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| Creekside Cabana Club |
| Manager’s Job Manual |
| Instructions, Tips, & Checklists for Everything from Day-to-Day Tasks to Unusual Events |

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| Yvonne Peredo  9/28/2012 |

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# CONTACTS & INFORMATION ACCESS

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home: 408-223-9353

email: bgeldert@gmail.com

Pat Pinkney, Club Membership \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_home: 408-274-7137

email: pattichoke@sbcglobal.net

Shelley Leyva, Clubhouse Rental \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_business: 408-412-1090

cell:408-859-9264

email: rentals@creeksidecabanaclub.com, spleyva@comcast.net

Kathy Noble, Noble Community Management (finances)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ phone:510-865-3003

Address (also our Billing Address): 875-A Island Dr. PMB#299, Alameda, CA 94502

email: noble40@comcast.net

Shawn Francis, HOA Board Secretary (good backup in sticky situations)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ home: 408-888-8257

cell: 408-421-6660

email: sallenfrancis@sbcglobal.net

Sally Duffy, HOA Vice-President \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ home: 408-270-0644

Ivonne Luescher, HOA Treasurer \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ home: 408-270-5971

Deborah Garner, HOA Member & Karate Instructor \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ home: 408-223-7233

email: dragonclouddeb@yahoo.com

Kristine Cohen, Creekside Chronicle Editor \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ email: kristineacohen@gmail.com

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Jane Kerr, Tai Chi Instructor \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ phone: 408-315-1179

email: janekerr@sjyogataichi.org

Charles Verret, Janitor (Clubhouse) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ phone: 408-839-5460

Dumpster Services, Republic Services \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ phone: 408-432-1234

republicservices.org

Water, Alhambra (DS Waters) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ phone: 800-492-8377

Account # 3824442, under business name, address, and phone (408-270-2443)

water.com

Food Delivery, Costco \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Costco.com, go to “Business Delivery”

Electricity Outage (24-hour info, PG&E) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ phone: 800-743-5002

A-Pro Pest Control \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ phone: 408-559-0933

Bulk Chlorine, Lincoln Equipment \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ phone: 925-687-9500

Roto Rooter \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ phone: 408-727-9850

fax: 408-987-9474

account # CRE-35

Marco Electric (Mark) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ phone: 408-238-4141

Eagle Plumbing (Ringo) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ phone: 408-281-0583

Mike Gomez, Hands On CPR and First Aid Training (call for availability and to see if Lifeguard certification is available)

408-499-0990

There is a minimum class size, so call to inquire

Yvonne Peredo, former manager and author of this manual \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ phone: 408-644-3030

email (please feel free to contact with questions): Yvonne@peredos.com

Wells Fargo Bank \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_account # 8432013483

address: 3331 San Felipe Rd., 95135

Paychex Online Payroll Services \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ paychexonline.com (only accessible through Internet Explorer)

username: poolmanager1, password: Creekside2, image: life ring buoy (keep looking- it’s there), PIN: 22032

Client # 1030F705

Payroll Specialist (call if you have questions or problems): Marcy Escobar, 866-329-4588 x 52727

creeksidecabanaclub.com, Website \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ rental username: rental, password: pRc2011

Admin logon pass: creekside1964

\*Note: if you know WordPress or want to experiment, try this yourself. If not, let Brad know what needs to be updated and he will get the webmaster to do so.

Facebook page\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_<https://www.facebook.com/pages/Creekside-Cabana-Club/178235075557771>

“Like” Creekside Cabana Club on facebook and notify the previous manager via email that you are the manager, and they will give you admin rights to the page. Update frequently with hours, special events, and swim lessons ads.

Manager/Swim Lesson Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ creekside.swimlessons@gmail.com

password: freeze89

Creekside computer (it’s kind of on its last legs… good luck) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ password: 1964

Safe \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 70758

Hit Prog/Enter, push handle down

Various websites (including Amazon, swimoutlet, etc.) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ username: Creekside.swimlessons@gmail.com

password: freeze89

CREEKSIDE CABAÑA CLUB

POOL MANAGER

# JOB DESCRIPTION:

The Swimming Pool Manager plans, organizes, directs and supervises swimming, and swim instruction programs. Working closely with the Board of Directors in pool programming and management, the manager supervises the collection of attendance fees and snack bar proceeds; tracks attendance and accidents; reports directly to the Board of Directors. The Swimming Pool Manager supervises in-service training for all personnel, including pre-season meetings of all personnel covering policies and procedures and safety responsibilities. As well as attending meetings and trainings as required, the manager assigns, schedules and supervises the work of lifeguards, and other pool personnel, maintains personnel records and makes necessary reports of time worked, assignments, and personnel requirements.

**KEY RESULT AREAS:**

Hiring and scheduling of staff

Submitting time cards to payroll service

Overseeing swim lessons

Banking, sending deposits to bookkeeper

Tracking member attendance, concessions and pool parties

Scheduling pool parties

Scheduling chlorine deliveries and dumpster pick up

Costco run

Responsible for ensuring that the staff:

Enforces rules to prevent accidents

Maintains safe environment

Opens or closes facility

Maintains various records and reports

Public Interface/customer service

Participates in training drills

Other duties as assigned

**Desirable Qualifications**

1. Knowledge of swimming pool hazards and safety precautions.
2. Knowledge of principles of supervision.
3. Ability to plan, organize and direct a recreational program in swimming for both adults, and children.
4. Ability to train and supervise personnel engaged in swimming pool operation.
5. Ability to establish and maintain effective public relations.
6. Knowledge of financial record keeping.
7. Ability to prepare reports.
8. Possession of valid California Driver's License (recommended).

**Minimum Qualifications**

**Education**: Completion of high school or possession of General Educational Development (GED) Certificate or California Proficiency Certificate.

**Licenses/Certificates**: 1) Possession of current certificate indicating successful completion of an approved course in Cardio Pulmonary Resuscitation for the Professional Rescuer (CPR/ FPR) as prescribed by the American Red Cross; OR as prescribed by the American Heart Association; B.C.L.S. Provider - C, with a completion date that is less than one year at the time of appointment. 2) Possession of a current Lifeguard Training certificate. 3) Possession of current American Red Cross Water Safety Instructor's Authorization Certificate (WSI). 4) Possession of current certificate in First Aid, as prescribed by the State Department of Health at the time of appointment.

