

WELCOME TO SPORTS CONNECTION

Interview / Paperwork

Phase 1

New Hire Training

General Information

Policies and Procedures

Training Topics

Phase 2

Attractions Training

Workplace Safety

Attractions operations (split into 2 shifts)

Phase 3

Work Shifts

Shadow current staff

Work shifts independently

Review & Rank

Catch up with the hiring team about training and go over any questions.

Learn Bowling, get approved by Eli or Doug for Ropes Course.

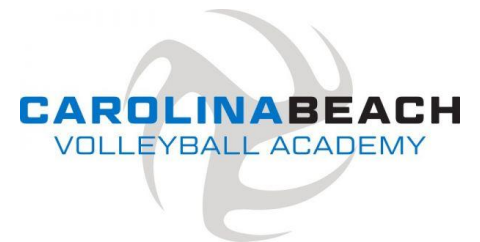
Party / Camp Training

Once staff can operate the attractions independently we will schedule birthday parties and camp counselors training as needed

TRAINING
OVERVIEW

WHO IS SPORTS CONNECTION

- **Family Entertainment – Ballantyne**
- **Birthday Parties – All locations**
- **Summer Camps- All locations**
- Carolina Juniors Volleyball – Granite and Northlake
- Pickleball/ Tennis – Granite, Northlake & Sharon Lakes
- Beach Volleyball – Granite



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.

HANDBOOKS AND TRAINING GUIDES

- Everything we are about to go over will always be accessible through the staff page from the website <https://sportsconnectionnc.com/staff/>
- These items have been noted to you previously but please make sure you refer to them frequently as they are resources for you and should always be updated!
- The Attractions Manual an amazing point of reference to brush up on operation of the attractions.
 - Reread the employee handbook if you have not already.
- ALL employees are required to sign that they have read and understand the information in the SC Handbook before they begin working at SC. (you already signed it)

QUESTIONS ABOUT THE HANDBOOK OR HOW TO ACCESS

- 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 Staff cell phone policy



GAME CARDS

- **Staff Personal Game Cards**

- Must Be Registered! Directions located on back of your game card
- It is against Sports Connection policy to add anything that you did not purchase with your own money to your game card.

- **Any Other Game Cards**

- At no time is it EVER appropriate to transfer remaining tickets or monies from ANY card onto your own card.
- It is also against Sports Connection policy to use game cards that are not registered to you under any circumstance.

Please do not put yourself in the position to be terminated or potentially prosecuted for stealing from Sports Connection.

APPROPRIATE UNIFORMS

Red polo
(Men's tucked in)

Regular jeans
(no tears, patches,
bedazzling)

Khaki pants/shorts
(Mid thigh / past
fingertip)

Comfortable athletic
shoes
Closed Toe

Nametag

Plain Black jacket
(no hood or
logo bigger than
nametag)

IF YOU ARE UNSURE IF AN ITEM IS WITHIN DRESS CODE,
BRING IT OR A CHANGE WITH YOU BECAUSE YOU CAN BE
SENT HOME FOR BEING OUT OF UNIFORM

SCHEDULE REQUESTS

- **Each week, your schedule submissions (RSVPs) are due SUNDAY by 5:00 for the following week.**
- Schedule requests are just that – requests. For staff that do not submit in a timely manner, we reserve the right to schedule as we need. Call outs stemming from these scheduled shifts will be considered unexcused.
- www.SportsConnectionNC.com/staff - Schedule Availability
- Missed RSVPs will result in not getting scheduled/scheduled what is needed.
- If you miss an RSVP, you must email 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. Sample Responses: OK, OFF, OK6, BY5.
- See Michelle or Bre D. for pointers on this if you have questions.

RSVP - Sports Connection (All Staff)


RSVPs are due by **Sunday 5 PM**. All staff have the ability to Submit RSVPs for up to 4 weeks in advance. Please complete the below RSVP Form if you would like to be considered for shifts for future week(s). Please fill out ALL weeks if you know your availability. You are able to **RESUBMIT** as many times as needed up until the Sunday at 5 PM the week before.

Please email Staff@SportsConnectionNC.com if the week you are submitting for does not exist as one of the options. The earlier you submit your RSVP, the earlier we will be able to create the work schedules.

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.
- Special Notes – Any special requests, needs, pre-booked lessons, training requests, etc.

chefshell86@gmail.com [Switch account](#)

 Not shared

* Indicates required question

Blue Book Name *

Blue Book Name Is Your FIRST Name Unless Told Otherwise.

Your answer

RSVP COMMENT SECTION

This is there for you!

