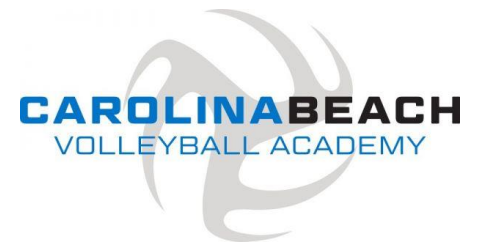


WELCOME TO SPORTS CONNECTION

# WHO IS SPORTS CONNECTION

- Family Entertainment – Ballantyne
- Birthday Parties – All locations
- Carolina Juniors Volleyball – Granite and Northlake
- Summer Camps- All locations
- Pickleball – Granite and Northlake
- Beach Volleyball – Granite



## **Interview**

- Welcome to the Family
- Meet & Greet / Questionnaire
- Give paperwork

## **Phase 1 - New hire information**

- All Paperwork should be completed and turned in
- Training Guide and Employee Handbook should be read.
- Full Uniform
- Overview of Sports Connection Procedures & Policies
  - General Information
  - Policies and Procedures
  - Training Topics
  - Schedule following week if schedule is closed off.

## **Phase 2A - Attractions**

- Jump-N-Play
- Laser Tag
- Esports
- Games & Redemption
- Bowling (if time)

## **Phase 2B - Attractions**

- Ropes
- Bumper Cars
- Rock Wall
- Refresh 2A

## **Phase 3**

- Work In specific areas of SC
  - Shadow current employees if needed
  - Work attraction shifts on own
  - Review training guide

## **Review & Ranking**

- “New Hire” to “Staff” Review
- Evaluation of attraction knowledge and ranking
  - Schedule specific shifts if needed.

# TRAINING OVERVIEW

Download the app

# HANDBOOKS AND TRAINING GUIDES

- These items have been noted to you previously but please make sure you refer to them frequently as they are resources for you! The Attractions Manual is a nice point of reference to brush up on operation of the attractions you will work.
- The Organizational Chart is a reference of who is who at Sports Connection. Please make it a point to meet each of these individuals if you have not done so yet!

## Documents:

 [SC - Employee Handbook](#)

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 [SC - Training Guide](#)

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 [SC - Attractions Manual](#)

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 [SC - Organizational Chart](#)

# QUESTIONS ABOUT THE HANDBOOK

- Sports Connection Tip Policy
  - **BONUS & TIP POLICY** All employees are eligible to earn a potential bonus. Bonuses will show on your paycheck as a line item “Bonus-Staff” or “Bonus-Manager”. More details can be discussed with your manager at your review or with Allan or any senior SC manager at anytime. All tips must be reported and turned in at the front counter. Failure to report and turn in tips (cash, checks and credit cards), will result in immediate termination. Sports Connection pools all tips and other forms of payments to be used as one of the deciding factors in calculating bonuses to distribute to all eligible employees. Tips collected from Birthday Parties and Group Outings are the result of many employees working together starting weeks before the actual party date and continuing all the way through the day of the party. Many employees from Event Planners, Party Greeters to Party Room Managers and Party Hosts, Café and Maintenance Staff and all Managers and Staff all contribute to helping the Parties and Groups be happy and successful. Regardless of your job on a specific day, everyone is working together as a team, not as an individual. Therefore, all tips will be pooled.

# SPORTS CONNECTION PHILOSOPHY

## SPORTS CONNECTION PHILOSOPHY:

### **\*CLEAN \* IT WORKS \* FRIENDLY\***

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, table tops, 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.

## APPROPRIATE UNIFORMS

Red polo  
(Men's tucked in)

Regular jeans  
(no tears, patches,  
bedazzling)

Khaki pants/shorts  
(Mid thigh)

Comfortable  
athletic shoes

Nametag

Black jacket

# SCHEDULE REQUESTS

- Each week, your schedule submissions (RSVPs) are due by noon on Wednesday for the following week.
- [www.SportsConnectionNC.com/staff](http://www.SportsConnectionNC.com/staff) SCstaff Training8!
- Missed RSVPs will result in not getting scheduled/scheduled what is needed.
- If you miss an RSVP (12:01 PM, it is too late), you must email into [staff@sportsconnectionnc.com](mailto:staff@sportsconnectionnc.com) with your availability to be considered for the next week's shifts.
- If you miss the RSVP deadline, you must email [Staff@SportsConnectionNC.com](mailto:Staff@SportsConnectionNC.com) ASAP with your availability to be considered for hours. Keep in mind that late submissions do not guarantee that you will receive hours. We need late submissions in the following format (example):

