleyball (North) and Pickleball Charlotte. Sharon Lakes is home of Charlotte Tennis & Padel, Pickleball Charlotte. Many sports programs, such as futsal and field hockey rent space as needed for practices, camps, tournaments etc. are at Granite and Northlake. It is our duty as Sports Connection employees to make sure each facility is set up for the correct activities and to keep them clean. Floors, counters, café areas, bleachers, bathrooms and courts are all areas that need to be cleaned and can easily be done in down time. It is also our responsibility to make sure all equipment is functioning properly. If any equipment is damaged, needs replacing, or is not functioning properly let Allan or Mike know as soon as possible.

There are always projects to be done and if two people are scheduled to work at the front counter then there should be time to get some things done. Most of what happens at SCG, SCN and SCS occurs after indoor activities end. Understand that just because usage of the facility has ended does not necessarily mean it is time to go home. Also, checking bluebook and following the verbiage is very important given the smaller staff sizes and the need to get things done. If it says, "Inventory to Michelle", for example, you should send a quick email or call to make sure there is nothing special that should be done. We have many different people who have shifts at SCG, SCN or SCS and not all people know how to do all things. If you see you have a shift and need to know what goes into working a “Wednesday night” (for example), you should ask. We set up for the following day’s activities the night before. If you are unsure as to what to set-up or what something is in Court Reserve, or even if there are projects that can be done... See Mike or Allan. The front monitors at SCG, SCN and SCS are touchscreens. When working at the front counter at SCN, SCG or SCS make sure you are using Court Reserve for the correct location. NOTE: The POS on the left at each of these locations is always set at the correct locations for cash transactions.

MANAGERS

Make sure you are taking ownership of your responsibilities. We all wear many hats at Sports Connection and are scheduled in different shifts throughout the week. However, this does not mean that you do not need to handle the responsibilities that you have been given. Regardless of your shift, please make it a point to ensure

all is running well. If you are not able to handle the duties yourself, learn to delegate to others and follow up. Then, expect and inspect. Wash, rinse, repeat. If you need to be scheduled in a certain area to handle a responsibility (example: Redemption, Cafe, Maintenance etc.) communicate this, do not simply allow the ball to be dropped. Please ensure that your assigned teamwork (i.e., Redemption, Operations, FOH, BOH, Parties) are handled accordingly.

The organization chart is located on the staff page with our current directors and managers. If you are a newer employee, please do your best to introduce and familiarize yourself with all of these people.

EMPLOYEE PAPERWORK

All New Hire Paperwork is handled through onboarding in ADP. Once all onboarding tasks are completed, training sessions will then be scheduled. No employee may start working without completing the onboarding process and required training shifts at Sports Connection.

EMPLOYEE NAMES

DaySmart names should be the name that staff member wants to be called. Color is yellow. If that differs from their legal name, they can add their preferred name in ADP.

RECEIPTS / INVOICES

All invoices and receipts at SCB should be placed in Cyndi's box. If a receipt is from SCN, SCG or SCS it should be scanned in and sent to Admin@SportsConnectionNC.com and then filed in the correct location folder in Hercules.

CASH DRAWERS

All cash drawers are to be counted down to \$200 including ONLY \$5s, \$1s, and quarters at the end of each night. Any extra cash remaining will be moved into the daily bags at the end of the night. If a cash drawer has dimes, nickels, or pennies please try to give those to customers for change instead of quarters and / or make change from the change bags. See Allan or Mike if you have any questions.

PETTY CASH

We are no longer using Petty Cash for any reason other than exchanging money. Petty Cash is there to make change. Whatever you take out, you should put in the same amount. Only Admin Team or Directors should be accessing Petty Cash and utilizing the log for each and every transaction. If you notice the amount in Petty Cash is incorrect, you MUST email Cyndi at admin@sportsconnectionnc.com.

LARGE BILLS

We are no longer accepting large bills i.e. \$100s and \$50s at SCG, SCN or SCS. We will allow at SCB for customers paying for large purchases (not one soda or ice cream). Exceptions can be made for customers paying large invoices at SCG, SCN and SCS and have an up-to-date customer profile in CourtReserve. All bills over \$20 should be marked with the counterfeit bill detector pen before accepting.

INTERDEPARTMENTAL DELIVERY

Any manager traveling from one location to another, or working the next day at a different location, check the to-go-to boxes and deliver any mail as required.

SPORTS CONNECTION PHILOSOPHY

You have probably heard the expression that “you only get one chance to make a first impression.” At Sports Connection we have a very simple approach to being successful. That is to make sure the **FIRST** impression a customer gets from us is the same one they get every time and the same one they leave with. We have a lot of rules, policies, and procedures, but if you can only remember 3 things, here is what they are:

CLEAN - Customers notice if things are **CLEAN**. Whether it is the parking lot, front entrance, game counter, laser tag packs, bathrooms, tabletops, bowling lanes, birthday tables, trash cans, your shirt, your hair, the birthday carts, the games, the floor, etc., **CUSTOMERS** notice. A survey of Family Entertainment Centers found the cleanliness of the facility (bathrooms especially) was the number one thing mothers commented on regardless of the attractions they had to offer. You all can help and have a responsibility to make sure that yourself, the facility, and the attractions remain **CLEAN**.

IT WORKS - No one likes to deal with something that does not work. Equipment, bathroom sinks, arcade games, laser tag packs, bowling lanes, lighter for birthday candles, bathroom stall locks, front doors, etc. Many of you may not have the ability to actually fix things, but you can at least do your best to fix or get someone to fix something before the customer discovers it. Sometimes this is just simply paying attention and looking around and observing things. A child playing an entire game of laser tag with a pack that does not work is not acceptable. One of our biggest pet peeves is to find out something does not work and hear an employee say, “oh yeah, that has not worked in a long time.” Fix it or at least write it down and give the note or email to a person that can fix it. If you are not sure who to give it to, you can always email any manager.

FRIENDLY - We are a Family **FUN** Center. If you are not a fun and friendly person naturally, you better learn to be really good at faking it, or this is not the place for you to work. Customers come here to have **FUN** and the more **FUN** they are having the more money they will spend, which will benefit all of us. Customers do not care or want to hear about how tired you are, or about how school is going, or that you have a date tonight. They want you to be **HAPPY** and **HELPFUL** and make sure they have **FUN**. **SMILE**, **LAUGH** and stand up straight and walk with a bounce in your step! Have **FUN** and be **FRIENDLY**, it is contagious, and people will notice and appreciate it. This also applies to when talking to customers on the phone.

****EMAIL STAFF@SPORTSCONNECTIONNC.COM ONCE YOU HAVE READ THIS STATE OF THE UNION ALONG WITH THE COLOR. THIS NEEDS TO BE DONE BY WEDNESDAY, MARCH 12, 2025****