

<b>Subject Heading</b>
17 muscles versus 2 - Smile, Be Happy
911 anytime uncomfortable
A frown can be heard on the phone, Smile
Admin Email vs Cyndi Email
Admin Shift, Colors, Assign, Do, Communicate
Alarms, Keys, Passwords
Alcohol sales, too much, wristbands
All Sport parties SCG - Host, Room, Carts
Allan - Email, Cell, Text
Allan's Chair
Allan's pens
Answer phones, what, pause, talk
Answering phones before 10 AM, Sat, other times
Applications in DASH, follow up, Customer notes
Applications, Notes, process
AR Balances versus Team/Class Payments
Attendance for Classes, Camps, Leagues
Attitude
Attraction Manager
Attractions vs Games and Rides
Back to back games for game cards
Ballantyne Alarm, Keys
Balloons, Helium, retrieving from ceiling, tank storage
Bank Deposits
Basketball Courts
Bathrooms, Clean, Inspect, YOUR Responsibility
Beards and other personal hygiene
Benefits - PTO / Other
Birds Eye View, SC, CJV, Blue Book, DASH, Programs, All
Birthday Check In - Purple Person
Birthday Manager
Birthday Manual
Birthday Sheets, print and assemble
Black Lights
Blood, throw up, special cleaning stuff
Blue Book
Blue Book - Allan version
Blue Book - Orange Week
Blue Book - Shared version
Blue Book - Yellow Day
Blue Book Colors, Read, Why, When
Blue Book Summary
Bonus versus Cash on Cards
Booking Parties & Groups
Booking Parties at front counter
Booking parties for walk in customers
Bowling

Bowling games versus hours
Bowling Lane Rentals
Bowling lights
Bowling Rentals
Bowling Wait List
Breaks & Meals
Broke, Fix, Problems, Report ASAP
Bronze vs Silver vs Gold
Café - BOH Guide
Café - BOH Manual
Café - FOH Guide
Café - FOH Manual
Café help, tables, food, trash, etc
Café Table setup SCB and SCN
Call Outs / Changes
Cameras
Camp Counselor
Camp kid to counselor ratio
Carts Clean
Cash Drawers-Open/Close
Cash, change for SCG
Catering, when, who, why, communication
Cell Phones
Change Music, appropriate
Change TV channels, weekdays, weekends
Change, Bills, Checks
Check Schedule on Daily
Check Schedule on Friday
CJV
CJV Credit Cards, Expense Reports
CJV Directors & Coaches
CJV Gold/Silver.Bronze - Tryouts, Credits
CJV Person On Duty, Let Admin Know
CJV Travel vs Local
CJV vs SC
CJV Website
Clean each area, community before leave
Clean glass
Clean, It Works, Friendly
Cleaning Floors - Zamboni, Mop, Wet Tack
Cleaning party rooms
Cleaning supplies
Clear communication with parents
Clinics
Clock in, out, Notes
Closing Checklists
Closing Drawers, counting money, opening Drawers
Coaches checks to SCG and SCN, where, who

Coaches Mailboxes
Code Orange - Lost Kid
Color T-shirts
Communication & Notes
Compensation
Computer PW
Connection Cards
Coordinating All Sports
Copies of Copies, Print, Quality
Copy, Scan, Postage
Corporate use of rooms
Counterfeit pens, 100, 50, 20
Coupons
Court Rentals - Basketball
Court Rentals - Events
Court Rentals - Futsal
Court Rentals - Pickleball
Court Rentals - Volleyball
Credits in DASH, clearing invoices
Credits in DASH, clearing invoices, Account Credit
Custom Forms, View Group, Person, Export
Customer AR, Past Dues, Credits
Customer Notes in DASH, Emails, Calls, History
Customer Problems
Customer Tags in DASH
Customers in area, employee there
DASH Calendar
DASH Capitals
DASH Companies
DASH Customers
DASH Duplicates
DASH Invoice Notes, Standard if Possible, Rentals have dates etc
DASH ONLINE
DASH Online Experience
DASH Sales & POS
DASH vs SAM and SAM Bags
Deposits - All Locations, EMBED, DASH, Drawers
Do not paper clip money
DOD Shifts
Donations, Requests, Process, View in DASH
Dress Code
Dress Code - CJV, SC, SCB vs SCN/SCG, Pants
Driving around building at SCB
Duplicate Names DASH, Merge, Search, Extra Minute
Dust games, top, back, and sides
Dymo Label
Email CJV Reports
Email Reports to Allan, Mike

Emailing customers from SC and not personal
Emails vs Text
Embed Sales & POS
EMBED Sales DASH vs EMBED, Transfer Back and Forth
Emergency shut off bowling
Employee Discount, SC, FC, Others
Employee paperwork
Empty Ink cartridges, refills, ordering new ones
Event Notes
Event Reminders 48 hours before
Export Clock In and Out
Family FUN Center. Have Fun, Sell Fun, Show Fun
Fc Basketball Court, times, when, extra, clean
FEC, Courts, Personal Use
Fire Inspector
First, Second and Third ring groups, how, when
Flex Pass details
Float Shifts
Flush toilets, wipe sinks
Food in WASTE BASKETS
Front Counter
Full time versus part time
Game Cards
Game Cards for personal use
Game maintenance, Report, Fix, Log, Communicate
Game Problems
Games
General Maintenance
Gift Cards vs Game Card
Gift Cards, Create, Collect, Mail, Envelope,
Go To SCB, SCG, SCN, Check, Do Not Keep
Google Docs
Granite Alarm, Keys, Lights, Doors
Greet Customers
Gum
Harassment Protocol
Health Insurance, who, when, why, cost
Hercules, Atlas, File Storage
History in DASH, Emails, Receipts, etc
History of CJV
History of SC
Holidays SC is closed
Host A FEC Party
Host A Sport Party
Host Manager
Hosting
Hungry Howies/Dominos
HVAC Controls - SCB, SCG, SCN