Mon 11/22 -  
Tue 11/23 -  
Wed 11/24 -  
Thu 11/25 -  
Fri 11/26 -  
Sat 11/27 -  
Sun 11/28 -

- Use the key at the top of the form. Please don't create time frames that are not typically scheduled shifts as we do not create shifts to work around out of the ordinary availability. See Michelle, Carissa or Bre for pointers on this if you have questions. Sample Responses: OK, OFF, OK6, BY5.

## Schedule Availability - ALL STAFF

Work Requests and Availability must be submitted by NOON on Wednesday the week before.

All Employees must fill out EACH day, whether they are available or not available to work.

If you submit more than one entry for the same week, the latest entry will be used.

We no longer look at "Preferences", only these weekly "Requests".

Sample Responses: OK, OFF, OK6, BY5.

\* Required

Employee Name \*

Enter First and Last Name EXACTLY the same each week.

Your answer

Week Of:

Choose

Monday \*

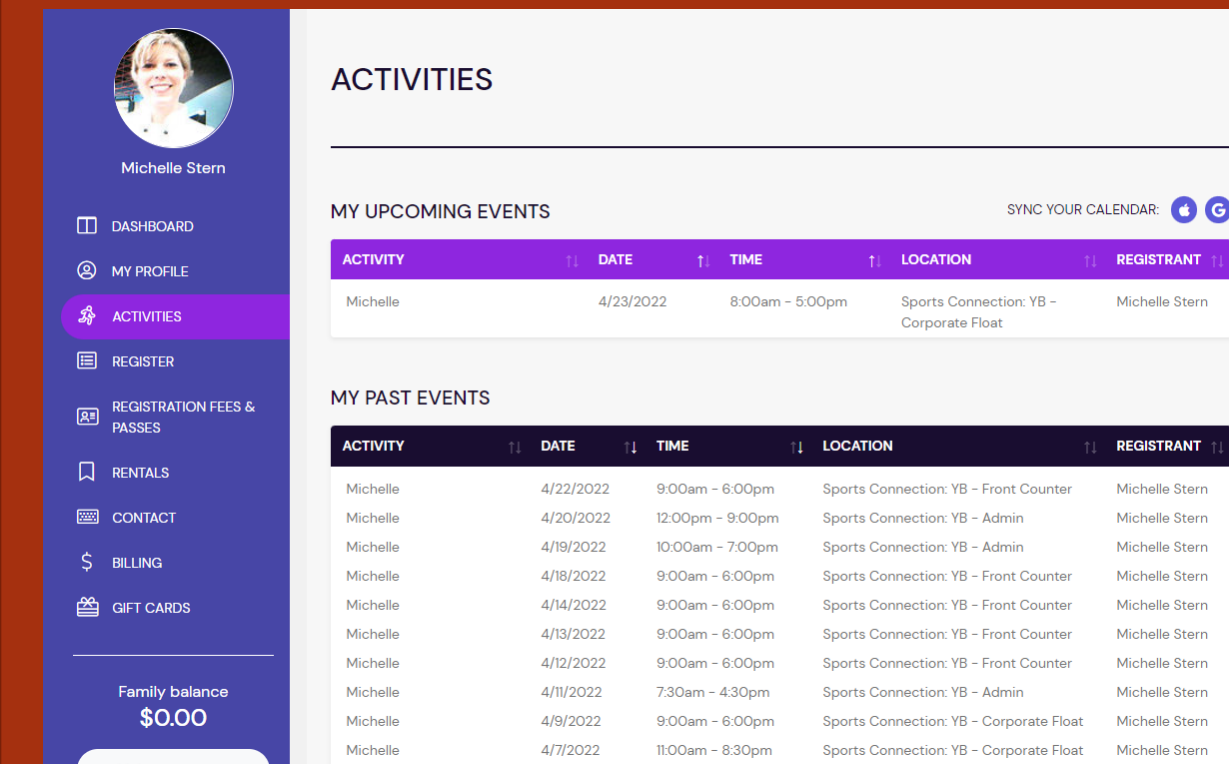
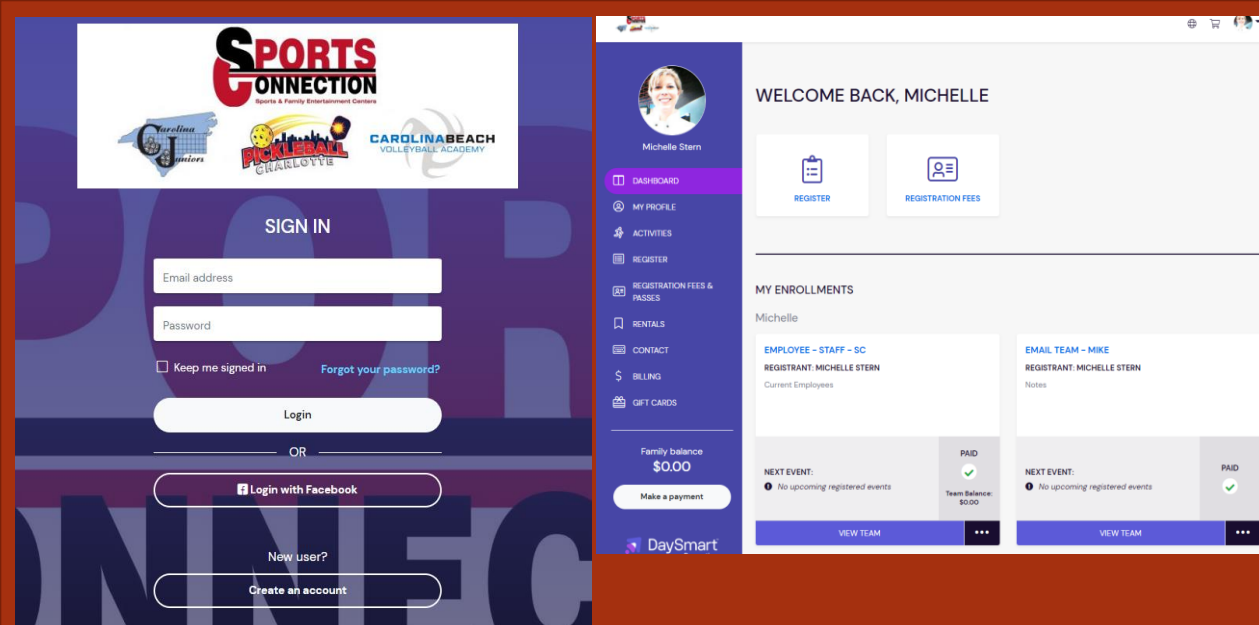
Your answer

