

Champions Sugar Shack Orientation Guide

Welcome to Champions Sugar Shack!

We are delighted to have you join our team. This orientation guide will help you get started and ensure you have all the information you need to succeed in your new role.

1. Introduction

We are thrilled to have you join our team! As part of the Champions family, you are stepping into a vibrant and dynamic environment dedicated to creating memorable experiences for both children and adults.

Mission Statement:

At Champions Sugar Shack, our mission is to provide a family-friendly environment where everyone can enjoy delicious ice cream and fun snacks. With the pool right behind us, we are at the heart of the fun, offering a place for families to relax and create lasting memories.

Company Overview:

Champions Riverside Resort began its journey in 2011 with Rick and Lori Severson at the helm. Over the years, Champions has grown to offer an extensive range of amenities and activities. From seasonal sites and rental units to sleeping cabins and deluxe cabins, we cater to all your accommodation needs. Our property boasts axe throwing, a club center leading into the swimming pool, a camp store connected to the Bar & Grill, an arcade-filled game room, and a craft corral. Enjoy our 1.5-acre swimming pond with a beach, Legends Pond Building, zip-line, laser tag, and multiple inflatables.

Champions Riverside Resort is all about fun for all ages. Whether it's jumping on the Jumping Pillow, participating in barrel rides, bags, GaGa Ball, or watching free movies, there's always something to do. Our guests love our soft serve ice cream, basketball courts, playground, pedal bikes, water wars, fishing, canoeing, and so much more!

Welcome Aboard:

We believe that every team member plays a crucial role in making Champions Sugar Shack a special place. Your dedication and enthusiasm will help us continue to deliver exceptional experiences to our guests. We're excited to see the positive impact you'll make!

2. Getting Started

First Day Checklist:

- Complete necessary paperwork (onboarding packet, copy of ID and Social Security Card).
- Obtain employee nametag and staff shirts.
- Tour of the facility.

Meet Your Team:

- Lori Severson: Lori and her husband Rick own Champions.
- Ryan Lipke: General manager and head of security.

Explanation of team structure and roles:

- At the Sugar Shack, we have a dedicated manager who oversees all operations and is your primary point of contact for any questions, concerns, or issues. Please ensure that you report directly to this manager rather than approaching any other staff members who may not be responsible for your area. This helps maintain clear communication and ensures that all matters are handled efficiently and appropriately.
- Skipping over this chain of command does not help communication between managers. It is important to know that the management team is a close-knit set of people who cross check each other often.

3. Job Tasks & Responsibilities:

A. Customer Service:

- Serve customers in the Sugar Shack, including but not limited to ice cream and other food items.
- Be prepared to answer questions from customers about the time, place, and details of daily events.
- Provide clear and accurate information by seeking clarification from a manager when unsure how to answer a question.
- Greet the customer within 10 seconds of them entering the facility.
- Speak loudly, clearly, and confidently when with a customer or staff member.

B. Inventory & Merchandising:

- Inventory, organize, restock, and mark the price of the merchandise displayed in the store.
- Notify the manager when items have been damaged.
- Ensure displays are neat, orderly, and fully stocked.
- Maintain proper portion sizes when serving products to ensure consistent service.

C. Cleanliness & Organization:

- Keep the work area clean, including the desk area, display cases, shelving, walkways, and outdoor sidewalks, the bathhouse, and the Sugar Shack bathrooms/showers.
- Wipe down tables and keep napkins stocked.
- Wipe down windows and doors regularly.
- Keep the back storage area organized and monitor/reduce clutter.
- Put all products and supplies back in the area it belongs to ensure organizational upkeep.

D. Pool Area Monitoring:

- Monitor the pool area and flip the pool sign when the pool is opened/closed.
- Notify proper management if anything looks out of the ordinary or needs attention.

E. Safety & Activity Oversight:

- Monitor the jumping pillow throughout the day to maintain safety and call security if needed.
- Check the schedule daily to know which activities you need to be at.
- Work in various areas for activities throughout the park as needed, including but not limited to laser tag, zipline, and barrel rides.