# Planning & Preparing for the Upcoming Season

## Hiring Staff

Things to do:

* 1. Get keys from the Board Member Representative.
  2. Access your business email (use the swim lesson email: Creekside.swimlessons@gmail.com, password: freeze89).
  3. Get Costco and American Express cards from the Board Member Representative.
  4. Obtain job applications from the Board Member Representative and Creekside mailbox (use the purple key). If there are not enough job applicants, look at the previous year’s staff list and contact anyone who did not reapply to see if they want to reapply.

Steps in setting up and running interviews:

* 1. Pick two weekend days on which to hold interviews, and call all applicants to set up times for interviews. Contact the Board Member Representative regarding the interview dates. Allow 30 minutes per interviewee and schedule a lunch break as well. Ask each applicant for their email address.
  2. Email each applicant to confirm their interview time. Attach the Scheduling Questionnaire (found on the USB stick in the Staff folder) and ask them to print it out and bring the completed form to the interview. Include your cell phone number in the email so they can call you if they get lost on the way or are running late.
  3. The interviews will be held in the club house if available or in the office. Bring a couple pens, extra Scheduling Questionnaires, and Interview Question Sheets (there is one available on the USB stick in the Staff file, but you can make up your own as well).
  4. Keep your interview notes in case there is an issue regarding hiring decisions.
  5. Ask each applicant for their home and cell phone numbers as well as their email address. Ask if it is okay to text them, and make a note of which mode of communication is the best to get in contact with them. Texting has become the predominant choice for communicating and we sent mass text messages advising the staff to “check your email” whenever an email was sent.

Hiring:

* 1. Determine how many staff members will be needed. Depending on the applicants’ availability (i.e., how many will be away at college for the beginning of the season, if anyone is going out of town for a long period of time, etc.), usually 10-12 Lifeguards, 4-5 Gateguards, and 1-2 assistant manager(s), depending on current needs.
  2. After determining which candidates will be hired, send the recommended staff list to the Board Member Representative.
     + Base rate for first-year Gateguards is $10 (or minimum wage, whichever is higher), and for first-year lifeguards is $12. Returning staff members get a 50 cent raise for each year they have worked at Creekside in that capacity.
  3. Notify all applicants of their hiring status, whether they were hired or not. Send individual emails and be prepared for questions and/or possibly negative feedback from those who were not accepted (or their parents). Handle with discretion and professionalism.

Uniforms:

Make sure that you have accurate sizes for uniforms from all staff members and ask them if they want an extra shirt. If they want more than one shirt, let them know that they will have to pay for it (usually $10, or whatever is the closest dollar amount when the cost is rounded). Staff members that order an extra shirt can pay for it once the season starts. This money can be deposited with the monthly deposits, under “Miscellaneous”.

* + Manager: At least 2 shirts, with “Creekside Cabana Club, Manager, (Name)” on the chest (usually in three lines). A windbreaker or light jacket is recommended for those evenings early and late in the season.
  + Assistant Manager(s): 2 shirts, with “Creekside Cabana Club, Asst. Manager, (Name)” on the chest.
  + Lifeguards: 1 shirt (two if they want to pay for an extra)- tank tops are best because they do not show sweat as much. Female: two-piece lifeguard swimsuit. Male: red lifeguard trunks. Whistles for everyone (order a number of extras, because people always lose theirs). Names are nice to have visible: you could either have the shirts embroidered with their names, or you could have namecards to clip on their whistles (we have never done that before as of 2012, but I think it would work well and be a lot cheaper than embroidering the shirts. Just make sure they are waterproof).
  + Gateguards: 1 shirt (two if they want to pay for an extra) in the same style as the manager and assistant manager shirts, with “Creekside Cabana Club, Gateguard, (Name)” on the chest.
  + Swim Lessons: One-piece swimsuit for women, trunks for men. Especially with the women, you may want to order a couple extra suits in the most popular sizes (typically 32, 34, and 36) in case they wear out. Same procedure for paying for their own extra suit. Round down if the cost is a bit odd- we can absorb some of the cost; it’s not their fault the water wears out the material, and they are doing us a service by teaching.

These are our preferred uniform providers:

Lifeguard Tanks & Whistles: http://www.lifeguardequipmentandapparel.com

Swimsuits for lifeguards and swim lessons: www.swimoutlet.com

Speedo and TYR are the best quality. We usually get the TYR reversible guard tankini for the female lifeguards, although the bikini style is an option since they have to wear shirts on top anyway. Note comment from Yvonne: “Get a cute print for the swim lessons suits, as that is always a morale booster and prevents women from forgetting their uniform suit and wearing something less professional and more “cute” instead.”

Manager, Asst. Manager, and Gateguard apparel:

contact Mary Jo Bleeg, Safeguard Business Systems

Phone: 408-238-4400

email: svbf@sbcglobal.net

\*Mary Jo was a swim team parent for many years and has a strong relationship with Creekside, is very helpful, accommodating and does a great job with embroidery as well as providing quality shirts. Embroidery costs extra, so tell her exactly what you will want embroidered and ask for that to be included in the cost quote.

## Uniform Policy

(copy this into an orientation email for all staff members)

Gateguards: Uniform shirt (pick up at Creekside on your first day of work), shorts/pants are to be clean and free of rips, tears, stains and loose threads/unhemmed edges. Shoes should be practical for the job- you will be mopping floors and walking through the sand. Tennis shoes or other closed-toe sneakers are recommended.

Lifeguards: Uniform suit (red trunks for the men, guard tankini for the ladies), Uniform shirt (red tank top), shorts or athletic capris/pants if it is cold. Everything should be clean and professional. Sandals or flip-flops are acceptable footwear. Do not forget your whistle or sunglasses. There are windbreakers in the office in case it gets cold.

Swim lessons (both group and private): Men should wear trunks; ladies must wear a one-piece suit that covers the stomach. Those who teach group lessons will be given a uniform suit and must wear that to teach group lessons. Tattoos can only be visible if they are “G-rated”; anything that is provocative, obscene, or otherwise not family-friendly, must be covered up (rashguards are useful in this circumstance, and available at any sporting goods store).

