



# Training Guide

October 2023

Ballantyne - 11611 Ardrey Kell Road, Charlotte, NC 28277

Granite - 10930 Granite Street, Charlotte, NC 28273

Northlake – 8626 Hankins Road, Charlotte, NC 28269

**704-583-1444**

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# ORIENTATION OUTLINE

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# WELCOME TO SPORTS CONNECTION

Congratulations on being selected to join the Sports Connection team and family. We look forward to getting to know you better during your employment at Sports Connection.

We receive hundreds of resumes and job applications each month, but have very little turnover with our current staff, therefore, have very few new job openings. We like to think that is because each of you are happy working here and want to continue to improve and be part of Sports Connection. The few new employees we do hire are usually references from current employees like you. Our goal is to continue to promote from within and continue to have very little staff turnover. In order to do that, we have to feel comfortable that our current staff continues to provide the quality of service we demand for our customers and continue to follow Sports Connection rules, policies and procedures.

The following Training Guide outlines the highlights of the **THINGS YOU NEED TO KNOW** to work at Sports Connection. Please read over all the enclosed material and ask a manager if you have any questions on any material in this guide or the manuals. In addition to this **TRAINING GUIDE** there are other Manuals and Resources to aide you in learning and understanding all rules and procedures to work at Sports Connection. It is your responsibility to understand ALL information in these documents/handbooks.

# 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.

## **WHAT DOES SPORTS CONNECTION DO?**

- Family Entertainment – Ballantyne
- Birthday Parties – Ballantyne, Granite Street and Northlake
- Kids Night Out – Ballantyne
- Carolina Juniors Volleyball – Granite Street and Northlake
- Summer Camps – Ballantyne, Granite Street and Northlake
- Pickleball – Granite Street, Northlake, Sharon Lakes
- Tennis – Sharon Lakes
- Beach Volleyball – Granite Street
- Have Fun – EVERYWHERE!

## Staff Training Topics - All Staff - \*PT Staff/New Hires

( <http://www.SportsConnectionNC.com/staff/> )

YOUR NAME: \_\_\_\_\_ DATE: \_\_\_\_\_ HIRE DATE: \_\_\_\_\_

CORPORATE	ATTRACTIONS/SALES	ADMINISTRATION	PARTIES / GROUPS
<input type="checkbox"/> Employee Handbook	<input type="checkbox"/> Attraction Manager	<input type="checkbox"/> Phones	<input type="checkbox"/> Birthday Manual
<input type="checkbox"/> Training Manual	<input type="checkbox"/> Jump-N-Play	<input type="checkbox"/> Emails	<input type="checkbox"/> Party Procedures
<input type="checkbox"/> Organization Chart	<input type="checkbox"/> Laser Tag	<input type="checkbox"/> Open / Close Checklists	<input type="checkbox"/> Booking Parties & Groups
<input type="checkbox"/> Attraction Manual	<input type="checkbox"/> Games	<input type="checkbox"/> Parties /Groups	<input type="checkbox"/> Walk Up Parties
<input type="checkbox"/> Websites	<input type="checkbox"/> Redemption	<input type="checkbox"/> Summer Camps	<input type="checkbox"/> Party Proofing & Prepare
<input type="checkbox"/> Operating Hours	<input type="checkbox"/> Mini-Bowling	<input type="checkbox"/> CJV	<input type="checkbox"/> Host An FEC Party
<input type="checkbox"/> Dress Code	<input type="checkbox"/> Bowling	<input type="checkbox"/> Clinics	<input type="checkbox"/> Host A Sport Party
<input type="checkbox"/> Requests / RSVP	<input type="checkbox"/> Rock Wall	<input type="checkbox"/> Kids Night Out	<input type="checkbox"/> Birthday & Host Manager
<input type="checkbox"/> Work Schedules	<input type="checkbox"/> Spin Zone	<input type="checkbox"/> Rentals	<input type="checkbox"/> Marketing Camps
<input type="checkbox"/> Changes / Call Outs	<input type="checkbox"/> Ropes Course	<input type="checkbox"/> Large Groups	<input type="checkbox"/> Party Check In / Out
<input type="checkbox"/> Blue Book	<input type="checkbox"/> SC Playground	<input type="checkbox"/> Registrations	<input type="checkbox"/> Pizza Orders
<input type="checkbox"/> Clocking In & Out	<input type="checkbox"/> Communication/Notes	<input type="checkbox"/> Blue Book	
<input type="checkbox"/> Mailbox & Storage	<input type="checkbox"/> Front Counter	<input type="checkbox"/> Schedule Converting	<input type="checkbox"/> SPORTS / LEAGUES
<input type="checkbox"/> Compensation	<input type="checkbox"/> AC Sales & POS	<input type="checkbox"/> Call Outs / Changes	<input type="checkbox"/> Clinics
<input type="checkbox"/> Attitude	<input type="checkbox"/> Pricing	<input type="checkbox"/> Applications	<input type="checkbox"/> Open Play
<input type="checkbox"/> Breaks & Meals	<input type="checkbox"/> Coupons	<input type="checkbox"/> Pizza Orders	<input type="checkbox"/> Pickleball & Tennis
<input type="checkbox"/> Cell Phones	<input type="checkbox"/> Selling Beer/ID Process	<input type="checkbox"/> Website Changes	
<input type="checkbox"/> SC Equipment	<input type="checkbox"/> Connection Cards	<input type="checkbox"/> DaySmart Calendar	OPERATIONS / MAINT
<input type="checkbox"/> Emails	<input type="checkbox"/> Summer Camps	<input type="checkbox"/> DaySmart Customers	<input type="checkbox"/> General Maintenance
<input type="checkbox"/> Under 18	<input type="checkbox"/> Camp Counselor	<input type="checkbox"/> DaySmart ONLINE	<input type="checkbox"/> Maintenance Checklist
<input type="checkbox"/> Staff Reviews	<input type="checkbox"/> Clinics	<input type="checkbox"/> Cash Drawers-Open/Close	<input type="checkbox"/> Cleaning Checklists
<input type="checkbox"/> Injuries	<input type="checkbox"/> DaySmart Sales & POS	<input type="checkbox"/> Game Cards	<input type="checkbox"/> Lost & Found
<input type="checkbox"/> Customer Problems	<input type="checkbox"/> Volleyball Courts	<input type="checkbox"/> Party Check Out	<input type="checkbox"/> Game Problems
<input type="checkbox"/> Manager Notes	<input type="checkbox"/> Basketball Courts	<input type="checkbox"/> Copy, Scan, Postage	
<input type="checkbox"/> Marketing Information		<input type="checkbox"/> Refunds, Changes	CAFE
<input type="checkbox"/> Alarms, Keys, Passwords		<input type="checkbox"/> Tasks	<input type="checkbox"/> FOH
<input type="checkbox"/> Refunds		<input type="checkbox"/> Responses	<input type="checkbox"/> BOH