F. Cash Handling:

- Itemize and total the customer's merchandise selection, using cash or card systems for purchases.
- Pack large purchases in a bag for the customer.

- Maintain an accurate drawer count throughout your shift, ensuring that correct change is given and items are rung up correctly.
- The worker is directly accountable for the amount of all property and cash entrusted to them.

G. Signage & Communication:

- Ensure signs are neat, readable, and up to date.
- Attend staff meetings and communicate effectively with team members and management.

H. Additional Duties:

- Perform other duties as assigned, excluding grounds or maintenance work.

5. Training and Development

Champions Sugar Shack First Week Training Schedule

Day 1:

- Complete necessary paperwork (tax forms, direct deposit, etc.).
- Distribute employee handbooks and uniforms.
- Tour of the Champions Sugar Shack and introduction to key staff members.
- Overview of Champions Riverside Resort's history, mission, and services.
- Introduction to job responsibilities, daily tasks, and safety guidelines.
- Training on opening and closing procedures.
- Food safety training, including food handling, preparation, and storage.
- Customer service training, including best practices for interacting with customers and handling complaints.
- Hands-on practice with food preparation and shadowing an experienced employee.
- Procedures for timekeeping, scheduling, and payroll.

Day 2:

- Overview of weekly activities and safety protocols for different activities.
- Hands-on practice setting up and running various activities.
- Shadowing an experienced employee during activities and engaging with participants.
- Documentation of maintenance needs and requesting additional supplies.
- Cleaning procedures for different areas of the Sugar Shack.
- Shadowing an experienced employee in administrative tasks.

Day 3:

- Recap of the week's training sessions and key takeaways.
- Address any remaining questions or concerns.
- Independent practice of daily tasks with supervision.
- Final review and discussion of next steps and ongoing training opportunities.

Ongoing Training:

- All-staff meetings will be held a few times in the season. These trainings will be a fun way to meet your other coworkers and learn about ways to better your customer service at Champions.
- Performance reviews will be scheduled throughout the season, usually at the midway point of the season and near the end of the season. These sessions help both employees and management working well together and feedback is appreciated during these reviews.

6. Policies and Procedures

Food Safety Guidelines:

A. Personal Hygiene

- Handwashing: Wash hands thoroughly with soap and warm water for at least 20 seconds before handling food, after using the restroom, and after touching any potentially contaminated surfaces.
- Gloves: Wear disposable gloves when handling ready-to-eat foods. Change gloves between tasks or when they become contaminated.
- Health: Employees must report any symptoms of illness, particularly gastrointestinal symptoms, to the manager. Do not handle food if you are experiencing symptoms of illness.
- Clothing: Wear clean uniforms and hair restraints (hats, hairnets) to prevent hair from contaminating food.

B. Food Handling and Preparation

- Temperature Control:
 - Keep cold foods at or below 40°F (4°C).
 - Keep hot foods at or above 140°F (60°C).

C. Food Storage

- Refrigeration: Store perishable foods in the refrigerator at or below 40°F (4°C).
- Dry Storage: Keep dry goods in a cool, dry place, off the floor, and in sealed containers.
- Labeling: Clearly label all stored food with the date of receipt and use-by dates. Follow the “first in, first out” (FIFO) method to ensure older products are used first.

D. Cleaning and Sanitizing

- Surfaces and Utensils: Clean and sanitize all food contact surfaces and utensils before and after use. Use a sanitizer approved by the FDA.
- Equipment: Regularly clean and sanitize all kitchen equipment, including slicers, mixers, and refrigerators.
- Dishwashing: Wash dishes in a three-compartment sink (wash, rinse, sanitize) or use an FDA-approved commercial dishwasher. Follow this by bringing the dishes up to the kitchen to wash them and bring them back down when they are clean.

E. Pest Control

- Prevention: Keep doors closed, cover trash bins, and store food properly to prevent pest infestations.
- Inspection: Regularly inspect the premises for signs of pests. Report any issues to management immediately.
- Professional Services: Use licensed pest control services to handle infestations.