EVERYONE: Professional appearance is important. You are a voice of authority in the community and your appearance needs to reflect that. Your uniform should be clean and tidy whenever you come in to work. Shorts or other pants that you wear with your uniform must be of a mature and professional style and cut that is appropriate to your position. For example, lifeguards should not wear denim shorts and gateguards should not wear athletic shorts. Under no circumstances are pajama bottoms, pants that are "distressed" to the point of having holes, or shorts/pants that have words on the rear or large logos on them to be worn. Undergarments must never be visible. Shorts should be obviously shorts (i.e., they should be long enough to cover substantially more of your body than underwear would).

# Payroll

Ensure that all employees are entered into the payroll system so they can get paid. You will need to collect their SSNs if they were not provided on their applications.

Using Internet Explorer, go to paychexonline.com and logon using the information at the beginning of this manual.

The website changes periodically but is arranged very intuitively. Paychex phone support is very helpful. Their contact information is in the contact list at the beginning of this manual.

Notes on Payroll:

Payroll must be submitted every 15 days. Direct Deposit is available, but you have an earlier deadline if anyone is paid via direct deposit. If anyone wants to participate in direct deposit, you will need to get their bank account information and/or a voided check in order to set it up. The website will tell you when upcoming check dates are.

You must submit payroll by 2 pm on the day before the check date if everyone is being paid normally, or by 2 pm two days before if anyone is being paid via Direct Deposit. If you miss the deadline, you should change the check date to a day later, in order to avoid being charged a fee.

You are responsible for paying the swim team coaches as well as all Creekside employees, including yourself. Make sure you keep track of your pre-season hours so you can get paid for those as well. Check the state website for regulations regarding hours restrictions for minors, especially when school is in session, so intern coaches and younger staff members do not exceed the maximum legal limit.

Check timecards against the schedule in the office to make sure that no one forgot to write a shift on their timecard. If they appear to have done so, call them to verify that they worked that day, and add the hours to the timecard. If they are unable to satisfactorily verify their work, don’t add the hours. Someone may have taken their shift without noting it on the schedule and you will find it as you continue inputting the time cards.

Keep all schedules and timecards in the file cabinet.

# Pre-Season Checklist

* Notify new staff that they have been hired and collect appropriate information and forms from them.
  + SSN
  + Direct Deposit information if desired
  + Employee Policy and New Hire Orientation Sheet (available on USB stick in Staff folder)
  + Availability and planned vacations
* Email all staff members and the Board member representative a Staff Contact list with everyone’s phone numbers
* Arrange for staff to be certified if needed (at the moment, you are responsible for finding a class to recommend if only a few people need to be certified, or scheduling an instructor to come to the cabana club to teach if there is a larger group. The staff pays for their own certification)
  + Managers and Lifeguards need current certification (preferably Red Cross) in Lifeguarding, CPR, and First Aid for the Professional Rescuer.
  + Gateguards must have a current certification in CPR and First Aid.
* Prepare the facility
  + Arrange for a Clean-up day just before Opening Weekend (which is always the first weekend in May). All available staff as well as Board members and community members will help.
  + Check phone messages (you can do this from any phone by dialing 408-223-3000 and entering the PIN 222262) and respond as needed.
  + Purchase sand toys, pool noodles, and check if any other game equipment is needed.
  + Check safety equipment to see if anything is in need of replacement or repair.
    - AED battery (new as of July 2012)
    - backboards
    - Lifeguard buoys/tubes
    - First Aid kit(s) and medications (check for expiration dates)
  + Make sure we have enough of the various forms and order more if necessary:
    - Timecards
    - Party contracts
    - Sign-in sheets (both member and party)
    - Swim lesson registration forms
    - Concessions sheets (on file in the USB stick, but you will need to make your own once you determine what concessions you will be offering)
* Advertise for swim lessons (talk with the Board member representative about this)
* Plan Orientation Day and In-service training for ALL staff to attend (college students who are out of town are exempt but must make it to the earliest in-service after they return). This is an opportunity to practice rescue skills, learn their way around the facility, and mesh as a team.
* Plan a swim lesson teacher training day, to take place before lessons start (which is right after elementary schools get out for the summer).
* Call the dumpster and water services to make sure that services are properly scheduled for the season.
  + Dumpster is emptied on Mondays throughout the year. Once we are open daily, arrange for an additional pick-up day on Thursdays. The dumpster must be out on the street by 6 am on pick-up day, so make sure the staff puts it out the night before.
  + Water for the water cooler can be requested by calling them. Regular deliveries are on hold in the off-season. Call to set up deliveries for the summer again. Deliveries are typically every two weeks.
* Learn how to test the chemicals for all three pools. Ask the Board member representative to show you. The instructions in the box of testing chemicals are very clear and helpful as you are learning.
* Print out blank calendars for each month we are open and place them in the party binder. This is where we keep track of parties that are booked. Get the swim team’s schedule of events beforehand and make notes of any events that take place at Creekside. Do not allow parties to be booked during evening Cuda events. DO NOT allow anyone to sign up for parties before opening weekend. Read the party contract to make sure you are familiar with booking procedure.
* Order staff uniforms
* Have website updated with hours and current forms
* Contact local elementary schools to schedule end of the year 6th grade parties (see form letter Updated School Pool Party Contract in the Contracts & Important Forms folder on the USB stick)
  + Laurelwood always has their party on the very last day of school, so do not let the other schools (Cadwallader or possibly Norwood Creek) schedule on that day.

# What to Do During the Season

## Daily Tasks

* Manage Staff
  + Call/text anyone who is running late to make sure they are coming in
  + Keep lifeguards on rotation
  + Ensure that 10 minute breaks are called at the top of every hour and that the lifeguards take turns getting a break
  + Make sure 6 o’clock announcement is made
  + Ensure that tasks are accomplished (see checklists)
  + Decide if “floater shift” needs to come in
  + Make sure anyone who works more than 6 hours in one day gets a 30-minute unpaid break
* Check chemicals at the beginning of the day
* Email chemical readings for racing pool to the Board member representative every day
* Oversee party bookings\* & swim lesson registration
* Ensure that money is collected and counted accurately for both concessions and guest fees
* Interact with anyone hosting a party and make sure their needs are met. Check out with them about 15 minutes before the scheduled end of their party and make sure they pay and get their security deposit back if appropriate, BEFORE they leave the facility.
* Enter attendance and monetary income information in the Attendance & Deposits worksheet (see Creekside Daily Attendance & Deposits 2012 in the Attendance & Concessions Records folder on the USB stick for a template and example of what to do). The first “Guest” column includes all members and guests except for parties.