Please use this comment section in addition to the staff email to communicate scheduling wants/needs with our team.

If you are asking off for a Saturday and / or Sunday, it would be best to enter a comment as to why. Weekend availability was a term of employment.

Examples:

Laser Tag refresh

Prefer Arcade/JNP

Out of town with family this weekend

Prefer 30 hours

Similar shifts as Bre D for ride purpose

Learn front/ops/kitchen/camp/parties (is not a guarantee of scheduling in these areas)

Schedule Notes

Enter any special notes regarding this weeks schedule.

Your answer

Submit

Clear form

Never submit passwords through Google Forms.

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.

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. If you are requesting off over the weekend, we ask that you put a note in the comment section as to why.

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.

If you are going to be late for your scheduled shift, **DO NOT EMAIL**. You must call 704-583-1444. Press "1" and then "1" again.

COMMUNICATION

HOW TO SEE YOUR SCHEDULE

- Every Friday (before 4 pm) our admin team will send out the following weeks schedule.
- It will come as a PDF with everyone's schedule for the week.
- This email will also include any important notes that need to be communicated with the entire staff team.
- These email may ask you to respond so please do your best to read the schedule email ASAP.
- If there are any issues with your shifts please contact:
Staff@SportsConnectionNC.com IMMEDIATELY, not several days later.

| | | | | |
|--------------------|-------------------------|----------|----------|------------------------|
| Cyndi Blanchette | Tuesday, June 3, 2025 | 8:00 AM | 5:00 PM | YB - Float Shift |
| Cyndi Blanchette | Tuesday, May 27, 2025 | 10:00 AM | 5:00 PM | YB - Float Shift |
| Cyndi Blanchette | Thursday, June 5, 2025 | 8:00 AM | 5:00 PM | YB - Float Shift |
| Cyndi Blanchette | Saturday, June 7, 2025 | 8:00 AM | 4:00 PM | YB - Float Shift |
| Douglas Troyan | Monday, May 26, 2025 | 9:00 AM | 5:00 PM | YB - Corporate Float |
| Douglas Troyan | Tuesday, May 27, 2025 | 9:00 AM | 5:00 PM | YB - Operations |
| Douglas Troyan | Thursday, May 29, 2025 | 9:00 AM | 6:00 PM | YB - Corporate Float |
| Douglas Troyan | Friday, May 30, 2025 | 9:00 AM | 6:00 PM | YB - Corporate Float |
| Douglas Troyan | Sunday, June 1, 2025 | 9:00 AM | 5:00 PM | YB - Operations |
| Dylan Porter | Wednesday, May 28, 2025 | 10:00 AM | 4:00 PM | YB - Attractions/Floor |
| Dylan Porter | Thursday, May 29, 2025 | 9:00 AM | 4:00 PM | YB - Front Counter |
| Dylan Porter | Friday, May 30, 2025 | 9:00 AM | 5:00 PM | YB - Attraction Manage |
| Dylan Porter | Saturday, May 31, 2025 | 2:00 PM | 10:30 PM | YB - FOH |
| Dylan Porter | Sunday, June 1, 2025 | 12:30 PM | 8:30 PM | YB - Front Counter |
| Dylan Hall | Sunday, June 1, 2025 | 2:30 PM | 8:30 PM | YB - Attractions/Floor |
| Elijah Carter | Monday, May 26, 2025 | 9:00 AM | 6:00 PM | YB - Corporate Float |
| Elijah Carter | Wednesday, May 28, 2025 | 9:00 AM | 5:00 PM | YB - Operations |
| Elijah Carter | Thursday, May 29, 2025 | 9:00 AM | 5:00 PM | YB - Operations |
| Elijah Carter | Saturday, June 7, 2025 | 8:00 AM | 5:00 PM | YB - Corporate Float |
| Elijah Carter | Saturday, May 31, 2025 | 8:30 AM | 6:00 PM | YB - Operations |
| Ethanet Castro-Lag | Monday, May 26, 2025 | 10:00 AM | 4:00 PM | YB - Attractions/Floor |
| Ethanet Castro-Lag | Saturday, May 31, 2025 | 10:00 AM | 7:00 PM | YB - Host |
| Evan Thurbee | Monday, May 26, 2025 | 10:00 AM | 7:00 PM | YB - Attraction Manage |
| Evan Thurbee | Tuesday, May 27, 2025 | 1:00 PM | 8:30 PM | YB - Operations |
| Evan Thurbee | Wednesday, May 28, 2025 | 10:00 AM | 7:00 PM | YB - Attraction Manage |
| Evan Thurbee | Friday, May 30, 2025 | 2:00 PM | 10:30 PM | YB - Operations |
| Evan Thurbee | Sunday, June 1, 2025 | 11:30 AM | 7:30 PM | YB - Attraction Manage |

