

LSU

University Recreation



STUDENT STAFF TRAINING MANUAL FACILITY SUPERVISOR

GET CONNECTED



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WELCOME LETTER

Dear University Recreation Facility Supervisor:

Your position as a Supervisor ranks as one of the most senior jobs a student can obtain within University Recreation. Only those that show the highest of integrity and possess the leadership traits that UREC embodies excel in this position. This person has to be comfortable and confident with many aspects within UREC. Skills in customer service, facility management, and emergency response make up the three vital components of this position.

This position is responsible for a multi-million dollar facility, the staff and guests/members within our facilities at all times. In addition to keeping student staff stay on task and the hourly count gets done, this job is about making UREC a truly fun, safe, and enjoyable place for all those we serve.

This manual will help you become familiar with what you should expect on the job and what will be expected of you. Keep in mind that not everything will be listed in the manual, and should you experience a situation that is not addressed, use your best judgment in solving the problem.

Please let us know if you have any ideas or suggestions on making the UREC experience an incredible one.

Sincerely,
University Recreation Staff

Vision

- Our vision is to create dynamic experiences for active healthy living.

Mission

- Our mission is to provide exceptional recreation facilities, programs and services that inspire, educate and empower students and the LSU community to cultivate active healthy lives. We do this by creating opportunities that contribute to student success and supports the institutional advancement of LSU.

Values

- Integrity
- Humor
- Kindness
- Creativity/Innovation
- Excellence
- Learning
- Teamwork
- Wellness/Balance
- Work Ethic
- Diversity, Equity, and Inclusion

Employee Policies

Dress Code

Khaki Bottoms:

- Shorts, capris and dress pants are acceptable (Shorts need to be $\frac{3}{4}$ distance waist to knee).
- No holes, rips, tears, cutoffs or fringes; appear neat and clean with a proper hem.
- No skirts.
- **NOTE:** Jeans are allowed ONLY on Fridays and holidays (you can choose to wear jeans or khakis)
 - Jeans may not be cut-offs, have holes, or patches.

UREC Polo Shirt:

- Tucked in and in good condition.
- Non-wrinkled and clean.

Other:

- **Radio – you must have a radio with you at all times.**
- **iPad/First Aid Backpack- must be worn at all times.**
- Name tags need to be worn at all times while you are working.
 - Replacement is \$8.00.
- No excessive jewelry.
- No headwear (Hats, bandana, etc.)
- No flip flops, slip-ons, crocs or boat shoes – athletic shoes ONLY.
 - Your shoe must have a back on it to cover the heel.
- You must wear socks.

Schedules and Substitutions

Scheduling is conducted in a round-robin format based upon work performance and tenure. During scheduling meetings you will choose and be assigned the shifts that you would like to work for the designated time period. That schedule will be placed on the UREC WhenToWork.com and supervisors will be expected to work those shifts assigned to them.

WhenToWork.com Tutorial

- Initial Account Setup
 1. Go to: www.whentowork.com
 2. Click “Sign-In”
 3. Enter your sign-in ID & password
 - a. For those who haven’t created their profile yet, need to do so ASAP
 4. Click “Change My Information”
 - a. Make sure phone is listed (so people can call for shift changes/trades)
 - b. Select “all employees can see my phone numbers”
 - c. Select “all employees can see my e-mail addresses”
 5. Click “Edit my E-Mail/Text Addresses & Notifications”
 - a. Click “Select/Add Notifications” and check:
 - i. Forward my WhenToWork Messages
 - ii. *Forward New Bulletin Board Posts*
 - iii. *New Shift I Can Work Added to Tradeboard*
 - iv. *Accepts Your Trade/Pickup Shift Offer*

- v. *Requests to Trade/Pickup Your Shift*
 - vi. *Publishes a Schedule or Sends Reminder*
 - vii. *Changes my Published Shift*
 - viii. *Approves/Denies My Trade/Pickup*
- 6. You can also choose to receive text messages (indicate this in “select/ADD notifications”)
- Viewing Schedules
 - My Schedule
 - Everyone’s Schedule
- Tradeboard
 - Pick Up Other’s Shift
 1. Go to “Tradeboard”
 2. Click on the shift posted that you would like
 3. Click “Pick Up This Shift”
- Tradeboard- Post Your Shift
 1. Click “Trade My Shifts”
 2. Select “Trade” or “Drop”
 - a. Add a comment to show on the tradeboard
- Tradeboard- Check Trades Offered
 1. Check “Trades Offered”
 2. If Offered, click “Accept” or “Decline”
- Staff Information
 - To Contact Other Staff Members, click “Staff” (top blue bar)
 - All phone numbers and email addresses are listed there
- WhenTo Work Synchronization
 - Smartphone Mobile Version: m.whentowork.com
 - Sync with Google Calendars
 - Click on “Info” (top blue bar)
 - Click “Connect or Remove Google Calendar”

