

Pedal Bike Rental Directions for Sugar Shack Workers

Rental Process:

1. Greeting the Customer:

- Welcome the customer to the Sugar Shack.
- Inform them that the pedal bike rental fee is \$5, plus a \$5 deposit, totaling \$10.

2. Collect Payment:

- Collect \$10 from the customer.
- Place the \$10 into the bottom of the cash drawer, but do not ring it up yet.

3. Record Details:

- Write the following information on the pedal bike check-out sheet:
 - The renter's name
 - Their site number (if applicable)
 - The exact time they are renting the bike
- Inform the renter that they have the bike for 2 hours.

4. Retrieve the Key:

- Grab the key from the door underneath the till.

5. Unlock the Bike:

- Go outside with the renter and unlock the bike they choose.
- Ensure the bike is in good condition before handing it over.

6. Inform the Renter:

- Clearly inform the renter that they cannot take the bikes down the hill.
- Remind them of the return time (2 hours from the rental time).

Return Process:

1. Check the Bike:

- When the renter returns the bike, ensure it is in the same condition as it was when rented.

2. Return the Deposit:

- If the bike is returned on time and in good condition, return the \$5 deposit to the renter.

3. Record Return:

- Note the return time on the check-out sheet.
- If there are any issues with the return (late return, bike damage), inform the appropriate supervisor

4. Complete the Transaction:

- Ring up the \$5 rental fee in the cash register.
- Ensure the cash drawer is balanced.

Additional Tips:

- Customer Service:
 - Be friendly and helpful throughout the process to ensure a positive experience for the renter.
- Safety First:
 - Emphasize the importance of not taking the bikes down the hill to ensure the renter's safety.