Tuesday \*



# HOW TO SEE YOUR SCHEDULE

- From the app store on your phone, download DaySmart Member app.
- Log in using the email and password you created with your application
- This is what you will see when you are looking at your app on your phone. Notice you must click on **ACTIVITIES** in order to see your schedule.
- Once it is the day of the shift it will do down below
- \*We highly recommend syncing it with your phone calendar.



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Email [STAFF@SportsConnectionNC.com](mailto:STAFF@SportsConnectionNC.com)

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If 24 hours or more before shift this is acceptable. If within 24 hours, you must also call the office 704-583-1444.

We allow for you to submit your schedule around your life unlike most any other place you will or have worked for. Please be considerate of this when you submit and try to plan accordingly. Vacations, visits and appointments are usually planned ahead so when you submit weekly, **LOOK AT YOUR SCHEDULES** and communicate with parents or others that would affect your availability.

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When hired, it was made very clear that weekends are our busiest times and where we need most of our part time staff to be prepared to work.

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Throughout the Summer months, we will have shifts available during the week to include Attractions and Camp shifts. If you not been scheduled to train in a camp shift and would like to do so, you can put that on your weekly requests.

COMMUNICATION

# BLUE BOOK

- Open BB and review how the shifts work
  - What are typical shifts?
  - What are the different “float” shifts?
  - Who is the attraction manager?
  - Who is Admin?

## ARRIVING TO WORK

Arrive BEFORE you are due to start your shift.

Be prepared, in uniform, clocked in and ready to work!

Put your phone and belongings in your mailbox!

Clock in and sign out a walkie.

Read the black notes book

Check in with the attraction manager.