Scheduling Policies:

- You are allowed to work 20 hours per week during non-holiday weeks.
 - A “week” is considered Saturday morning to Friday night.
 - The 20 hours/week rule is for any state job. Therefore, if you work at University Recreation and another campus building, a government building, or any other department that is paid by the state you are only allowed to have 20 hours TOTAL amongst the different departments you work.
- A “holiday week” is any week in which we do not have school one or more days in that week.
 - During a full holiday week you may work up to 40 hours, and any week with 1 or more days off of school you may work an additional 4 hours per day.
- The “weekend” schedule is considered Friday at 5:00pm – Sunday 11:30pm
- It is the employee’s responsibility to track hours and not go over the maximum hours allowed.
- An employee cannot work more than 8 continuous hours without taking a 30 minute break off the clock.
- Scheduling of Holiday Weekends (Fall Break, Thanksgiving, Mardi Gras, etc.) and Finals Week:
 - Generally voluntary weekends, unless no one signs up.
 - If no one signs up, the Assistant Director or Graduate Assistant will assign you to a shift.
 - You are expected to work at least one holiday weekend each semester.
 - Just because you work one of the holiday weekends does not guarantee that you will not be scheduled for the other holiday weekend if no one signs up; however, it will be taken into consideration that you worked the previous holiday weekend.

- For example: In the fall semester, you should work either Fall Break or Thanksgiving, in the spring you should work Mardi Gras or Spring Break.
 - Finals week is scheduled in the same format. However, everyone is expected to work during finals week. The number of shifts required will depend on number of employees for that semester. If the schedule is not filled, the Assistant Director or Graduate Assistant will assign Finals Week shifts.
- If you cannot work a shift that you are assigned, you must find a substitute to fill that position.
 - To find a substitute, first place your shift on the WhenToWork tradeboard (more information following).
 - If no one picks up your shift, you must email, call, or ask all the other facility supervisors. Contact information can be found under the “Staff” page on WhenToWork.
 - Start looking for a substitute in advance; do not wait until the day before to start trying to find a substitute!

Staff meetings

- Facility supervisor meetings are held bi-weekly. Attendance is mandatory. Failure to show up will result in a negative action form.
- If you will be out of town or have an excusable conflict, you must notify the Assistant Director or Graduate Assistant at least 3 days prior to the meeting and schedule a make-up meeting.

General Responsibilities

Supervise, Oversee, & Coordinate UREC Student Staff

- Maintain attendance of all staff that is on duty during your shift.
- Accurately document anyone that is late or misses shift by using an Employee Action Form.
- Place student within responsibilities they can handle.
- Enforce departmental student staff policies.
- Appropriately delegate tasks to student staff when necessary.

Effective Decision Making

You will be stretched to make decisions on a daily basis on a variety of issues. In an attempt to aid you in making the best out of any situation the following acronym will help (SCEE):

- **Safety** Would this impact the safety of you, the patron, and/or the facility?
- **Courtesy** Attempt to be as accommodating as possible to get to a win/win situation.
- **Experience** What will make their visit meaningful?
- **Efficiency** Are we operating in a way that is not wasteful i.e. staffing, utilities, etc.?

(Developed by Walt Disney Company)

Attendance

- You are expected to work the shifts you signed up for / were assigned.

- You should be clocked in and ready to switch with the previous shift (or open facility) at the time you are scheduled to work. This likely means showing up 5 minutes early to clock in, etc.

Safety

- Inspect and mitigate any circumstances that are potential safety hazards.
- Report any and all issues that need immediate attention to the proper staff person or on the Supervisor Daily Report or LSU UREC Maintenance Form.
- Take initiative in determining which events or reservations need to be set up either during your shift or one later in the day.
- Know your first aid and CPR (counts, hand positions for CPR, sequence of events, and the EAP) – stay refreshed on your skills in case you have to respond to an emergency.
- Booklets can be found at the Operations and Equipment Desks if you need to review.

