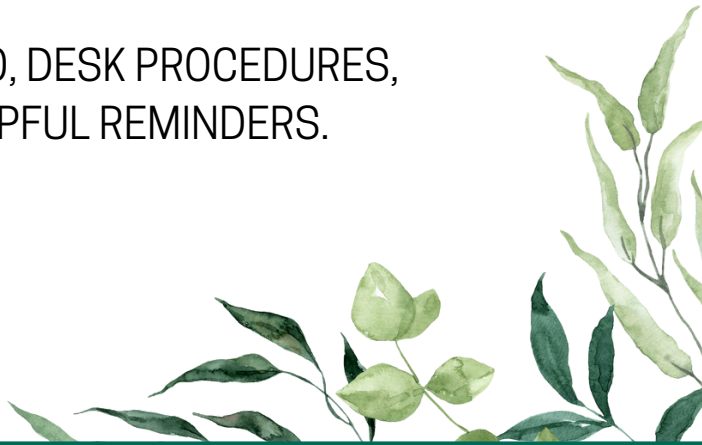




FRONT DESK RESOURCE GUIDE

INCLUDES CONTACT INFO, DESK PROCEDURES,
TASK LISTS, AND HELPFUL REMINDERS.



GENERAL CHAMPIONS INFO

CHAMPIONS RIVERSIDE RESORT

W16751 Pow Wow Lane

Galesville, WI 54630

camp@championsriversideresort.com

Closest Town: Galesville (5 minute drive)

Closest Store: Dollar General in Galesville

Walmart in Onalaska (23 minute drive)

RESERVATION LINE	(608) 582-2995
BAR & GRILL LINE	(608) 582-3707
MAINTENANCE & SECURITY	(608) 498-3760

OPERATIONAL HOURS

Monday: 10:00 AM – 10:00 PM

Tuesday: 10:00 AM – 10:00 PM

Wednesday: 10:00 AM – 10:00 PM

Thursday: 10:00 AM – 10:00 PM

Friday: 10:00 AM – 2:30 AM

Saturday: 8:00 AM – 2:30 AM

Sunday: 8:00 AM – 10:00 PM



CHAMPIONS STAFF CONTACTS

LORI SEVERSON	(608) 792-5915
TINA SEVERSON	(608) 386-3673
DANIELLE TODD	(608) 386 - 0752
LISA BLACK	(608) 317-9238
RYAN LIPKE	(608) 484-1045
CHRIS MALENKE	(608) 386-0605



SHIFT TASK LIST

OPENING TASKS:

- If not already done, ask a manager to get you a money bag from the safe and put the money in the drawer.
- Start the till on the Square system by inputting the corresponding amount in the money bag and tapping "Start Drawer."
- Unlock the front door if not done already.

DURING YOUR SHIFT:

- Address customers as they enter the store area with a friendly demeanor.
- Keep the desk free of clutter.
- During busy check-in times, ensure the customer is helped efficiently.

CLOSING TASKS:

- Sweep the store and wipe down the front desk countertop.
- Make sure all tips are entered into the system and transactions are zeroed out at the end of your shift.
- Count the money from the till and input the amounts on the provided sheet in the money bag.
- Drop the money bag, with all till contents inside, in the safe slot.

DOWNTIME CHECKLIST:

- Enter any license plates that were missed during a rush.
- Check in any guests that have arrived on Campspot.
- Update the Golf Cart check out list.
- Alphabetize the check in packets.
- Face candy and other store items.
- Sweep the store and wipe down the countertop.
- Input tips if any and zero out transactions.

CHECKING IN GUESTS

PROCEDURE WHEN A GUEST COMES TO CHECK IN:

1. Greet the guest with a smile and friendly body language.
2. Ask the guest for the last name that is on the reservation, and locate their check-in packet from the file folder. Cross-check the arrival sheet if you cannot find it.
3. Ask the guest what their license plate number is (for their tow vehicle or car, not the RV) and write it on their check-in packet or the arrival sheet. This will be transferred to IZCloud after.
4. Go over every item included in the check-in packet.
 - a. Reservation Confirmation: Have the guest sign the terms & conditions if not done already.
 - b. Golf Cart Rental Agreement (if applicable): If the guest rented a golf cart, make sure they fill out **both sides** of the golf cart rental form. Write the golf cart number on their reservation confirmation packet, as well as on the arrival sheet.
 - c. Rental Keys & Cart Keys (if applicable): Give the guest the key to their rental if they are staying in a cabin, rental, or park model.
 - d. Wristbands: Wristbands must match the corresponding color for the weekend, and pets receive their own color wristband with the site number written on it.
 - e. Wifi Card: Show them the code they must enter to register their device for wifi.
 - f. Car Pass: One car pass is included in the reservation. Any additional car passes are \$5 per vehicle. A maximum of 2 vehicles are allowed.
 - g. Activity Schedule: Tell the guest these are the activities for while they are here.
 - h. Map: Show them the map and mark both the front gate and their site using a sharpie. Explain that a site escort will bring them to their site if they are in sites 1-27.
5. If time allows, enter the guest's license plate into the system immediately, and check them in on Campspot. If there are more customers in the store, help them first.
6. Make sure the escort helps each guest after they leave the store, with either an escort to their site or with the golf cart check outs.