**NO PHONES ON THE FLOOR!**

# CLOCKING IN AND OUT

This is required for you to get paid!

Locate your name, click on the edit button, hit **NOW** and **SAVE** in order to record your in time. Do the same at out time. If you need to enter any notes, clock in or out, save and **THEN ADD NOTE** to save both.

You should always checkout with two people before you clock out. (attractions manager & closing admin)

The screenshot shows a web interface for a staff member named Michelle Stern. At the top, there is a header with 'Staff - SC' and an edit icon, followed by the name 'Michelle Stern' and a 'Go to profile' link. Below this, there are three dropdown menus for 'Location' (Sports Connection), 'Resource' (YB - Admin), and 'Sub-Resource' (Admin 4). The 'Start' and 'End' time fields are set to 06/21/2021 at 07:30 am and 05:00 pm respectively, with a 'Duration' toggle. There are input fields for 'Setup Duration' (0 mins) and 'Takedown Duration' (0 mins). A 'Publish Online' checkbox is checked. Under 'Custom Fields', there are two rows: 'IN' and 'OUT', each with a time input field (hh:mm AM/PM) and a 'now' button.



# BREAKS

- Employee Discounts 30% on food; see Director regarding play discounts. (not on cooler drink)
- We take breaks in Room 1 if available otherwise we use Room 5 and the Café.
  - Check with the attraction manager to go on break BEFORE you go or order food.
  - We have an employee fridge and microwave available.
  - Phones may be used on break only in areas away from customers.
  - We do not require employees to clock out for breaks: if you are on break and are needed on the floor, go help and then return to your break if necessary.

- Jump and play
  - Playland
- Laser Tag
- Bowling
- Esports
- Arcade
  - Ropes course
  - Rock Wall
  - Bumper Cars



ATTRACTIONS



# SAFETY FIRST

- Know where exits are in the facility
- Flashlights in all areas
- Wet floors need to be tended to ASAP
- A few key Attractions safety notes:
- Jump N Play – in the event of a power outage, IMMEDIATELY proceed to JnP to ensure all kids are safely out of bouncers
- Rock Wall and Ropes Course – do not operate either of these attractions unless you are fully trained and approved to do so. Harnessing is CRITICAL step 1 and cannot be skipped over!
- Bumper Cars – a safety check must be performed upon opening this attraction. Check that all riders are secured with the safety belts before you begin operating the attraction. ONE RIDER PER CAR. Adults may not ride with their children. If child cannot safely operate bumper car, then they may not ride!
- Laser Tag – NO RUNNING! Use words PHASER and TAG
- If something does not look or feel right ALERT A MANAGER or call 911



# WHY WALKING AROUND IN JUMP-N-PLAY IS SO IMPORTANT



## Jump-N-Play Rules

- All Participants Must Wear Socks
- No Running, Flips or Rough Play
- No Gum, Food or Drink
- No Climbing on or Over Walls
- No Jumping on Slides
- One Person on Slide at a Time
- Sports Connection is Not Responsible for Accidents or Injuries
- Play at Your Own Risk



\*without walking around you cannot see the kids inside of the bounce houses

# WHAT'S NEXT?

Today	Tomorrow	After Phase 1 & 2	After working attractions
Phase 2A	Phase 2B	Phase 3	Review & Ranking (2-3 weeks later)
<ul style="list-style-type: none"> <li>• Tour of facility</li> <li>• Daysmart picture</li> <li>• Jump-N-Play</li> <li>• Laser Tag</li> <li>• Esports</li> <li>• Games &amp; Redemption</li> </ul>	<ul style="list-style-type: none"> <li>• Ropes</li> <li>• Bumper Cars</li> <li>• Rock Wall</li> <li>• Bowling</li> <li>• Refresh 2A</li> </ul>	Work In specific areas of SC <ul style="list-style-type: none"> <li>• Shadow current employees if needed</li> <li>• Work attraction shifts on own</li> <li>• Review training guide</li> </ul>	<ul style="list-style-type: none"> <li>• “New Hire” to “Staff” Review</li> <li>• Evaluation of attraction knowledge and ranking</li> </ul>



GET YOUR DAYSMART PICTURE  
TAKEN!  
DON'T FORGET TO TAKE YOUR  
ATTRACTION MANUAL WITH  
YOU FOR FLOOR TRAINING!