Maintain Daily Records and Reports

- Conduct an hourly count of areas at UREC and record on the Facility Count Usage form.
- Record student employees and shifts on the Daily Supervisor Report.
- Accurately and thoroughly complete any accident and/or incident forms when necessary.
- Insure that forms from other student staff get completed (i.e. Lifeguard checklist).
- Opening supervisor should complete the Facility Daily Inspection form.
- Complete UREC Tour Information sheets when giving a tour.
- Completed forms should be submitted appropriately to the staff member that

Customer Service

- Greet patrons as they enter the building – “Hi! How are you today?”, “Enjoy you work out!” etc.
- As patrons exit, say “Thank you for coming in!”, “Have a nice day!” etc.
- Do not turn patrons with a problem away.
 - Help them find the person they need to solve their problem! If you don’t know an answer, say “I don’t know the answer, but let me direct you to someone who does.”
- Be up-to-date and current on UREC events, programs reservations, facilities closures, renovations and projects to be prepared to answer patron questions or concerns.
- Make sure that EVERYONE who enters has VALID identification to enter the facility

Parking

- All student operators will complete a Parking Handheld & Printer Usage Agreement Form prior to usage.
- Student operators will complete a UREC Parking Check In/Out form when checking out and returning a Parking Handheld & Printer.
 - Failure to complete a UREC Parking Check In/Out form will result in the supervisor being held responsible for any unreported damage.
- When not in use, handhelds and printers will be stored and charged in appropriate docking station at the UREC operations desk.
 - All Parking Handhelds will be logged in using:
 - User: **r1**

- Password: **urec1111**
- On-duty supervisors will only carry Parking Handheld Device while marking and ticketing cars only. This will only occur in the Student Rec Center North Two-Hour Parking lot (West of the Tennis Courts).
- Marking and ticketing will occur every hour on the half hour, as supervisors are performing their facility counts.
- Specific instructions on how to mark and ticket cars are detailed in the Handheld Ticket Writer Training Handout.
 - Each UREC Operations Supervisor will leave their First Initial and Last Name on each ticket, in the Internal Comments section to keep record of ticket issuer.

Facility Management Responsibilities

The information below is a comprehensive list of those items and UREC functions that you as a UREC Supervisor need to know.

Location of Chairs and Tables

- UREC has an extensive inventory of tables and chairs that are utilized for rentals and UREC sponsored programs. These items are located throughout the building in several locations. It is important to understand that before we set up for an event we determine what pieces of inventory are appropriate given the environment.
 - For example, if we need (50) chairs in Studio A, we have to remember to use chairs that have rubber stoppers on all four legs.
- The areas that we use to store our inventory are:
 - Classroom 1 closet (Classroom Tables)
 - Classroom Hallway Closet (Black chairs, multi-colored chairs)
 - Small Group Training Room closet (Surplus classroom tables, Tiger’s Den tailgating tables)
 - Racquetball Court 10 Storage (Folding chairs, tailgating tables, surplus multi-colored chairs)
 - Maintenance Closet (blue training & development chairs)

Keys

- We use a series of keys to access our facilities. They are extremely important to our ability to respond to issues. A list of each key and their function is below:

G	Opens all doors at the SRC (with the exception of the Equipment Desk, Marketing closet, and all E.M. closets) This is the most important key as it is <u>worth ~\$5,000 to replace!</u>
EM	Electrical and Mechanical closets in the facility
EQ Door (GGM6)	Equipment Desk door
AED (2341)	Activate/deactivate all the fire alarms in the facility
Curtains (H2130)	Raise/lower the dividing screens on the gym courts
Complex Gate Key	Opens the black gates next to the C parking lot and the back X lot.
Master Lock	Opens all the Master Lock padlocks on the tennis court gates and the north entry gate
“Circuit”	Opens the stereo in the Small Group Training room
Field Lights (3095)	Shaped like a flag and is used to turn on the field lights from the Clubhouse

Skeleton Key	Opens racquetball courts
EQ Desk Safe (S1181)	Opens the safe in the Equipment Desk to get start banks, change, safe items, etc.
Gym Court Lights (LS305)	Opens the box around the Gym Court lights in the hallway
“Thermo”	Key to open thermostat lock boxes
Ops Desk (0029)	Opens all of the first aid labeled drawers. <i>These drawers should remain locked when not in use.</i>
Toilet Rolls/Paper Towel	Fork-like silver key that opens up toilet paper & paper towel dispensers
Door/Fire Alarms (2335)	Turns on/off door and fire alarms
Projector Screen (D018)	Pulls down projector screen in Classrooms
Black Plastic Key	Gym Wipes