*I understand the above training topics and agree to follow and uphold them during my employment at Sports Connection. I also confirm I have read and understand the Sports Connection Training Notes, Attraction Manual and Employee Handbook.*

EMPLOYEE: \_\_\_\_\_ DATE: \_\_\_\_\_ MANAGER: \_\_\_\_\_ DATE: \_\_\_\_\_

## CORPORATE

**EMPLOYEE HANDBOOK** - The Sport Connection (SC) Handbook explains all the corporate rules and regulations of working at SC, including Compensation, Benefits, Required Forms, etc. ALL employees are required to sign that they have read and understand the information in the SC Handbook before they begin working at SC.

**ATTRACTION MANUAL** - The SC Attraction Manual is a collection of information primarily focused on the Family Entertainment Center (FEC) side of the SC business and should be used and understood by all staff when working any Attraction, Game, Ride, Front Counter, or Other Area.

**BIRTHDAY MANUAL** - Any staff that is going to be hosting or booking SC parties at any location needs to understand all information in the Birthday Training Manual and should be approved by the Birthday Manager to be able to book or host any parties. All staff should know how to Host a party and how the entire party process works. All Hosts must fully understand their responsibilities AND must know how to work ALL attractions before being allowed to Host a party.

**SPORTS MANUAL** - The two main divisions of SC are the Family Entertainment Centers (FEC) and Sports Centers, therefore the reason for our company's tag line of: "Sports & Family Entertainment Centers". The SC Sports Manual covers training topics dealing with the Sports side of SC, including Leagues, Open Play, Clinics, Field Rentals, etc. All employees should know the basics of the information in this manual and employees working at our Sports Centers (Granite Street and Northlake), should understand all information in detail.

**ORGANIZATION CHART** - SC employs over 250 people. The major categories of employees are: NEW HIRES, STAFF, MITS, and MANAGERS. Within these categories are Owners/Directors, General Managers, Managers, Managers In Training (MIT), Full Time Staff, Part Time Staff and Subcontractors. All employees should make an effort to meet each SC MANAGER on the SC Organization Chart and know what they do, and those managers should know you and what you do. A complete list of all employees and pictures can be found in our DAYSMART customer database system.

**WEBSITES** - All Staff should be familiar with SC and CJV websites and the details on all pages on these websites ([www.SportsConnectionNC.com](http://www.SportsConnectionNC.com), [www.CarolinaJuniors.com](http://www.CarolinaJuniors.com), [www.PickelballCharlotte.com](http://www.PickelballCharlotte.com), [www.CarolinaBeachVB.com](http://www.CarolinaBeachVB.com)). Most information on the websites should be able to be found by customers and staff within "2 mouse clicks". If you find information that is incorrect, missing, or could be changed or added to be clearer, please email [SCOffice@SportsConnectionNC.com](mailto:SCOffice@SportsConnectionNC.com).

**OPERATING HOURS** - See Website

**DRESS CODE** - The dress code applies to all employees, including Managers, Part Time Staff, attraction Staff, Hosts, Office/Admin, Counter, Coaches, 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.

