

**SPORTS CONNECTION**  
**State of the Union**  
**January 2023**

A few times a year we 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.

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**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!

**WELCOME**

If you are new to Sports Connection, Welcome and Thank You! SC employs over 300 employees each year and we receive hundreds of applications for people wanting the chance to work at Sports Connection (SC), Carolina Juniors Volleyball (CJV), or Pickleball Charlotte (PBC). 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.

SC is proud to be in our 27<sup>th</sup> year of business and 15<sup>th</sup> 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.

Due to many renovations and changes made at our locations we would like to remind and reemphasize everyone on some “dos and don’ts”

**HIRING**

Sports Connection is always looking for well mannered, energetic, hardworking employees. We have an online application that can be filled out from our SportsConnectionNC.com website (at the bottom of the About Us page) 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 direct them to filling out our application.

**OFFICE MANNERS**

Please remember to be QUIET and courteous when walking through the back office since 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. Being QUIET and considerate of others is also important for admin staff and managers to be aware of when in the back offices.

**CHECKLISTS**

All checklists are now located on Hercules instead of the website. An opening / closing checklist for each location can be found in Documents > 2023 > 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. 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.

**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, 2 for Carolina Juniors Volleyball, or 3 for Pickleball Charlotte. Any admin team member sitting at a desk, do your best to answer each phone call on the first ring group.

## **RSVP**

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 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.

## **CALL OUTS**

If you cannot work your scheduled shift, please call the SC Office at 704-583-1444 AND email Staff@SportsConnectionNC.com. You do not need to find your own replacement if you cannot work. We have many Staff looking for hours. We will find the 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 having problems viewing your schedule in DaySmart ONLINE, DaySmart, and Blue Book. Please reread our Call Out Procedures, especially NEW employees.

## **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 ROOMS, and ONLY on an Approved Phone Break. Meal Breaks are not a time to sit and play catch up on your phone. 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.

## **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 red polo shirt (or black or other special color for employees that have been approved by management to wear a different color shirt other than Red). 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, 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. Food service employees need to have approved non-skid shoes. 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 nametag must be on the outside of your jacket and covering any brand logos. If a logo is too large to cover with your nametag, then do not wear that jacket. We have a number of jackets available to BORROW. Please make sure you are signing them in and out each time you use them.

**Granite and Northlake 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. Hoods and hats should not be worn.

## **WORK ON TIME**

All staff is expected to arrive to work on time. On time means ready to be at your assigned area at the time you are scheduled, not walking thru 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. All staff is responsible for clocking themselves in and out and adding notes if they are working more or less than their scheduled hours. We will not continue to follow up behind 200+ employees and check to see if they clocked in and out correctly.

## **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.

## **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 if customers are present or not.

If a customer is causing a problem, not listening to instructions, giving you the employee 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 your 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 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 have 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.

## **HARASSMENT**

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 unwelcomed 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 Allan Haseley (and Jon Brady, if Ballantyne) and/or Cyndi Blanchette (Human Resources). 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 [Allan@SportsConnectionNC.com](mailto:Allan@SportsConnectionNC.com) (and [Jon@SportsConnectionNC.com](mailto:Jon@SportsConnectionNC.com) if it is regarding Ballantyne) or [Cyndi@SportsConnectionNC.com](mailto:Cyndi@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.

- Hand washing and glove changing
- Dishes
- Equipment
- Floors and walls
- Surfaces
- Health Department issues that need to be monitored and practiced must not go ignored.

If you are not Cafe trained and approved to be in the cafe you should not step back there for any reason. SC has provided Chef Coats, hats and slip resistant shoes for your convenience and safety. It is your responsibility to maintain in turn. Café music is a **Privilege**, 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 making sure EVERY Customer is happy to be here. REMEMBER TO - SMILE when speaking with customers. SMILE all the time. 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, frowny faces. Check the attitude at the door and put on your Happy, Friendly, and Smiley Faces. It is EVERY EMPLOYEES 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.

## **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 stealing and will be dealt with accordingly. See above entry.

## **SALES**

YOU (our Staff) are our number one salespeople. 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 is 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 and 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.

## **GRANITE STREET AND NORTHLAKE**

Granite Street and Northlake are Sports Connection's two Sports Centers. Granite Street is the home of Carolina Juniors Volleyball, Carolina Beach Volleyball Academy and Pickleball Charlotte. Northlake is also the home of Carolina Juniors Volleyball, but it is considered an event center. Many sports programs, including basketball, futsal, and field hockey rent space as needed for practices, camps, and tournaments etc. 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, 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 the front counter then there should be time to get some things done. Most of what happens at SCG and SCN 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 "Coke order see Michelle", 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 and SCN, 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 DaySmart, or even if there are projects that can be done... See Mike or Allan. The front monitors at SCG and SCN are touch screen. When working the front counter at SCN / SCG make sure you are using DaySmart POS touch screen option for the correct location. Some staff like using the touch screen POS option even on their non touch screen computers at their desk when doing DaySmart cash register sales.

## **MANAGERS**

Make sure you are taking ownership of your responsibilities. We all wear many hats at Sports Connection and 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 yourself, learn to delegate to others. Then, expect and inspect. 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.

## **EMPLOYEE PAPERWORK**

All New Hire Paperwork is now handled electronically via encrypted emails by the Administrative Director Team. Once paperwork has been completed in its entirety, training sessions will then be scheduled. No employee may start working without completed paperwork and required training shifts at Sports Connection.

## **EMPLOYEE NAMES**

Employee names in DaySmart must match QuickBooks to import times correctly. We will allow the name in DaySmart to be the name they would like to go by and will be changing QuickBooks to match. If an employee name is changed in DaySmart at any time please email [Admin@SportsConnectionNC.com](mailto:Admin@SportsConnectionNC.com).

## **RECEIPTS / INVOICES**

All invoices and receipts at SCB should be placed into Cyndi's box. If a receipt is from SCN or SCG it should be scanned in and sent to [Admin@SportsConnectionNC.com](mailto:Admin@SportsConnectionNC.com).

## **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.

### **LARGE BILLS**

We are no longer accepting large bills i.e. \$100s and \$50s at SCG and SCN. 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 and SCN and have an up-to-date customer profile in DaySmart.

### **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”. THIS NEEDS TO BE DONE BY FRIDAY, FEBRUARY 3, 2023.\*\***