\*See the Party Contract for our policies regarding booking parties, and see the Swim Team Special Event section for scheduling concerns regarding parties and swim team events.

### Daily Jobs Checklist

* Stock bathrooms & check throughout the day
* Stock and count concessions
* Put sign-in sheets in window
* Pick up trash on ground (inside facility and outside, including the curb and street)
* Empty trash cans
* Put flag up and take it down
* Sweep sand back into sandpit
* Sweep puddle at deep end of racing pool (to prevent chlorine crystallization and build-up)
* Pick up sand toys
* Clean bathrooms (wipe everything down and mop the floors)
* Stack chairs by girls’ bathroom
* Put lounge chairs back in place at end of day

## Weekly Tasks

* Prep for swim meets (Fridays before home meets- see checklist below)
* Scrub blue tiles for algae (all three pools)
* Vacuum pool (manual or automatic) as needed (possibly more than once a week, possibly less)
* Add water to pool as needed (whenever it goes below the line between the two rows of blue tiles)- knob is behind door to outer office, by pool toys.
* Empty skimmer baskets
* Clean BBQs and empty ashes (when the ash trash can gets about half full, empty the contents into the empty dumpster)
* Sweep/ hose down picnic table area
* Clean lounge chairs and small tables
* Water flowers (may be required more often, especially in the heat of the summer)
* Wipe down round tables by diving pool (especially after swim meets)
* Clean outdoor shower (remove mat and hose down with cleaner—bleach if there is mold growing—use gloved hand to remove debris from drain)
* Shovel/sweep/rake sand pit to level out deep holes and re-cover pipes
* Update signboard in front as needed (letters and key are in cubbies in office)
* Make sure there are enough janitorial supplies in the Clubhouse closet. Notify Shelley Leyva if anything is running low.

### Friday Pre-Meet Checklist

Check the swim team schedule for home meets, and do these things on Friday evenings before home meets. It might be tricky to do so around the rally schedule, so ask the team for help or plan to stay a little late.

• Stack white lounge chairs in circle around baby pool

• Put 24 chairs at each end of the pool (for timers and recorders)

• Clean both bathrooms EXTRA WELL- we are receiving guests!

• Make sure all bathroom stalls are fully stocked with toilet paper, toilet covers, and sanitary napkin waste container liners (in ladies’)

• Make sure there are extra supplies (toilet paper and paper towels) in the bathroom bins

• Put all umbrellas out of the way

• Empty ALL garbage cans to the dumpster to reduce emptying during meet

• Make sure all BBQ pits and BBQ area are clean and soot-free, ready for the Cuda Café

\*NOTE: The swim team asks that we provide one lifeguard or manager from 10 am until the end of the meet on home meet days. This person will need to patrol constantly during the meet, picking up stray trash, restocking bathrooms, emptying garbage, and providing First Aid if necessary. The concessions stand is not open during meets, as that would conflict with the Cuda Café. If the staff member is a lifeguard, make sure you keep track of these hours for any Cuda meets or special events, as we will charge the team for these hours.

## Less- Frequent Tasks & Special Events

* Payroll (twice monthly, at beginning and middle of month)
* Inservice Training Days
* Deposits (once or twice monthly, at end and optionally in the middle, if there is a lot to deposit)
* Receipts (once a month make an Excel chart to track monthly spending and send it to Kathy)
* Scheduling
* Order concessions (as necessary)
* Swim Team events
* Plan special events
* School Parties
* Attend HOA Board meetings, on the third Wednesday of every other month
* Provide material for Creekside Chronicle. The editor can give you suggestions on what is needed. Examples to include would be pool hours, special events announcements, pictures and a little write-up from each holiday event, and a letter from the manager for the beginning and end of the season.

### Payroll

This has already been explained in the Payroll section under Season Preparation.

### Inservice Training Days

It is important to have in-service days throughout the summer. Three is the recommended minimum with one before the season, to teach everyone the EAP and bond as a team, one in the middle of the season, usually late June so college students can attend, and one later in the season to keep everyone fresh as the summer winds down, around late July or early August. There is a suggested outline of topics and activities in the In-service & Training folder on the USB stick. Make sure you are familiar with the EAP yourself first and be ready to lead activities and keep the momentum going. Bringing in a little competitive element often helps to keep the staff interested, especially if they have to be up early to come. Typically in-service days are held 10 am – noon on Sundays, since that is the only time that does not conflict with swim lesson or swim team schedules.

### Deposits

To make deposits, you will need:

* endorsement stamp (top right drawer of desk)
* deposit slips (booklets are in the gray file cabinet)
* money to deposit (from safe)
* deposit bags (in cubbies in office)
* Updated Attendance & Deposit records (to check the money against, to make sure our records match what we actually have)
* a large safe space to spread things out
* deposit key (second-largest key on manager key ring)

You can make up your own method if it works better for you, but here is what worked in the past. The main point is to make sure there are no discrepancies and everything gets deposited safely and in a timely manner.