Ballantyne - All Sports Connection Managers and Staff working at the Ballantyne location should wear an approved Red polo shirt (or black or other special color for employees that have been approved 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 colored/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. If you are going to be wearing a jacket over your polo, it should be solid 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 black jackets available to borrow for the day if cold. Please make sure you are signing them in and out each time you use them. Employees must wear close-toed shoes; no flip flops, No Crocs unless you are in the kitchen. Food service employees need to have approved non-skid shoes

Granite Street & Northlake - All Sports Connection Managers and Staff working at the Granite Street or Northlake locations should wear an approved Sports Connection polo or any CJV or Carolina Beach logo shirt and nametag. 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.

**REQUESTS & RSVP** - All Schedule Requests and Preferences need to be communicated to SC by noon on Wednesday the week before the upcoming workweek. The RSVP link can be found on the SCstaff page on our website.

We recommend saving the link to your favorites so you will have easy access to it every week. ALL employees NEED to fill out the online request form EACH WEEK by noon on Wednesday. Only the upcoming week is required to be submitted by Wednesday at noon. If the RSVP link allows you to RSVP for more than one week, the others are always optional unless specified otherwise.

Sample Responses for submitting your work availability and requests:

- **OK** – You are available anytime to work
- **Off** – You cannot work
- **Ok3** – You can work but cannot come in until a certain time
- **By6** – You can work but you must leave at a certain time.
- **Poff** – Can work, but “prefer” not to.
- **PBy or POk** – Can work, but “prefer” to be off by a certain time
- **Special Notes** – Prefer to work SCN. Would like 30 hours.

**WORK SCHEDULES** – The work schedule is posted for the following week on Fridays. Once the Work Schedule is posted, ALL Staff MUST check their Schedules in DaySmart for the following week on Friday or Saturday. 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. The DAYSMART Online app can be downloaded for employees wanting to use a Smartphone to check their schedule and view their profile.

**SCHEDULE CHANGES / CALL OUTS** - All employees are given the opportunity to submit their Requests and Availability by Noon on Wednesday the week before the actual work schedule is created. If by chance you can NOT work a shift or have any problems with your schedule, you must email [Staff@SportsConnectionNC.com](mailto:Staff@SportsConnectionNC.com) call 704-583-1444 immediately. 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. Excessive changes to the work schedule after it has been posted and excessive “Call Outs” **for any reason** will result in less future hours and possible termination. Employees should learn to plan ahead and work the hours they are scheduled and to which they have committed.

**BLUE BOOK** - Blue Book is an Excel Spreadsheet that shows an overall view of all the Staff Shifts and Staff Responsibilities at each location per day, for the current week. Blue Book can be opened in “Read Only” on any computer and a hard copy can be viewed on the bulletin board or front counter of most locations. All staff should check Blue Book for the current day and the next few days, each time they work to make sure they are prepared for their future shift(s). All staff should understand all Notes and Color Coding in Blue Book. If you have a note to “See Allan” or any other kind of note in Blue Book you do not understand, ASK! Don't wait until the day or even the day before, ASK ASAP. Many shifts in Blue Book will end with a “?”, versus a real time. These “?” shifts may require staff to stay later if needed. . (For those interested, the “Blue Book” got it’s name because it used to be a collection of calendar sheets kept in a “Blue” notebook when SC first opened in 1995.)

**CLOCKING IN/OUT** - There are clock in computers in the back Staff Office at SCB, the Embed Computer at SCN and Front Computer at SCG. All staff should Clock themselves IN by clicking “NOW” AFTER checking in with the Attraction Manager/GMOD. If you cannot locate the Attraction Manager/GMOD, THEN it is okay to check in with a Manager working in Admin. After being approved to leave by the GMOD/Attraction Manager, all Staff is required to Clock themselves out. If you cannot find the GMOD/Attraction Manager, or they have already gone for the day, check out with the Closing Manager. No employee should ever manually enter their clock in or out time without getting the Attraction Manager/GMOD. If you forget to clock in and out, you will not be paid for your shift. If you are a salary employee you will be required to use a PTO Day if you do not clock in our out.

Employees are NOT always able to leave at their scheduled time so ALWAYS check first before clocking out and leaving. Staff should only be clocked in when READY to work, not when ARRIVING to work. That means you are in FULL Uniform, name tag on, food put away, mailbox checked, etc BEFORE clocking in. AS SOON as you are Clocked In, you should be ready to go STRAIGHT to your assigned area, not the employees break room, bathroom, kitchen, etc. If you ARRIVE at SC at your scheduled WORK time, you are late. With our Timesheet System, we are able to accurately track tardiness and call outs in detail. These stats will be used for employee reviews and evaluation and future shifts and hours. A note should be added to the Comment Section of



your Staff Event in DAYSMART if you are more than 10 minutes early or more than 10 minutes late. If you are waiting on a ride once your shift has ended, please do not distract employees that are still clocked in and working.

**MAILBOX & STORAGE** - All Staff should have a Mailbox or Mail Folder. These Mailboxes should be emptied after each shift. Your Mailbox or Mail Folder is NOT a STORAGE BOX. It is OK to leave your name tag in your Mailbox or Mail Folder, but nothing else. If you need a place to “Store” items we can set up a STORAGE Folder for you in a separate place.