Computer/iPad Usage

- Our UREC computers/iPads are meant for work related activities only.
- As leaders within UREC, supervisors must model appropriate behavior at all times, including computer use.
- To have access to key programs that Supervisors use, you need to use the appropriate username and password. You cannot access UREC programs with your PAWS ID.
 - SRC Supervisor Computer:
 - Username: **sprt-student1**
 - Password: **geauxtigers1**
 - Fusion:
 - Student Recreation Center (SRC)
 - Username: **urec**
 - Password: **urec**
 - River Road Field Complex (SAC):
 - Username: **URECaccess**
 - Password: **initiate007**
 - iPad Google Drive:
 - Username: **lsuurecsupervisor**
 - Password: **ur3ct!g3rs**
 - WhenToWork.com
 - Username: ***your own individual username***
 - Password: ***your own individual password***

iPad Operating Procedures:

1. All student operators will complete the UREC iPad Check In/Out form prior to usage and upon completion of their shift when returning the iPad to the safe.
 - a. Failure to complete a UREC iPad Check In/Out form will result in the second supervisor being held responsible for any unreported damage.
 - b. When not in use, iPads will be stored and charged in secured iPad safe located at the Operations Desk.
2. All iPads will be logged in using:
 - a. Apple ID: lsuurecsupervisor@gmail.com
 - b. Password: **Ur3ct!g3rs**
3. Student supervisors may not download or purchase any applications to the iPad.

- a. App downloads must be approved by the professional staff in Facility Operations.
 - b. Any required purchases must be approved by the Computer Analyst II.
4. Student operators will complete a UREC iPad Check In/Out form at the beginning of each shift or when checking out an iPad.
5. On-duty supervisors will carry the iPad in the designated iPad/First Aid supervisor backpack.
6. iPad usage will be assigned for the following uses:
 - a. Paperwork completion:
 - i. iPad Check In/Out Form- *submitted via Google Form*
 - ii. Daily Supervisor Reports- *submitted via Google Form*
 - iii. Incident Reports- *signed PDF emailed to Assistant Director, Facility Operations and Graduate Assistant, Facility Operations*
 - iv. Accident Reports- *signed PDF emailed to Assistant Director, Facility Operations and Graduate Assistant, Facility Operations*
 - v. Employee Action Forms- *signed PDF emailed to Assistant Director, Training, Development & Aquatics and specific employee's supervisor*
 - vi. Facility Checklists- *submitted via Google Form*
 - vii. Hourly Facility Counts- *submitted via Google Spreadsheet*
 - viii. Tour Information Forms- *submitted via Google Form*
 - ix. Special Event Supervisor Reports- *submitted via Google Form*
 - x. Maintenance/Equipment Reports- *submitted via "bookmark" on home screen*
 - b. Checking Daily Facility Agendas for special events, classroom setup purposes, etc.
 - c. Messaging and emailing staff members when necessary.
 - d. Various applications and websites to better assist members and staff (i.e., Google Drive, weather/radar application, LSU websites, UREC website, WhenToWork website).

Security Camera Policy

- UREC is equipped with surveillance equipment located throughout our facilities and field space with the sole purpose of assisting in facility control and emergency action situations only.
- **They are to NEVER be used for extracurricular activities.**
- Unless notified otherwise all video footage is property of LSU UREC, and cannot be reproduced, rebroadcasted, copied or reviewed without the expressed written consent from UREC or our legal representatives.
- Some situations that cameras may be used are when a supervisor is dealing with a facility control situation or during emergency situations when it is deemed necessary:
 - This can be any situation when the integrity of our facility is broken by a person or persons intended to gaining unauthorized access (i.e. pass back violations and door alarms).
 - Cameras may also be used during emergency situations when deemed necessary and during Code Adam situations.

- You are NEVER to use a camera for personal use unless you receive permission from the Associate Director for Operations and Project Management.
- You are also not to use camera footage in an attempt to solve a crime or robbery. If facts are needed to complete a report then camera footage is permitted, but at no point is the victim allowed to view, look at or identify a perpetrator.
- Camera usage is permitted if requested by any Law Enforcement Officers, LSU Official or UREC Pro Staff Member.

Ice Machine

- At all UREC facilities there is an ice machine to use for UREC programs and for emergency situations.
 - SRC Location: The ice machine is located behind of the Equipment Desk near the washing machine.
 - SAC: The ice machines are located in the north storage room. The large cubes are to be used for drink coolers. The crushed ice is to be used for accidents ONLY.