Importing Birthday Parties
Injuries
Internet Services, where, who, SCN vs SCB, vs SCG
Invisible Float Shifts
Invitations, assemble
Invitations, Mail, Cost, How
Jackets, sweatshirts
JNP monitoring door, slow days
JNP Per Hour
JNP Wristbands
Kids Night Out
KNO Check in and out and pizzas
Labor Percentage
Large Groups
Laser Tag
Laser Tag Age, Max number
Laser Tag cards, assemble, retrieve, create
Laser Tag FOG/HAZE
Laser Tag packs per locations
Laser tag score sheets
Laundry, wet Towels, Dryer at night
Lazer Frenzy
League Rules
Leagues & Programs
Lessons, Book Now, Custom
Lil Kickers
Lil Spikers
Literature racks
Location / Facility Notes in DASH
Long term PTO, Vacations, Job versus Hours
Lost & Found
Mailbox & Storage
Mailing Address vs Physical
Maintenance Checklist
Making change from POS, which ones, petty cash
Manager Notes FT/PT
Manager Reports To Allan
Manager Reports to DASH, Enter & Read
Manager Training
Manager Walk Thrus
Marketing Calls, Scripts, Lists, Link to DASH, Notes
Marketing Camps
Marketing Information
Microwaves, Fridges, Break Room
Mini Bowling reserve, card, book
Mini-Bowling
Missed Calls from Allan
MIT Program

MIT Training
Music
Name Tags
Net Income
New Hire Paperwork - SC, CJV
New Hires
No public complaints, equipment, staff, SC, games
Northlake Alarm, Keys, Lights, Doors
NOTES - DASH
Notes and Colors, etc in Blue Book
Notes, Teams, Scores,
Notice in back offices
Office Caddies, Scissors, Tape, Pens, Supplies, Last One
Office Emails
Office Manager Role
Offices, Desks, Equipment
One party per year per kid, best ever, 5k for us
Onions in office
Online Experience
Open Play
Open/Close Checklists
Opening and Closing all locations
Opening Checklists
Operating Hours each facility, Admin close time
Ordering supplies of any kind
Org Chart / Staff
Overflow parking SCG
Paddlestack holders
Paintball & Skate Park - No longer have
Parking lots - SCG, Trash, Lock, Daily/Nightly
Parties max per resource in DASH
Party Booking in person - Invitations, Notes, etc
Party Check In
Party Check Out
Party Hosting
Party invoices check, enter, Embed, DASH
Party Proofing & Prepare
Party supplies
Party VIP, Last Minute, Walk In, Room Time
Passwords to computers
Pausing games, how, why, notes, Night vs Problem
Pay Dates
Pay Periods
Pay Scales
Payment Plans Camps, CJV, Other
Pens, Tape, Scissors, Highlighter, Sharpies
Petty Cash combo, details, notes
Phase 1 Training

Phase 2 Training
Phase I, II, III Training
Phone System, Answer, Hold, Transfer, Mute, Voicemail
Pickleball Clinics, Classes, Lessons, Tournaments, etc
Pickleball Divider Nets
Pickleball Open Play, Rosters
Pickleball SUG vs DASH
Pizza Orders
Player Cards, Cost, Sell, DASH, Who, When, Why
Police Report, Camera requests,
Power Outage, bouncers, JNP
Pre Pay For Most Programs, Few Exceptions
Pricing
Print Blue Book
Printers
Printers, Color, Network
Private Hours
Pro Shop
Processing Team Payments
Projector setup
Projects
Pronouns
PTO Days
Public Hours
Rebooting Hercules, Embed, Phone Server, Sonic Wall
Redemption
Redemption bins, storage, stock, clean, wall,
Redemption vs Merchandise vs Rides
Ref & Coord Schedules
Refs, Staff Hours vs Sessions vs Games
Refunds in DASH
Refunds, Changes
Register Emails
Registering Game or Gift Cards
Registrations, Team, Customers
Rentals
Request form required, when, why
Requests / RSVP
Requests and Preference
Rescheduling Parties, Fees, Exceptions
Resetting DASH password
Resources
Responses
Rock Wall
Rolling coins
Room time, 30 minutes, 45?
Ropes Course
RSVP

RSVP - By, P, OK, Off
Safe combo
Safety procedures, harnesses triple check staff
Sales Graphs
SC and Personal Emails
SC Equipment
SC facilities for personal use
SC Playground
SC Staff page on website
SC Website
SCB Copier, Copies, Scan, Use vs Printers
Schedule Converting
Schedule Preferences
Schedule Requests
Schedules
Security Cameras, DVR
See Allan / Lakin etc
Selling Beer/ID Process
Semi-Private Hours
Server Room Access, Vendors, Staff, etc
Setting Volleyball nets
Sharing Desks, Office, Clean
Shirt in or out
Sign Emails
Sign Up Genius-Pickleball
Sign Up Genius-Volleyball Lessons
Smelly things
Snow, Ice days, special closing
Soccer / Futsal Rentals
Spin Zone
Sports Arena
Sports Manual
Stacking chairs
Staff personal relationships, dating, problems
Staff Reviews
STFC Camps
STFC Details
Stools and sitting
Subcontractors vs. Employees
Summer Camps
Supplemental Insurance
Taking last one.....
Talk to customers, do not hide, engage
Talk to kids at their level, not down or at
Taping signs
Tasks
Team Emails, Mass Emails, Group Emails
Team, Classes, Camps, DASH, Search, Find, Future, Past