F. Record Keeping

- Cleaning Schedules: Keep detailed records of cleaning and sanitizing schedules.
- Incident Reports: Document any incidents of food contamination or pest control issues, including corrective actions taken.

7. Customer Service

Customer service is the backbone of this position and the Sugar Shack itself. Follow these guidelines to make sure each customer has a great experience:

A. Greeting and Acknowledgment

- Greet Promptly: Greet every customer within 10 seconds of their arrival. A warm, friendly greeting sets the tone for their experience.
 - Example: "Welcome to Champions Sugar Shack! How can I assist you today?"
- Acknowledge Waiting Customers: If there is a line, acknowledge those waiting by making eye contact and offering a friendly comment.
 - Example: "Thank you for your patience, we'll be with you shortly."

B. Efficient Service

- Keep the Line Moving: When it's busy, focus on efficiency without sacrificing service quality. Prioritize quick, accurate service to keep the line moving.
 - Example: Be ready to take the next customer's order as soon as you finish with the current one.
- Team Coordination: Work with your team to ensure all stations are staffed and functioning smoothly during peak times.
 - Example: Assign roles for handling different tasks to streamline operations.

C. Communication and Assistance

- Clear Communication: Speak clearly and listen attentively to customers' needs. Repeat orders back to ensure accuracy.
 - Example: "You ordered a chocolate ice cream cone and a soda, correct?"
- Provide Information: Be knowledgeable about our products, services, and activities. Provide helpful and accurate information.
 - Example: "Our next activity starts at 3 PM in the game room."

D. Handling Wait Times

- Inform Customers: If there's a delay, inform customers and reassure them they will be helped shortly.
 - Example: "We're experiencing a short wait, but we'll be with you in just a few minutes. Thank you for your patience."
- Manage Expectations: Keep customers updated on their order status, especially if it's taking longer than usual.
 - Example: "Your food is being prepared fresh; it will be ready in about 5 minutes."

E. Problem Resolution

- Stay Calm and Positive: Handle complaints or issues with a calm and positive attitude. Apologize for any inconvenience and take immediate action to resolve the problem.
 - Example: "I'm sorry for the inconvenience. Let me fix this for you right away."
- Escalate When Necessary: If you're unable to resolve a problem, escalate it to the manager promptly.
 - Example: "I'll get the manager to assist you further."

F. Exceeding Expectations

- Personal Touch: Add a personal touch to your service by remembering regular customers and their preferences.
 - Example: "Hi there! Back for your usual vanilla ice cream?"
- Go the Extra Mile: Look for opportunities to go above and beyond for our guests.
 - Example: "Would you like a complimentary topping on your ice cream today?"

G. Closing Interactions

- Express Gratitude: Thank customers for their visit and invite them to return.
 - Example: "Thank you for visiting Champions Sugar Shack! We hope to see you again soon."
- Farewell with a Smile: Always say goodbye with a friendly smile and wave.
 - Example: "Have a great day! Goodbye!"

8. Activities and Events

Knowing the activity schedule and understanding how to run all the weekly Sugar Shack activities are crucial for providing excellent customer service and ensuring a smooth operation. Here are the guidelines to help staff stay informed and prepared.

A. Familiarize Yourself with the Activity Schedule

- Daily Review: At the start of each shift, review the day's activity schedule. Make note of the times, locations, and any special instructions for each activity.
- Weekly Overview: At the beginning of each week, review the entire week's activity schedule. Familiarize yourself with recurring activities and any special events.
- Access to Schedule: Ensure the activity schedule is easily accessible to all staff. This can be through printed schedules, or CampersAPP on your phone. Feel free to tape up an activity schedule in the Sugar Shack for both yourselves and guests.

B. Communicating with Customers

- Quick Reference: Keep a quick reference guide with you that includes the times and locations of all daily activities. This can be a paper schedule card or on CampersAPP on your phone.
- Accurate Information: When a customer asks about an activity, provide accurate and up-to-date information. If you are unsure, check the schedule before responding.
 - Example: "Our Mario Kart Tournament starts at 8PM in the Sugar Shack. Let me confirm that for you."
- Friendly Assistance: Always respond to customer inquiries with a friendly and helpful attitude. Ensure they feel confident in the information you provide.
 - Example: "The Stick Horse Derby is at 9 AM outside the Sugar Shack. It's a lot of fun, you'll love it!"