**COMPENSATION** - Pay periods end on the 15th and the last day of every month; Checks will be issued on the 10th and the 25th of every month. Direct Deposit is required. Pay stubs, as well as W-2's, can be viewed online via <https://paychecks.intuit.com>. Check with HR for access. Most part time employees starting pay rate is minimum wage. Employees with college degrees or professional work experience may have a slightly higher rate of pay. Each employee is considered for a pay increase at least once a year. If you have not had an employee evaluation meeting and/or pay increase in the last year and would like one, please contact your manager. Raises are given based on Merit, Attitude and Effort, not length of service

**ATTITUDE** - Customers come to SC to be entertained and have FUN! Our job is to make sure we represent ourselves in a way that helps them have FUN. SC is not the place to discuss your personal issues, problems, etc with customers or other employees. We want everyone to have Fun while at work, but remember we are at work to entertain, not play. Camp and Clinic Coaches as well as Party Hosts are there to Manage and Facilitate the parties and activities and make sure the kids have a good time, not necessarily there to “play” with the kids. Depending on the age, etc, the staff will often have to participate to keep the games moving etc, but remember that the kids are there to play with each other, not with you. “Be a Tigger, not an Eeyore”

**BREAKS** - SC is NOT required to allow for personal breaks for any employees older than 16 years of age. However, we have no problem with employees having breaks as long as there is adequate coverage in all areas and you communicate with the Manager On Duty and other staff. The employee break area is a place to store personal items, food, drinks, etc but it is NOT a gathering place for social purposes. As a norm, there should NOT be more than one or two Staff on break at one time. Managers may request that you take your break in the Café Table area or other location, versus Employee break room/area, to allow you to be more accessible if needed. During most busy days, especially weekends, it will be difficult for any staff to leave to go get lunch or dinner. Please make sure during this time to bring your own food or purchase from the Café if available.

**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 and Directors can have their cell phone with them, BUT must keep them out of site, and on vibrate, or silent and should only be used in the staff or admin offices and when on a personal BREAK. A personal break does not mean every 10 minutes. Our cell phone use by managers and directors has become too common and each person needs to please monitor their OWN cell phone use, and report any habitual violators to Allan.

**SC EQUIPMENT** - All SC Computers, Internet and all Equipment, Supplies, etc is for the specific use of Sports Connection. They are not to be used to do homework, book classes and airline tickets, do personal research, check Facebook pages, watch YouTube videos, check ball scores, etc without direct permission from Allan.

**EMAILS** - All employees working at SC must have an active Email Address that they can check regularly. Most communications, schedule reminders, announcement, etc are going to come to you via email. Employees can set up their DAYSMARTOnline accounts to “TEXT” them their work schedule 48 hours in advance, in addition to, or instead of emailing them, but staff still must be able to check their emails on a regular basis. Managers can choose to have a SC email address or continue to use their personal email address.

**UNDER 18** - Anyone working for SC, who is under the age of 18, needs to have their parent information on file in DAYSMART. Parents need to log into DAYSMART Online and initial the liability waiver before an under 18 years of age staff can begin using DAYSMART Online. All New Hire Applicants also need their parent information before they can be entered in to DAYSMART.

**STAFF REVIEWS** - Our goal is for each Staff Member to have a performance review at least 1-2 times a year. Please inform your manager via an email to [Staff@SportsConnectionNC.com](mailto:Staff@SportsConnectionNC.com) if you have not had a review in the last 6 months.

**INJURIES** - All injuries, no matter how small, should have an Injury report filled out. Injury reports should be sent to Ballantyne and will be entered into DAYSMART by the Admin staff and the original form will be given to Allan. Based on the severity of the injury, we may follow up and document in DAYSMART.

**CUSTOMER PROBLEMS** - If we ever have a problem with a really upset customer, find a manager and try and deal with the problem in an area away from other customers, such as a birthday room, back office, etc. Customers that are out of control and not listening to reason, cursing, etc, politely ask them to leave the facility immediately and ask them to email [SCOffice@SportsConnectionNC.com](mailto:SCOffice@SportsConnectionNC.com) and our General Manager will handle. If they refuse to leave, call 911 and let them know you have a non-emergency with an upset customer that you have asked to leave your facility and they refuse. Do not threaten the customer that you are going to call 911, just do it. Giving an upset customer free stuff, is not always the best way to handle or defuse a situation. When unsure of how to handle, call Allan's cell number at 980-722-6511 or Michael's at 704-904-2292.

**MANAGER NOTES** - The main form of "Ongoing Communication" between SC employees is through "Manager Notes". Manager Notes are REQUIRED to be read by ALL employees BEFORE they begin each shift. Managers with DAYSMART access will read their Manager Notes electronically using our online DAYSMART Program, which can be accessed from any online connection. Part Time (PT) Staff will receive an email from their manager updating them on any important information they need. Employees not reading Manager Notes at the beginning of their shift are not considered to be clocked in and ready to work. It is each employee's responsibility to stay up to date on all notes.