1. Separate all envelopes into categories (Miscellaneous, Swim Lessons, Parties, Guest Fees, Concessions). You will count and deposit each category separately, and I usually did it in that order, from easiest to most complicated.
2. Put the envelopes from one category into chronological order, from oldest to most recent.
3. Take the money and the paper out and make sure the amount in the envelope matches what is recorded on the paper. Fix any mistakes if necessary. Then check this amount against the record in the computer, and make sure the numbers are correct. If there is a small discrepancy, fix the computer record to reflect what we actually have. If there is a larger discrepancy or if a party did not pay the right amount, make a note of it in the computer record. For swim lessons, make sure you mark on the registration form what you deposited, since sometimes people register for additional sessions but use the same form, and you want to keep track of each deposit. File all paper records in the appropriate folder in the file cabinet.
4. Stack the money as you continue verifying deposits from each day. Keep checks and Cuda Cash separate from cash. Keep Cuda Cash in the safe until the end of the season. At the end of the season, inform the swim team treasurer how much Cuda Cash we collected. They will reimburse us. Checks must be endorsed with the endorsement stamp in order to be deposited.
5. Put all coins in one of the cash bags. Trade out coins collected for guest or party fees for cash from concessions, so that concessions is the only category in which coins are dealt with. This reduces the fees you will be charged from Coinstar as well. Once you are done preparing all the deposits for everything except Concessions, take the coins to the Coinstar machine (the best location is in SaveMart, since it is right across the street from Wells Fargo) and cash them in for bills. They will charge a fee, but it is less than the amount Creekside would have to pay you for your time to hand-roll all the coins.
6. For each deposit category, put all the cash and checks in a deposit bag and record the correct total amounts on a deposit slip. You place the original slip in the deposit bag, and keep the carbon copy in the booklet for our records. Write on the deposit slip which category it pertains to, and don’t forget the date.
7. After cashing in the coins, complete the Concessions deposit slip and seal the bag.
8. Take all bags to Wells Fargo and use your key to open the safe deposit box, the chute to the right of the ATMs. NOTE: there have been break-ins here, so don’t go alone if possible, especially if it is dark!!! Insert the deposit bags in the chute and close it. You may have to jiggle it a little to get them to go down. Open it up again to make sure nothing is stuck. Lock up again. You are done!
9. Send your computer record to the bookkeeper, Kathy, via email and ALSO email her the actual amounts you deposited, separated by category, as written on the deposit slips. This is important because there will be a discrepancy between the computer record and the actual amount deposited for Concessions, because of the Coinstar fee. It is imperative that she has accurate records as to how much we actually deposited, and necessary for us to track our actual income, so we know we collected the right amount.

### Receipts

Keep a receipt of all purchases. If you order something online, make sure you have an order confirmation email or packing slip to keep on record. At the end of each month, create an Excel spreadsheet to record expenses.

Make a column for the date, location/store name, category for purchase (maintenance, staff, concessions, miscellaneous, etc.), and amount of purchase. Total the amount for each month at the bottom of the spreadsheet, and send this to the bookkeeper. You can check the Receipts folder in the Important Records folder on the USB stick for examples.

### Scheduling

See the 2012 schedule on the USB stick for an example.

1. Create an Excel file for the schedule. Use the same schedule for the entire year, but put each new schedule on a new tab: for May to mid-June (the preseason, when we have limited hours due to school still being in session), mid-June to mid-August (peak season), and mid-August to the end of September (the end of the season, from the beginning of school till we close). Give staff members enough time beforehand to get you their availability and times they will be out of town. Give them a clear deadline, and if something comes up after that, they are responsible for finding a sub. Also make sure you know who is on the swim team, and do not schedule them for opening shifts on meet days. If there is a Cuda special event, ask staff members on the team whether they want time off for that event as well.
2. Start off by putting all the dates in the spreadsheet, and the names of staff members. Manager at the top, then Assistant Manager(s), then Gateguards, then lifeguards. Alternate colors for every other line so it is easier to find your shifts.
3. There needs to be 1 manager, 1 gateguard, and at least 2 lifeguards on duty at all times. Sometimes, during the peak of the day or the season, you will need another lifeguard. At special events (such as school parties) you will need even more. See the section on school parties for the procedure on that. This is typically how we arrange hours and staffing needs:
   * + May to mid-June (when school gets out):
       1. Open weekends 12-7 pm.
          1. Manager 12-7 pm
          2. Gateguard A: 12-4 pm, Gateguard B: 4-7 pm
          3. 2 Lifeguards 12-4 pm, 2 Lifeguards 4-7 pm, 1 Lifeguard “floater/call-in” shift 2-6 pm.\*

\*The Floater shift is from 2-6 pm throughout the season, to provide extra coverage during peak business hours. On days when we are not sure how busy it will be, the floater shift is also a call-in shift. Call-in shifts are indicated on the schedule by putting the time of the shift in parentheses. Anyone scheduled for a call-in shift calls the pool one hour before the start of the shift, and the manager tells them either to come in for work, or that they are not needed. Once the manager has indicated that they are not needed, the lifeguard is not required to work. Sometimes business is unpredictable and we do end up needing the floater shift after the manager has dismissed the call-in shift. The manager must call staff members to see if anyone can work, starting with the originally scheduled floater shift, but that lifeguard is no longer obligated to work, since they have already been dismissed. It is up to the manager then to find someone else to come in.

* + - 1. Open weekday afternoons for the first two weeks of June. Check times with the swim team practice schedule. We are typically open 3-5 pm or 4-7 pm.
         1. Manager, Gateguard, and 2 Lifeguards for the whole shift
    - mid-June to mid-August (peak season, when school is out):
      1. Daily 12-8 pm.
         1. Manager- The way the manager and assistant manager split hours depends on the desired workload of each, as well as overtime issues. If the manager is also in charge of swim lessons, (s)he will also have to be at the pool from 10 am to noon Mondays through Thursdays. Assuming the manager wants 40 hours a week and is in charge of swim lessons, it worked out best for me and my assistant manager to split hours as follows: Manager worked 10 am – 4 pm Monday to Thursday (days of swim lessons), 12-8 pm Friday and Saturday, totaling 40 hours (you will inevitably get more hours from shopping and planning duties, but you can count those as overtime); Assistant Manager worked 4-8 pm Monday- Thursday and 12-8 pm on Sunday, totaling 32 hours. You can switch things around if you want, but you should not schedule anyone for more than 40 hours per week, because then you have to pay overtime. If one or the other goes on vacation for a while, the other will have to work all the hours, including swim lessons, during that time. They will be paid overtime for anything over 40 hours in one week.
         2. Gateguard A: 12-4 pm, Gateguard B: 4-8 pm.
         3. 2 Lifeguards 12-4 pm, 2 Lifeguards 4-8 pm, 1 Lifeguard floater shift 2-6 pm. During peak season, the floater shift is NOT call-in on weekends. We almost always have parties on weekends and can use the extra guard. On weekdays, the floater shift continues to be a call-in shift however. Same policy as above applies regarding calling in.
    - mid-August to end of September (when school goes back in session till end of season):
      1. Open weekends 12-7 pm, same division of labor as beginning of season.
      2. Open afternoons on weekdays through Labor Day, with Labor Day having the same hours as a weekend. Hours dependent on staff availability, usually 4-7 pm. Same division of labor as beginning of season.