C. Running Weekly Activities

- Ensure you understand the rules, setup, safety protocols, and how to engage participants.
- Activity Checklists: Use checklists for each activity to ensure all steps are followed correctly. This includes setup, safety checks, and cleanup.
- Safety Protocols: Always adhere to safety protocols. For activities like the zipline and laser tag, ensure all equipment is in good condition and participants understand the safety rules.
 - Example: "Before the zipline activity, check all harnesses and instruct participants on proper usage."

D. Key Activity Details – see weekly schedule for exact days and times.

- Mario Kart Tournament:

- Location: Sugar Shack
 - Setup: Ensure all gaming consoles and controllers are working, set up the game prior to participant's arrival.

- Running the Event: Organize participants, explain the rules, and manage the tournament bracket.

- Stick Horse Derby:

- Location: Sugar Shack

- Setup: Set up the course with markers and provide stick horses.

- Running the Event: Explain the rules, start the race, and cheer on participants.

- Zipline:

- Location: Zipline area

- Setup: Inspect the zipline and safety equipment, set up the harnesses.

- Running the Event: Ensure participants are properly harnessed, monitor safety, and assist participants as needed.

- Laser Tag:

- Location: Near the bounce houses

- Setup: Set up the laser tag arena and equipment, ensure all guns are functioning.

- Running the Event: Explain the rules, monitor gameplay, and ensure safety protocols are followed.

E. Continuous Improvement

- Feedback: After each activity, gather feedback from participants and other staff members. Look for ways to improve the experience.

- Example: "Ask participants what they enjoyed most about the Stick Horse Derby and what could be improved."

- Updates: Stay informed about any changes to the activity schedule or procedures. Regularly check for updates from management.

9. Administrative Information

Scheduling:

A. Shift Scheduling:

- Using Schedulefly:

- Accessing Your Schedule: Log in to Schedulefly to view your shifts. Ensure you regularly check the schedule for any updates or changes.

- Requesting Time Off: Submit time-off requests through Schedulefly as early as possible to allow for scheduling adjustments. Provide a reason for your request and specify the dates you need off.

- Swapping Shifts: Employees are in charge of finding coverage for their shift if they are unable to work. If you need to swap shifts with a colleague, coordinate directly with them first. Once an agreement is reached, use Schedulefly to request the shift swap and notify management of the change.

B. Importance of Punctuality and Reliability:

- Punctuality: Arrive at work on time for your scheduled shift. Being punctual ensures smooth operations and shows respect for your colleagues and guests.
- Late Arrivals: If you expect to be late, inform management as soon as possible so they can make necessary arrangements.
- Reliability: Consistently fulfill your scheduled shifts. If you need to change your availability, discuss it with management in advance to find a suitable solution.

Timekeeping:

A. Clocking In and Out:

- Physical Time Card System:
 - Clocking In: Use the time card system located at the front desk to clock in. Do not clock in more than 5 minutes before your scheduled shift begins.
 - Example: If your shift starts at 9:00 AM, you may clock in as early as 8:55 AM. Avoid clocking in earlier than this to ensure accurate payroll records.
 - Clocking Out: Clock out using the time card system as close to your scheduled end time as possible. This ensures that your recorded hours reflect your actual work time.
 - Example: If your shift ends at 5:00 PM, clock out as near to 5:00 PM as possible.

B. Tracking Hours Worked and Payroll Information:

- Monitoring Hours: Regularly check your recorded hours on the time card system to ensure they match your expected hours worked.
- Overtime Notification: If you anticipate working more than 40 hours in a week, notify management immediately. This allows for any necessary adjustments to be made to your hours and ensures compliance with labor regulations.

10. Conclusion

Welcome to the Champions Sugar Shack team! We are excited to have you with us and look forward to a fantastic journey together.