**MARKETING INFO** - Our website is our main form of Marketing Information. Customers wanting a piece of literature should be given our Red Corporate Brochures and a Price/Combo sheet and encourage them to go to the website. We also have small Camp Cards and Birthday Flyers depending on what they are looking for. If a Sales person asks about a SC Marketing person, we do not have one. The Owner usually handles the very little marketing we do. All inquiries dealing with Marketing should be sent to [SCOffice@SportsConnectionNC.com](mailto:SCOffice@SportsConnectionNC.com). Each location should have some of Allan's business cards to give to a customer for those situations that they are demanding to speak to the owner. [SCOffice@SportsConnectionNC.com](mailto:SCOffice@SportsConnectionNC.com) email is the correct email address to give anyone who asks and that is what is on Allan's business card as well.

**ALARMS, KEYS, USER NAMES, PASSWORDS** - All SC locations have monitored alarms. Please be sure you have the correct alarm codes, procedures and keys if you are schedule to Open or Close. Look ahead and don't wait until the day you are scheduled to work to find out the information. All staff should know the generic user names and passwords to operate the Amusement Connect POS Stations and their own DAYSMART user name and password if authorized. All computers use the same User Name and Password to access our "Hercules" file server. See a Manager if you are working on a computer that needs to regain access to the file server or workstation.

**REFUNDS** - As a norm, Sports Connection does not offer Refunds. If a customer inquires about wanting a Refund, please see a Manager.

**COMMUNICATIONS / NOTES / EMAILS** - An email report at the end of the day or during the day is the best way to communicate, document and organize the summary of the Day's Activities and to Highlight the "Goods, Bads and Future Needs" as it relates to your Location or Area. Anyone is welcome to send an email to Allan or any employee at anytime, but we want the following Managers to send an EMAIL REPORT to [Reports@SportsConnectionNC.com](mailto:Reports@SportsConnectionNC.com) after each shift. Report emails will be forwarded to all the Managers and Staff who need to see your information. In addition to sending the email to Allan, the email will also be pasted into the correct LOCATION (team) in DAYSMART. All notes for a location will be in the same record with MANAGER, OPERATIONS, PARTIES, and etc at the beginning with the date. Any report of problems with specific staff should be included in the email to Reports, BUT these lines should be deleted in the version posted to DAYSMART. The best way to access the Team Notes is to just type "Notes" in the team search field and then select the one you want.

- Closing Manager - At least one report from the Closing Manager(s) at each location.
- Attraction Manager - At least one report from the Attraction Manager at SCB and SCN on Saturdays and Sundays. The Attraction Manager and Closing Manager may be the same person on some days; therefore may just all be in one report.
- Birthday Manager - At least one report from the Birthday Manager(s) (Purple Person) at SCB and SCN on Saturdays and Sundays.
- Operations (Maintenance) Manager - At least one report from the Operations Manager at SCB and SCN. SCG and SCSL closing reports should include any maintenance related needs.
- Café Manager - At least one report from the Closing Café Manager at SCB.

Any communications that are schedule-related should be sent to Staff@SportsConnectionNC.com. If, at any time, you have concerns of a more private nature such as pay rate, review request, sensitive topics, please email to:

- Mike@SportsConnectionNC.com
- Chefshell@SportsConnectionNC.com
- Sheila@arolinaJuniors.com
- Kelsey@CarolinaJuniors.com

You are always welcome to send an email to the owners below:

- Allan@SportsConnectionNC.com
- Jon@SportsConnectionNC.com

## ATTRACTIONS / SALES

**ATTRACTION MANAGER** - The Attraction Manager is responsible for all attraction areas and making sure there is coverage in all areas at all times. All Attraction staff should be checking in and out with Attraction Manager when they arrive to work, before they leave and for breaks. The Attraction Manager is the link between the Front Counter, Back Office, Birthday Counter and all Attraction Staff. On busy days, there will be a dedicated Attraction Manager, but on slower days, the Attraction Manager may be assigned to number of different areas. The Attraction Manager is usually going to be indicated in Blue Book with a dark blue color.

**JUMP-N-PLAY** - Jump-N-Play requires staff to always be on their toes and trying to make sure all kids follow our rules. All staff should understand our published rules and enforce them. Staff should not gather together. If more than one staff working, one should be at the door and watching the first two bouncers and the other staff should be watching the other bouncers. Birthday Host should help monitor, not gather at the entrance and socialize with other staff. If you have trouble with a kid not obeying the rules, radio a manager to find his/her parents and talk to them. We will not allow one crazy kid to ruin other kid's enjoyment and safety. Read the JNP portion of the Attraction Manual for additional information and proper cleaning and opening and closing procedures.