1. Easiest way to make sure you don’t schedule people for days they don’t work is to go through the schedule and put an x in the box on each day a staff member cannot work. Last year we gave everyone a set schedule (i.e., people worked consistent days with consistent shift times, such as MWF 12-4 and Sun 4-8). Double-check that every day you have enough staff scheduled for the right shifts. It’s not good when you make a typo and end up with 3 lifeguards 12-4 and 1 lifeguard 4-8.
2. Email the schedule to all staff members and remind them that they are responsible for finding a sub and getting switched shifts approved by a manager if a conflict comes up. Print out the schedule as well and post it on the inner office door. It is on this copy that everyone marks if they switch a shift.

### Concessions

Concessions should be ordered/bought on an as-needed basis. It’s good to stock up at the beginning of the season, but be more careful about buying large quantities as the end of the season approaches. Review the old Concessions sheets (available on the USB stick) for an idea of items we have sold in the past and how much we charge.

Order from Costco. Go to Costco.com and click on business delivery. We have a commercial address, so they will be able to deliver. Typical items that sell well are:

* Candy
  + Snickers
  + Twix
  + Reese’s
  + Kit Kats
  + Milky Ways
  + Skittles (plain and sour)
  + M&Ms (plain and peanut)
* Other snacks
  + Popcorn (very popular in waves rather than constantly- very profitable to sell during school parties)
  + Poptarts (also go in and out of popularity)
  + Cookies (Oreos and/or Chips Ahoy!)
* Chips
  + Hot Cheetos (SUPER popular!)
  + plain Cheetos
  + Doritos (Nacho Cheese and Cool Ranch)
  + Lay’s Potato Chips
  + BBQ Lay’s
  + less popular but still good to have in lesser quantities: Fritos, Sour Cream & Onion, SunChips
* Drinks
  + Water bottles
  + Soda
    - Coke
    - Diet Coke
    - Dr. Pepper
    - 7-Up or Sprite
    - Orange soda
    - Diet Dr. Pepper has been requested by Sally Duffy, but it would better to just get a six-pack and keep it specially for her, as it is not very popular)
  + Gatorade- recommend keeping three flavors in stock. Blue is the most popular, and purple NEVER sells.
  + Capri Suns (it is good to have something like this for younger kids, and as a cheaper option. Juice boxes do not sell nearly as well as Capri Suns do)

Some things cannot be bought at Costco. For these, you can go to SaveMart or FoodMaxx.

* Red Vines
* Ice Creams/Frozen Treats
  + Drumsticks (our all-time most popular item)
  + Fudgsicles
  + Ice Cream Bars
  + Ice Cream Sandwiches
  + Ice Cream Cups (chocolate and strawberry)
  + Otter Pops (sometimes cheapest at CVS)
  + Fruit Bars (Strawberry and Lemonade are the favorite flavors. Tangerine and Grape also sell well)
  + Popsicles (whatever is cheap, for another non-dairy option)

To keep track of Concessions sales daily:

At the beginning of the day, the Gateguard (or whoever is available) should count inventory and record numbers on a Concessions Sheet in the Concessions binder. Each day we start with $25 in change ($10 in quarters and $15 in one dollar bills, or as close as possible) in the till. There is a small eraser board on the refrigerator to keep a tally of ice creams sold, as we do not count them during inventory. At the end of the day or when shifts change mid-day, whichever comes first, inventory is counted and recorded again, and earnings from sales recorded. The amount we should have earned based on inventory changes is recorded in the appropriate spot, and the actual money we brought in recorded as well (along with the Cuda Cash vouchers swim team kids can use at the concessions stand), and the difference calculated. Ideally, there should be no difference between the amount earned and the amount collected. If there is, the cause must be determined. Sometimes this is due to miscounting the inventory, and very often it is due to someone forgetting to record the amount of ice creams (or Red Vines) sold on the tally board. Sometimes it’s due to miscounting the money.

Record the amount of cash collected (rather than earned) in the Attendance & Deposits Record file for the day, with the amount of Cuda Cash collected in a separate column. Cuda Cash is recorded separately and the swim team pays us for the total amount of Cuda Cash collected at the end of the season.

### Swim Team Events

The Creekside Cudas swim team uses the Cabana Club for practices, home meets, and special events from sometime in April (the start date varies) till mid-July. Practice takes place around our open hours, except for evening practice, and home meets take place on Saturday mornings.

Practice: Contact the head coach and/or Parent Representatives to get a schedule of practices and events before the pool opens and you make the staff schedule. Make sure the practice schedule does not conflict with projected open hours during the first two weeks of June, when we have limited afternoon hours. This is typically the only time in which there may be conflicts. Once school lets out and the team switches to morning practices (which end before our swim lessons start), they also offer make-up evening practice on Mondays – Thursdays, from 7:30 pm to 8:30 pm. We are open till 8 pm on these days, so there is a half hour overlap in which we are still open and they are holding practice. They put 2 lanes in to use till we close, and the rest of the pool is left open for free swim. We clean the facility as usual, but leave the coach to lock up after practice.

Home meets: The Cudas typically host about 3 home meets during the swim season. On these Saturdays, the team will be at the pool early in the morning until the meet ends. The ending time varies depending on how big the teams are and how efficiently the meet is run. Meets typically finish around 1 or 2 pm. Schedule staff as you would if we were opening at noon (except for the one manager or lifeguard who needs to be there from 10 am – noon), but free swim does not open until the meet is over. Do not let patrons get in the water while the team is still cleaning up the pool deck—they must wait until the lane lines are removed and a lifeguard is on the stand.

Special Events: Several times throughout the season, the swim team hosts social events. These are typically very well attended, especially the Salsa Social/Raffle Dinner. Check the swim team schedule for the times and dates of special events, and check with swim team leadership if they will need staff beyond our normal hours. There is typically at least one event each year that goes until 10 pm, and we keep a manager and a lifeguard on duty for them. When we stay open late for them, it is important to be firm and keep safety in mind. Once it gets dark and the lifeguard’s vision is insufficient to watch the pool, announce that the water is closed for swimming and do not let them persuade you to let anyone else in beyond that. It is unsafe and a huge liability for us. We do not have underwater lighting for the water.