CHECKING OUT GUESTS

PROCEDURE WHEN A GUEST COMES TO CHECK OUT:

1. Greet the guest with a smile and friendly body language.
2. If the guest says they are checking out, ask them how their stay was and if there was anything we could've done better.
3. If they stayed in a rental unit, make sure to get their keys back from them, same if they rented a golf cart.
4. If they did rent a golf cart, make sure they turned it in over by the cart corral and that a staff member looked it over.
5. Check the reservation out on Campspot.
6. Give any returned keys to the maintenance staff on duty so they can check the unit or cart for damages/lost items.

CHECKING OUT GOLF CARTS

PROCEDURE WHEN A GUEST COMES TO CHECK OUT A GOLF CART:

1. Upon arrival at the front desk, verify the customer's reservation details and identification.
2. If they would like to rent a golf cart at time of check in, go to Campspot while the customer is in the store and rent it to them. This includes taking the payment while the customer is there with you.
 - a. We do not hold golf carts, so unless they are paid for there is no guarantee they will get one.
 - b. Do not add the cart without processing the payment.
3. Have the customer review and sign a rental agreement that includes terms of use, rental period, fees, and safety rules.
4. Inform the customer that we have a short inspection process for our golf carts. Let the customer decide if they want to park in their site first then come back and get the cart, or park in the parking lot where they won't block anyone from entering.
5. Discuss any specific rules, including that carts can only be driven by individuals with a VALID driver's license, permits do not count.
6. Highlight areas where carts are restricted – specifically on the path down to the river or outside the gates!
7. Send the cart key with the customer over to the cart corral, then radio to maintenance that a golf cart inspection is needed.
8. The outside staff will conduct a thorough inspection of the golf cart with the customer present. They will document any existing damage and ensure the cart is in good working condition, taking photos if necessary.
9. Staple the rental agreement to the customer's check in packet.
10. Write their golf cart number on the front of their packet (adding it if it was a last-minute rental), on the arrival sheet, on the golf cart check-out sheet, and in Campspot when you check them in on the computer. Having the cart information in 4 places ensures nothing gets lost.

CHECKING IN GOLF CARTS

PROCEDURE WHEN A GUEST COMES TO CHECK A GOLF CART IN:

1. Customers should return their golf cart to the cart corral where they rented it from. If they come to give you a key, direct them to park it on that area.
2. The outside staff will inspect the golf cart for any new damage upon its return.
 - a. If there is designated staff present, they will take the golf cart key and return them to you themselves.
3. Document any issues and inform the customer of any potential charges for damages.
4. Encourage customers to provide feedback on their experience, which can help improve the service.
5. Check out the golf cart from Campspot, along with their main site reservation, if they have turned in their keys.
6. Thank the customer for using the service and invite them to return.

CREATING WORK ORDERS

WHEN A GUEST REPORTS SOMETHING NEEDS TO BE FIXED:

1. Question the guest as much as possible to get a full description of what needs to be fixed, and where it is.
2. Open the Maintenance Request Jotform (bookmark the link to make it easy to find later). <https://form.jotform.com/240226535628153>
3. Fill out the form.
 - a. If the work needs to be done on a golf cart, put the golf cart number in the location box.
 - b. Be as detailed as possible in the description! No detail is too small.
 - c. Add any attachments of the damage if necessary.
4. Submit the form.

MAINTENANCE REQUEST JOTFORM



ENTERING LICENSE PLATES

1. Open IZCloud and login (bookmark the page for easy access for the duration of the season). <https://championsriversideresort.iz-cloud.com/account/login>
 - a. User: pm
 - b. Pass: Champ\$1
2. On the top menu, click 'Access Lists' and choose the correct list.
 - a. Current Reservations for daily or weekly reservations.
 - b. 'Seasonals' for any seasonal campers.
 - c. 'Employees' for any employees whose plates aren't entered yet.
3. Under that page, click the blue button at the top right to add a new plate.
4. Enter the first and last name, followed by the plate number.
5. You do not need to enter a description.
6. Change the selection from "Permanent" to "Limited Access Interval."
7. Make the date access starts on the date of check in, and the time 10:00 AM.
8. Make the date access ends on the date of departure, and change the time to 2:00 PM.
9. Click the blue save button to save the plate in the system.

LICENSE PLATE DATA ENTRY SITE



HELPFUL REMINDERS

WE DO NOT GIVE REFUNDS UNDER ANY CIRCUMSTANCES.

If a customer is disgruntled or upset with you about this, whether in person or on the phone, do NOT change your answer and call the manager to deal with it.

If there are any changes or questions regarding charges on a reservation, call/email Tina about it.

Make sure when there is a shift change during the day, that the new staff knows any and all details of what happened during your shift. Leave notes for anything that is pertinent to every desk employee.

Any daily guests, not registered as campers, must complete the daily use waiver:
<https://form.jotform.com/241787333668065>

DAILY WAIVER FOR NON-CAMPING GUESTS



Seasonal guests can request weekly or emergency pump outs, as well as Winterization of their units on the CampersApp in the Seasonal Hub.

SEASONAL PUMP OUT REQUEST



SEASONAL WINTERIZATION REQUEST