**LASER TAG** - Laser Tag in general is one of our most popular Attractions. Because Laser Tag is played in a dark, black-light, noisy, enclosed room with a mixture of boys, girls and adults, it is **EXTREMELY IMPORTANT** to always enforce the SC Rules and **NEVER** leave players in the Laser Tag Arena without a staff person. On busy days with a large number of players, we should have two or more marshals in the arena at all times. At least one Laser Tag staff should have a walkie talkie at all times when working Laser Tag. Laser Tag is not just a Game; it is an **EXPERIENCE**. Make sure players feel this way from the time they enter until the time they leave. You can accomplish this by making sure all players understand the game. Do not allow a few players to disrupt other players experience, and be excited and helpful when briefing and during and in-between games. Other than the size of the arena and the maximum number of players, everything else about SCB Laser Tag should be the same. Laser Tag Cards **MUST** be collected at the door into the arena at SCB. **NO CARD, NO ENTRY**. All birthday kids, public play, etc should have a card to gain entrance to Laser Tag. Spectators, as a norm, are not allowed in the Laser Tag arena. Birthday Hosts may allow the birthday parent(s) to enter the arena for pictures if not in the way. Read the Laser Tag portion in the Attraction Manual for additional information, briefing speech, troubleshooting, Opening and Closing checklist, etc.

**GAMES & REDEMPTION** - All staff need to understand how the games operate and how to troubleshoot and fix the basic problems. All staff should understand all information in the Attraction Manual on how to work the Redemption Counter. Placing money or game value on a card without receiving payment is stealing. All cards are the property of Sports Connection, regardless of where found or if they have game or money value left on them. At least one Games staff should have a walkie talkie at all times when working Games and Redemption. Usually the walkie talkie stays at the Redemption Counter. If there are more than two staff members in Games/Redemption, others should be walking around the game room helping customers, explaining games, game cards, checking on Mini-Bowling, etc.

**MINI-BOWLING** - All staff and hosts need to understand how to operate and troubleshoot Mini-Bowling. Although it appears that all of the Mini Bowling lanes are blocked off in the calendar for pre-booked parties, parties should put at least 4-5 kids per lane and keep the lanes/kids together to free up the other lanes for public use. Do not let kids throw and play with balls if not actually playing the game. The Redemption Counter and Game Staff should help monitor.

**BOWLING** - All staff and hosts need to understand how to operate, set up for time and for game play, and know all aspects of Bowling. We typically put 4-6 people per lane. 4 people can easily play one game in an hour and usually start another one. 5-6 people may not finish a full game in an hour. All staff need to know how to print off the day's rentals and parties, create a wait list, handle maintenance issues, etc.

**ROCK WALL** - All staff and hosts need to understand how to operate the Rock Walls. Everyone needs to practice safety at all times. Need to make sure that everyone has closed-toed shoes, is harnessed properly, and acts appropriately during climb. Staff should always be watching the climber and never have more climbers on the wall than they feel comfortable handling. The Rock Wall should be inspected daily.

**SPIN ZONE** - All staff and hosts needs to understand how to operate Bumper Cars. Know how to swipe card, know how to explain rules to customers, know how to start, pause, stop ride. All staff needs to understand how to properly turn off Spin Zone at night and report maintenance issues. Never leave Spin zone unattended or enter the arena area while the cars are moving.

**ROPES COURSE** - All staff and hosts need to understand how to operate the Ropes Course. Be aware of how the course works, safety, scan card, and proper way to move through the course. Make sure to let the Attraction Manager know if you are not comfortable working the Ropes Course. All staff are required to be signed off on before working the Ropes Course each shift. Shoes must be worn and firmly attached to feet (no flip flops), no loose objects in pockets, no dresses.

**FRONT COUNTER** - Staff that has been approved to manage the Front Counter need to clearly understand all aspects of SC and be able to handle all items listed in the Attraction Manual. Staff not assigned to the Front Counter should not hang out there unless asked to by a SC Manager. Most Front Counter staff will have worked all areas of SC and are capable of answering basic phone calls if needed.

**GAME SALES & POS** - Our Game POS System is called Amusement Connect. We call it AC for short. The AC system controls all arcade games, rides and attractions. Detailed training will be provided to each staff on an individual basis.

**PRICING** - All Staff should understand the correct Pricing for all Attractions, Activities, Parties, Groups, Games, Rides, Classes, Camps, Programs, etc offered at SC. All prices should be clearly posted on our website. Our FEC pricing can be found on flyers at the front counter, menu board and on each game/ride card reader. We often have Special Prices or Combos available. All staff needs to be aware of the Specials and how to ring them up properly.

**COUPONS** - Coupons are valid for REGULAR PRICING and are not to be used on special prices, combos and other discounts, unless specifically stated. All coupons should be entered in Amusement Connect correctly, marked Void on the Coupon and put in the cash drawer. Always check the expiration date on the coupon.

**SELLING BEER / ID PROCESS** - We sell beer and wine at our Ballantyne location and beer at our Northlake location. No one under the age of 18 is allowed to work the front counter at SCB or SCN. We do require that anyone wanting to consume beer or wine, must present a valid ID and receive a wristband to wear. There are no exceptions to this rule. If you see anyone consuming alcohol without a wristband, notify a SC Manager immediately. No one should be allowed to purchase or consume alcohol that is intoxicated. No one is allowed to leave SC with an alcoholic beverage and no one is allowed to bring in alcoholic beverages purchased elsewhere.