Be mindful of the Cudas’ event schedule when booking parties: absolutely do NOT allow anyone to book a party on the day of the Raffle Dinner. The team uses the picnic area as well as the entire lawn area, and neither party nor team will appreciate being squished if a party is booked. Also do not allow parties that start at noon on home meet days, and do not allow parties on Awards day.

Alcohol is allowed on the premises, but glass is not.. Be mindful of your own safety as well, especially if you have to deal with someone who is inebriated, and enlist help if needed. Keep plastic cups handy to offer those with glass bottles, asking them to pour their drink into a cup and safely discard the glass bottle immediately (implement this policy with normal parties as well—it is in the party contract that their safety deposit is forfeited if they bring glass, so if they refuse to transfer the alcohol and discard the glass, they do not get their money back and still have to pay the guest fees).

### Special Events

Creekside hosts special activities and events on certain holidays: Memorial Day, the 4th of July, and Labor Day. Two staff members volunteer to run games for the kids on each of those days. Games usually take place from 3 pm – 5 pm. Game choices are left up to the staff members, but they must be approved by the manager to make sure they are safe and affordable.

Typical games would be: Penny Dive, Sand Castle Contest, Biggest Splash Contest (in the diving pool), some sort of relay on the grass, a watermelon relay in the diving pool, and a water balloon toss on the basketball court.

There is game equipment in the white cupboard in the office, including a large amount of pennies for the penny dive. You will need to purchase water balloons and prizes. I always liked to have one bucket of small candy prizes for every participant, and another bucket with small toys that the winner of each game could choose from as an alternative or in addition to candy.

# School Parties

Two or three local elementary schools hold end-of-the-year events at Creekside annually. The teacher or school secretary usually contacts us to set up the event.

We usually limit the schools to only hosting parties for the 6th Grade classes at Creekside. There have been exceptions in the past, but you will need to make a decision on what you will allow well before anyone contacts you. Discuss with the Board member representative.

Things to consider when deciding whether to allow younger grades to have parties:

* Safety: younger kids don’t know how to swim as well and there are usually more of them. Additional lifeguards will be needed, which could be difficult with their own school schedule. Note: the school will need to provide additional chaperones.
* Facility Wear and Tear: School parties wreak havoc on the water filters and create a lot of mess all over the place that staff will have to clean up. Wrappers are flung everywhere and candy squashed underfoot.
* Staff availability: staff volunteer to work for school parties, you cannot assign anyone to it. If there are too many parties or the parties are too big, you may not be able to find enough staff to lifeguard.

Laurelwood Elementary School: Find out what the last day of school is for the year, and reserve that date for their party even before anyone contacts you. This is a set arrangement.

Contact Leonie Hollenkamp, School Secretary.

408-270-4983 or lhollenkamp@eesd.org

Cadwallader Elementary School:

Contact Melodina Tan.

408-509-3157 or mtan74@aol.com

Norwood Creek Elementary:

Contact Gloria Abend.

gabend@eesd.org

Below is a sample form letter to send to the schools, reminding them of rules and fees. Please see the Updated School Pool Party Contract in the Contracts & Important Forms folder on the USB stick for the complete registration form.

There are leftover wristbands in the office cubbies for use after the swim test. They are easily (and cheaply) available on Amazon if more are needed. The swim test consists of swimming the width of the pool, in the shallow end, without stopping or touching the wall or ground. Only pass those who seem like they are strong enough swimmers to get across the deep end of the pool and/or to get to the side of the diving pool if they jump in. Those who do not pass must stay in the shallow end. Anyone who refuses the test is treated as if they did not pass.

Lifeguards are paid $12/hr for working school parties, regardless of their normal rate. This is covered by the fee we charge the school. We also provide a manager and a Gateguard during school parties, paid the normal rates, and absorb the cost ourselves. We do keep the Concessions stand open during school parties. Make sure you stock up on everything beforehand!

If it rains and you have to let the kids eat inside the Clubhouse, you MUST clean up afterwards, including mopping the floors, until it is as clean as if no one had been in there.



4-17-12

Creekside Cabana Club

3840 Yerba Buena Ave

San Jose, CA 95121

Dear 5th and 6th grade Teachers of Cadwallader and Laurelwood,

We are accepting reservations for the end of year parties for 5th and 6th grades only.

Please note that our prices are the same as last year.

$12.00 per hour, per lifeguard. This price is for each hour that you are at the facility.

Plus, there is a fee of $2.00 per person for anyone coming in the gate.

We require 1 lifeguard per 25 people, with a minimum of 2 lifeguards per party. Your party may use the Bar-B-Que pits, picnic tables, volleyball area, basketball area, swimming pools, and ping pong table. The diving pool and racing pools will both be open during the party times. We have pool toys, ping pong paddles and balls, along with sport balls available for check out. We will also have the concession stand open. We sell snacks, ice cream, soda, and water; each will be sold for about a dollar.

New this year we will be requiring the children to pass a swim test in order to play in the deep end or use the diving board. Anyone who refuses to take the test or does not pass it will need to stay in the shallow end of the pool. Wristbands will be provided to help us monitor the safety of the children.

Please remind the children that proper swimwear is required. We reserve the right to deny admittance to the water to anyone wearing denim, cotton, or any other easily-frayed material.

You will be asked to fill out the contract and put a deposit down. This deposit will be counted toward your usage fee. Please read the contract carefully and sign that you have read each entry.

If you need to cancel your date, please give us 2 weeks notice, and your money will be refunded.

If you have any questions or would like to check on a date, please call Yvonne Peredo at 644-3030 or email at yperedo@sbcglobal.net.

Thank you,

Pool Manager

# Swim Lessons

Sometimes the manager is also the Swim Lesson Coordinator. Other years there is another staff member designated Swim Lesson Coordinator. In either case, this is what the job entails.

Swim lesson email (check regularly for swim lesson inquiries, and also use for online orders):

Creekside.swimlessons@gmail.com

freeze89

Anyone who provided us their email address in the past is entered into the email account’s address book. You can advertise lessons by sending a group email with the new information for the upcoming summer.

4 two-week sessions of swim lessons are held every summer. Session 1 starts on the first Monday after elementary schools end the school year. Each sessions contains 8 classes, generally Monday through Thursday, except for the week of the 4th of July, if the 4th lands on one of the regularly scheduled class days. In that case, there is no class on the 4th that week and a make-up day is help on Friday instead.