BLUE BOOK

- Open BB and review how the shifts work
 - What are typical shifts/times?
 - What are the different “float” shifts?
 - Who is the attraction manager?
 - Who is closing Admin?
- Org Chart (who are the managers)

CLOCKING IN AND OUT

- This is required for you to get paid!
- When you arrive to work there will be a clipboard with everyone's shifts, check in with a manager and they will make sure you are clocked in correctly. (Admin or Attractions Managers should be your first resource)
- You are responsible for clocking yourself in and out and communicating with the appropriate staff

| | A | B | C | D | E | F | G | H | I |
|----|-----|------------------------|-------------------------|------------------------|----------|----------|-----------|---------|---------------------|
| 1 | DIV | Date | NAME | LOCATION | START | END | ACT-START | ACT-END | STAFF NOTE |
| 2 | FEC | Saturday, May 24, 2025 | Abigail Ballard | YB - FOH | 2:00 PM | 10:30 PM | 1:56 PM | | |
| 3 | FEC | Saturday, May 24, 2025 | Aidan Larson | YB - Front Counter | 11:00 AM | 7:00 PM | 10:53 AM | | |
| 4 | FEC | Saturday, May 24, 2025 | Angel De Dios-Flores | YB - Attractions/Floor | 4:00 PM | 10:30 PM | | | |
| 5 | FEC | Saturday, May 24, 2025 | Annalissa Mitchell | YB - Attractions/Floor | 10:00 AM | 5:00 PM | 9:58 AM | | |
| 6 | FEC | Saturday, May 24, 2025 | Antonio Pertinez | YB - BOH | 11:00 AM | 7:00 PM | 10:53 AM | | |
| 7 | PTV | Saturday, May 24, 2025 | Aokie James | Northlake | 8:30 AM | 3:30 PM | 7:58 AM | 3:01 PM | BlueBook says 8am , |
| 8 | FEC | Saturday, May 24, 2025 | Artin Mohammadalinezhad | YB - Attractions/Floor | 4:00 PM | 10:30 PM | | | |
| 9 | FEC | Saturday, May 24, 2025 | Ben Kriss | YB - Attractions/Floor | 1:00 PM | 9:00 PM | 12:58 PM | | |
| 10 | PTV | Saturday, May 24, 2025 | Bonnie Servatius | Ballantyne | 8:30 AM | 3:30 PM | | | Sick |
| 11 | FEC | Saturday, May 24, 2025 | Braden Nichols | YB - BOH | 4:00 PM | 10:30 PM | | | |
| 12 | FEC | Saturday, May 24, 2025 | Brandon London | YB - Attractions/Floor | 2:00 PM | 10:00 PM | 1:50 PM | | |

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!



BREAKS

- Employee Discounts 30% on food at café. (not on cooler drink)
- See a Director regarding play discounts.
- We take breaks in Room 1 if available otherwise we use Kitchen Extension, 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.
 - Breaks should be between 15-20 mins unless otherwise approved.

- Jump and Play Area
 - Playland
 - PlayTower
- Laser Tag
- Esports
- Arcade
 - Rock Wall
 - **Ropes Course (need to be signed off on)
- Bowling (once approved)

**Must be cleared to operate AFTER TRAINING, by Operations Managers (Doug or Eli)



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 Area – in the event of a power outage, IMMEDIATELY proceed to JnP to ensure all kids are safely out of bouncers
- We may need to assist children from the Play Tower
- 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!
- Laser Tag – NO RUNNING! Use words PHASER and TAG
- Bowling – Know how to shut off the ball return at the lanes
- If something does not look or feel right ALERT A MANAGER or call 911

EMERGENCIES / GETTING A MANAGER

- Code Orange:
 - Missing child
 - Missing Parent/Adult
- Power Outage
- Body fluid / Large Spills
- Upset Customer

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"> • Tour of facility • Court Reserve picture • Jump-N-Play Area • Laser Tag • Esports • Games & Redemption | <ul style="list-style-type: none"> • Ropes (preliminary) • Rock Wall • Refresh 2A | <p>Work In specific areas of SC</p> <ul style="list-style-type: none"> • Shadow current employees if needed • Work attraction shifts on own • Review training guide • GET CLEARED BY DOUG OR ELI FOR ROPES COURSE! | <ul style="list-style-type: none"> • “New Hire” to “Staff” Review • Evaluation of attraction knowledge and ranking |



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