**SUMMER CAMPS** - We offer 10-12 weeks of summer camp at our Ballantyne, Granite Street, and Northlake locations. All staff should understand all information regarding summer camps. Birthday Parties are our main source of marketing for Summer Camps. All hosts and staff are to make sure all party guests and parents know about our summer camps. We often have "Return Visit Coupons" to give to each party kid with Summer Camp information on the back.

**CAMP COUNSELOR** - Summer Camps are one of our largest programs and require a number of additional staff during the 10-12 weeks of summer. SC tries to hire as many Camp Counselors from our normal weekend PT Staff when possible. Sometimes we have former employees returning home from college that work as Camp Counselors. If you are interested in being considered for a Camp Counselor, email SCOffice@SC. All camp counselors need to know how to run all areas of Sports Connection and be great working with kids.

**CLINICS** - We offer Volleyball Clinics at Granite Street and Northlake. We also offer Pickleball Clinics at Granite Street. All staff should know the details of these clinics and how to check in participants and coordinate the Clinics if needed.

**DAYSMART SALES & POS** - The DAYSMART System is our master Customer Database, Calendar, League Management, Birthday, Camp, Soccer Plus, etc software system for all of Sports Connection. DAYSMART is the program employees can access; DAYSMART is the program our customers can access. We also use DAYSMART and DAYSMART ONLINE for all of our Staff and Subcontractor Schedules. DAYSMART is used as a POS system at Granite Street. Each employee will have their own DAYSMART user name and password if they need access to DAYSMART. All employees will have access to their own DAYSMART LINE account to check their schedules, update their address, email, etc. All staff should understand the basics of DAYSMART and DAYSMART ONLINE.

**VOLLEYBALL COURTS** - We have 9 volleyball courts at Granite Street and 11 at Northlake. We run volleyball Leagues, CJV, Summer Camps, and also allow rentals. All staff should know how to properly raise and lower the nets, clean the floors and setup for Leagues and CJV. We also have 5 outdoor beach volleyball courts at Granite Street and 4 Outdoor Pickleball Courts

**BASKETBALL COURTS** - We have 5 basketball courts at Northlake. We share court 7/8 with Fitness Connection. As a norm, Fitness Connection has the courts before 4 PM Monday-Friday and 8-10 AM on Saturdays and 10 AM-Noon on Sundays. SC has the courts the rest of the time and all day Monday-Friday during the summer. SC is responsible for keeping the courts clean and operational. The SC door should be locked when during Fitness Connection's hours and Fitness Connection's door should be locked during SC's hours. All staff should know how to setup, coordinate and check-in basketball leagues, clinics, summer camps, and rentals.

**PICKLEBALL COURTS** - We have 14 Indoor Pickleball Courts and 4 Outdoor Pickleball Courts at Granite Street and 4 Indoor Courts at Northlake.

**AGE RULES** - We do not directly supervise kids at anytime. Yes, we are staffed, but we are not directly supervising parent's kids for them unless at Camp, Kid's Night Out, etc. Our hope is No kids will be dropped off and left unattended, but our only written rule is "Under the age of 18 must be accompanied by a parent or guardian after 8 PM". Parents choosing to leave their kids unsupervised before 8 PM is done so at their own discretion, however, we should NEVER take a parent's phone number or imply in any way that we will keep an eye on the child while they are gone, even if we "know" the kids or parents. IT'S A LIABILITY! If parents ask if they can leave their child while they run to the mall, go workout, or play in a game, tell the parents "We do not directly supervise the children. If you feel comfortable leaving your child unsupervised, that is entirely up to you." Keep in mind we do not allow loitering so the child must be a paying customer at all times. They cannot pay for 1 game of laser tag (30 minutes) and stay for 2 hours.

**SITTING** - We do not sit while waiting on customers. It is OK to sit when no customers are around, but as soon as you see a customer approach, stand up. Sitting on a stool and leaning on the counter like you are at a bar and had too much to drink is not the most appealing look for a customer who is coming to SC to spend money to entertain themselves and their kids. We have no problem with stools or chairs as long as no one takes advantage of...otherwise, they go away.

**GUM** - Having Chewing Gum hanging out of your mouth while talking to a customer or smacking it while talking is not the image we are selling at Sports Connection. We have stopped short of banning gum for all employees since we do understand some use gum to relax, refresh the mouth, etc, but please do not chew gum when working the Front Counter, Redemption Counter or Attractions or Hosting a Party. Part Timers should not chew gum at anytime without direct permission from their manager which will be very rare.

**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 to your manager or directly to Allan, Jon, or Mike. Seeing or knowing something and not reporting it is also wrong.

**PRONOUNS** - WE are Sports Connection. Please stop using THEY and THEM when talking about SPORTS CONNECTION. We are all one company. Always use WE and US regardless if talking about Leagues, Parties, Admin, Phones, Camps, etc.