Paperwork/Forms

- Much of your duties will consist filling out of a wide variety of reports. It is imperative that these are done as accurately and completely as possible. There may also be occasions where additional statements may be necessary either from you or those on duty during your shift. Complete lists of the forms are outlined below:

Change Request Form	Completed when an operations staff member request change at either the Operations Desk or Equipment Desk.
Accident Form	Completed for any circumstance when a UREC staff member administers first aid. From simple things as ice to advanced medical conditions which require EMS. The forms must have the victim's signature (if responsive) as well as the Supervisor's signature prior to being submitted. (See Appendix B).
Incident Form	Completed to document those occurrences that happen during your shift that are out of the normal day-to-day operation. A list of those most common occurrences are: fights, thefts and confiscated IDs (See Appendix C).
Facility Daily Inspection Form	Completed by the opening supervisor to report any issues/concern around the facility.
SRC Daily Supervisor Report	Completed to document who is working during their shift and any problems, needs, or concerns.
UREC Tour Tracking Sheet	Completed when anyone enters the facility and requests a tour.
Facility Counts	Completed each hour to record the number of people located in each area of the facility.
Employee Action Form	Completed to document any positive or negative actions committed by student employees during their shifts.

Opening & Closing Duties and Responsibilities

The supervisor should perform the following **opening duties** not in any particular order:

- Turn lights on in the following areas: 1st floor mechanical closet, 2nd floor electrical closet, 1st & 2nd floor restrooms, men's & women's locker room, operations desk, and circuit room.
- **Unlock and prop open equipment desk door.**

- Check out iPad from the safe behind Operations desk (be sure to complete iPad Check In/Out Form).
- Check supervisor first aid bag for correct supplies and restock if necessary.
- Determine field status. Open SRC Field Complex gates and check proper signage.
- Turn on all TVs or delegate to operations or fitness & wellness student staff.
- Complete supervisor report as you personally check in with each student staff member.
 - Specifically check in with lifeguard and conditions of the pool and pool deck area.
- Check emergency exits are properly closed and alarms set to on.
- Unlock Studio C.
- Turn on track clock. Change direction.
- Turn on supervisor computer. Log into Fusion and check Facility Daily Agenda. Pull up all WhenToWork and Google calendars.
- Complete Facility Daily Inspection Form.

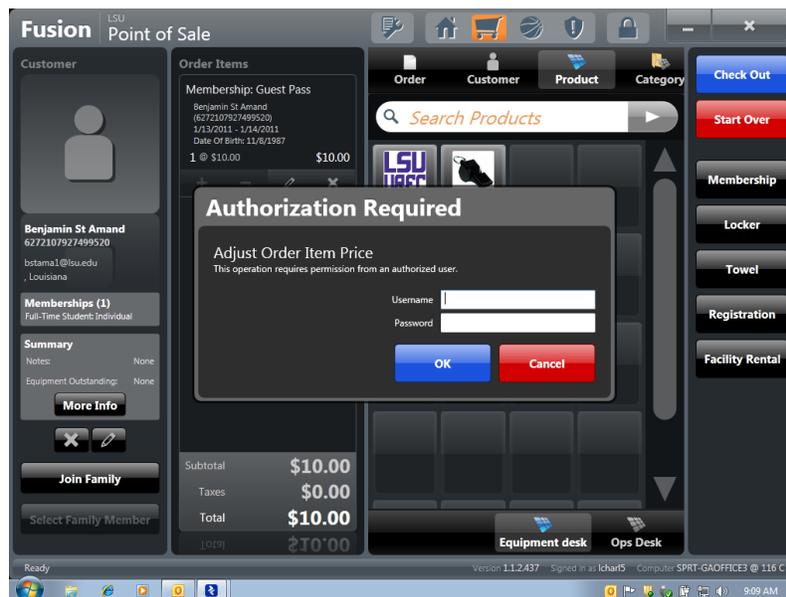
The supervisor should perform the following **closing duties** not in any particular order:

- Make necessary PA announcements at the correct times leading up to closing.
- Turn off all TVs or delegate to operations or fitness & wellness student staff.
- Check emergency exits are properly closed and alarms set to on.
- Check that all radios are turned off and properly placed on charger.
- Pick up and properly store all equipment in the gym court area.
- Raise gym court dividers.
- Check that all weights and equipment in the track stretching area, powerlifting room, and weight & cardio room are picked up and properly stored.
- Turn off track clock.
- Pick up any technology equipment from classrooms or training & development lab to store in Computer Analyst's office.
- Shut supervisor computer down. Double check all other operations desk and equipment desk computers have been shut down.
- Check that pool is properly closed with correct signage.
- Check that all studio keys have been returned.
- Complete and submit all necessary forms and reports.
- Turn lights off the following areas: 1st floor mechanical closet, 2nd floor electrical closet, 1st & 2nd floor restrooms, men's & women's locker room, and operations desk.
 - Check that lights are turned off in all studios, small group training room, climbing gym, equipment desk, student lounge, classrooms, training & development lab, Sport Programs suite & administrative offices.
- Turn off SRC Field Complex lights.
- Close SRC Field Complex gates.
- Lock sliding glass entry doors.