Classes are open to anyone, although there are different pricing options for club members versus non-members. Talk with the Board ahead of time to see if any promotional discounts will be offered. In the past, we have offered $5 off the class fee if you register before Session 1 starts. There is also a standing family discount of $10 for anyone who enrolls 5 or more children from the same family (not cousins or close friends) in a session. If a daycare wants to enroll multiple children, all the children can get the member price ($70 per child per session) regardless of whether the owner of the daycare is a member or not.

See the Swim Lesson folder on the USB stick for an example flier/registration form, as well as the signup sheets you will need to keep in the binder.

## Swim Lesson Binder

In the swim lesson binder you should include:

* Sign-up sheets to pencil in the names of registered children. NEVER use pen because people will cancel or switch levels very frequently.
* A waiting list to keep track of people who are waiting for a spot to open up.
* Completed registration forms for the season. Do not throw ANY away until the end of the season. Anyone wishing to register their child must submit the completed form WITH correct payment (cash or check made out to Creekside Cabana Club) before you write their child’s name in the front sign-up sheet and they are actually registered. No phone reservations allowed.
* Staple payments onto the registration form, complete the Staff section of the registration form, enter the child’s name on the sign-up sheet in the appropriate slot, and file the registration form alphabetically by the child’s last name. Do not file by parent’s last name because it is frequently different from that of the child. If an email address was provided, send the parent(s) a confirmation email before the session begins, reminding them of the session dates and the time and level they signed their child(ren) up for.

## Creekside Swim Lessons Objectives and Skill Sets

Beginner Frogs

Goal: To gain confidence and security in the water and learn to have fun in the pool.

Appropriate for anyone who has never had lessons before or who is still nervous around water.

Skills:

Safety Talk- learn the rules of the pool.

Bobs- completely submerge under the water and jump up from the bottom. Gradually bounce closer to the wall. Teaches safety skills in case of unexpected fall into shallow or medium-depth water.

Blow Bubbles- put face in water and blow bubbles without inhaling water.

Kicking- kicking with straight legs both on the wall and with kickboard.

Front Float- arms out, feet together, face down in water for 5 seconds, with minimal teacher assistance.

Back Float- arms out, feet together, chin up for 10 seconds, with minimal teacher assistance.

Steamboat- hands together, straight arms in front of body (not under), and straight leg kicks.

Water adjustment- have fun.

Floater Stingrays

Goal: To develop strong skills in freestyle and be fully prepared to further their stroke knowledge.

Appropriate for beginning swimmers who are already confident in water, have strong listening skills and can follow teacher direction.

Skills:

Bobs- completely submerge under the water and jump up from bottom, gradually bouncing closer to the wall.

Jump in- jump into the pool without holding onto teacher’s hands and kick with streamline arms to the teacher.

Front Float- arms out, feet together, face down in water for 5 seconds, without teacher assistance.

Back Float- arms out, feet together, chin up for 10 seconds, without teacher assistance.

Streamline front & back- hands together with straight arms and straight-leg kicks. Streamline for 5 feet and then start stroking.

Freestyle “Big Arms”- big arms stretching all the way out and pulling down to the thigh; hands cupped and straight leg kicking.

Side breathing- two strokes and breathe to side. Keep ear in water and blow bubbles under the water.

Side glide kick- one arm up, other arm down along the side, chin tucked, flutter kick.

Monkey-Airplane-Soldier- practice each movement on back (intro to breaststroke)

Dolphin kick- feet together, kick from hips. Do the “dolphin dance”.

Intermediate Dolphins

Goal: To learn all four strokes and gain endurance while swimming.

Freestyle 2 widths- build endurance and strength to swim the width of the pool. Keep elbows high and kicks straight, continue developing side-breathing skills.

Backstroke 2 widths- head back, stomach up, legs straight.

Breaststroke 1 width- correct timing of arms and legs, breathe every stroke.

Butterfly 1 width- arms exit water at same time, kick feet together, breathe every other stroke, “bam-pow kick”.

Tread water- introduction to treading water and egg-beater kick

Advanced Sharks

Goal: To gain proper technique in all four strokes and be ready to join a swim team.

Skills:

Freestyle- proper technique and flutter kick, high elbows and endurance.

Backstroke- strong arms, rotate shoulders, belly up, straight leg kicking, head back, minimal bobbing.

Breaststroke- strong rhythm, arms reaching all the way forward and pulling down to hips for a good start, but scooping only to chest for normal strokes, coordinated timing of arms, legs, and breathing.

Butterfly- proper technique and timing, breathe every other stroke.

Dives- practice diving from pool edge and blocks (racing dives)

Turns- proper turn for each stroke.

This class is a drill-based class in which children repeat drills for each stroke in order to gain endurance and improve technique in all areas. Should finish the class able to swim multiple lengths of the racing pool.

## Scheduling Teachers

Class size is limited to 6 children per class.\* There must be two teachers per 6 child class for Beginner and Floater levels, and there should also be 2 for the Intermediate level. Advanced classes are typically smaller and the children are more independent, so only one teacher is needed.

\*We only allow 6 children to sign up for each class, but there are 3 “invisible spots” we reserve in case a child was registered for the wrong level and we need to move them. This frequently occurs when a child is signed up for multiple sessions but passes into the next level. Thus, there should never be more than 9 children in a class and never fewer than 2 teachers (except for Advanced). If there are more than 6 children in a class, an effort should be made to provide an additional teacher as well, to keep the student/teacher ratio low.

Before scheduling swim lesson teachers, ask all staff members if they want to help teach. Make sure you get their availability for each session. If they will be gone for any part of a session, you should either not schedule them, or make sure someone else can sub for them. When assigning teachers to each level and time, you must not only take scheduling into account, but teacher compatibility and experience. Veteran teachers get priority over younger staff members if there are more people volunteering to teach than needed. If you have anyone teaching for the first time, they should only teach Beginner or Floater level, and must be paired up with an experienced teacher. Never have a new teacher teach without an experienced teacher there.

All staff members, except the manager, are paid $12/hour for swim lessons, regardless of their normal role or wage. Swim lesson hours must be recorded on a separate timecard, apart from their other hours.

# A Key to the Keys



Property of Creekside Cabana Club

3840 Yerba Buena Ave.

San Jose, CA 95121

(408) 270-2443

creekside.swimlessons@gmail.com