**FITNESS CONNECTION** - You must have a Valid Fitness Connection Membership to use any of the FC Clubs. You must also check-in at the FC Front Counter on each visit like any other member. As discussed in the SC handbook, FC Memberships are not given to all SC employees automatically but can be requested and discussed with your manager.

**MAIL** - Please make sure that if you are heading from one location to another that you check the "To Go To Box" and take anything that is in there. And then before you leave, check the To Go To box and bring any items back with you.

**TABLES** - We prefer customer not move tables together whenever possible without permission from a manager.

**WEEKENDS** - Weekends are our busiest times and when we make majority of our revenue. All staff needs to be prepared to work Fridays, Saturdays and Sundays.

**CALL VERSUS EMAIL** - When possible, we like to try and CALL Customers and Staff first and then EMAIL if no contact.

**VIOLENCE PREVENTION** - Sports Connection has a ZERO-TOLERANCE policy when it comes to violence in the workplace. All Employees are required to seek a manager, or director at the first site of any potential situation. It is VERY important to de-

escalate any altercation and if an unruly customer, or employee will not calm down, law enforcement is to be called IMMEDIATELY.

# GENERAL TRAINING TOPICS

## TOP 10 NEW HIRE TRAINING LIST

Listed below are the top ten subject matters all new staff need to make sure they understand completely. The explanations and details of these topics can be found in this Training Guide, SC Handbook, and Other Manuals and Handouts. Please ask a manager if you do not understand any of the information below or at anytime while working for Sports Connection.

1.) **ADMINISTRATION & PAPERWORK** - All required paperwork must be filled out correctly and completely before beginning to work for Sports Connection (SC). Each employee will be given a New Hire Package. Employees under the age of 18, will also need parents information. Contact [Admin@SportsConnectionNC.com](mailto:Admin@SportsConnectionNC.com) for questions on filling out your paperwork or to change your address, or to change payroll information.

2.) **PERSONAL & ETHICS** - We expect all staff to present and conduct themselves in a manner that is consistent with the SC rules and policies outlined in our Handbooks and Manuals. This includes: Dress Code, Name Tags, Cell Phone Use, Appearance, Gum, Personal Hygiene, Honesty, On-Time, Communication Skills, Confidentiality (SC & Payroll), Attitude, Gossip, Personal Issues, Dating, etc.

3.) **ORGANIZATIONAL CHART & MANAGERS** - SC employs over 250 people. All employees should meet each SC Manager on the SC Organizational Chart and know what they do, and those managers should know you.

4.) **COMMUNICATION & INSTRUCTIONS** - Effective and Clear Communication between you and SC Office/Staff is very important. You need to always Follow Instructions. The Main forms of Communication from SC Office/Staff to You are NOTES, EMAILS, MAILBOX and PHONE. Main forms of Communication from You to SC Office/Staff are RSVP, EMAILS and PHONE. Written communication is always better than verbal communications, especially on busy days. "A short pencil is better than a long memory."

5.) **SCHEDULES & REQUESTS** - All Schedule Requests and Preferences need to be communicated to SC by noon on Wednesday the week before the upcoming workweek. ALL Staff MUST check their Schedules in DAYSMARTOnline for the following week on Friday or Saturday and email [Staff@SportsConnectionNC.com](mailto:Staff@SportsConnectionNC.com) immediately if there are any problems.

6.) **SHIFTS & TIMESHEETS** - All staff are required to Clock In and Clock Out. All Staff are required to check in with the SC manager upon arrival and check out upon departure. Staff should clock in when READY to work, not when ARRIVING to work. Our Timesheet System allows us to accurately track tardiness and call outs in detail. Both of these stats will be used for employee reviews and evaluation and future shifts and hours.

7.) **ATTRACTIONS & PRICING** - All Staff must understand how to work EACH Attraction area and understand all Regular & Combo Pricing, Party & Group Pricing, Camps & Clinics Pricing and any other pricing or programs offered at any of the SC locations. All information can be found in our Training Manuals and on our website.

8.) **PARTIES & HOSTING** - Not all Staff will be hosting parties, but all staff need to know how our party and group process works and be prepared to host or help with a party when needed. Parties are our main source of marketing for public play, camps, clinics and future parties. It is essential that each party participant has a great time while at SC. Even though we host hundreds of parties every week, for the birthday child and many of his/her guests, this may be the only party they will experience at our facility all year. It is our job to make it SPECIAL and MEMORABLE!

9.) **SOCIALIZING & FUN** - Customers come to SC to be entertained and have FUN! Our job is to make sure we represent ourselves in a way that helps them have FUN. SC is not the place to discuss your personal issues, problems, etc with customers or other employees. We want everyone to have Fun while at work, but remember we are at work to entertain, not play. "Be a Tigger, not an Eeyore".

10.) **REVIEW & ONGOING TRAINING** - Each SC employee is required to learn and review all training topics and rules and procedures of SC. The SC Training Notes can be viewed online at [www.SportsConnectionNC.com/staff](http://www.SportsConnectionNC.com/staff).