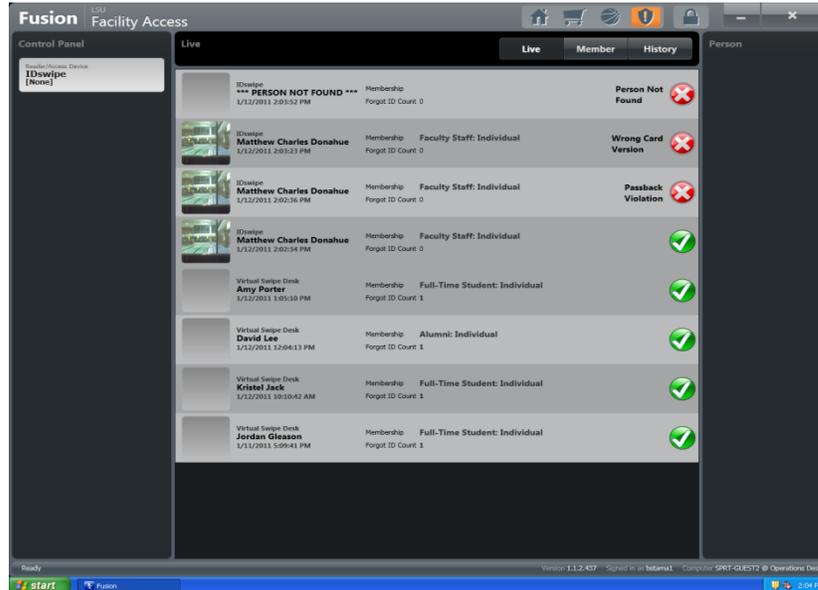
Operations

Operations

- Fusion – log in and password for ID desk computer and equipment desk are both **UREC**. An account is created for each supervisor with the username and password you will provide.
- As a supervisor you are the only ones who can give discounts to pricing in Fusion so if an operations staff member calls you to do this you will use your Fusion login.



- You will be able to complete the following interactions:
 - Guest passes
 - ID Forgiveness
 - Discounts
 - Memberships
 - **Lockers**
 - Getting change and change request forms
 - Lost & Found items
 - Check bags at the end of shifts
 - Equipment check out and rental
- Make sure that **EVERYONE** who enters has a **VALID** identification to enter the facility. **NO ONE** should enter without proper identification.



- It is important that we only allow those patrons with memberships or valid pass (ex: guest pass) into the facility.
- The picture on the card needs to match the person presenting the ID.
- Some people are allowed access to the facility without an ID. However, you must call the Facility Operations Coordinator in order to grant them access. These people include Facility Service workers who are working on something inside of the building, coke deliveries, snack machine deliveries, etc. IT personnel may also enter the facility after permission is granted by the supervisor.
- If someone has to meet with a member of the professional staff, send them to the operations desk staff and who will: call the appropriate staff member to verify that they should be in the building.
- Upon receipt of a guest pass, highlight the date of issue to make sure it is for the present day. Then verify the name on the pass with proper identification.
 - The name on the guest pass must match the name on the ID and the picture on the ID must match the person presenting the ID.
 - Guest passes are only valid for one day and the date on the pass must be the date of use.
 - Guest passes are \$10 a day, and patrons may have up to 3 guests per day.
- If someone has an issue with their ID, direct the patron to the Operations Desk.

ID Forgiveness Policy

If a patron forgets their ID, they are allowed entry into the facility free of charge once a semester, using their ID forgiveness pass. All subsequent times an ID is forgotten, entry will be admitted upon payment of the \$10 guest fee. In order for the patron to use their ID forgiveness, they must see an Operations Assistant at the front desk.

Faded ID Policy

Patrons with completely faded out pictures on their ID card are allowed to enter into the facility. Verify that the picture that is on Fusion when the card is swiped is the correct person. Be sure to

direct anyone with a faded ID to the Tiger Card office on the first floor of the Union where they can get a new ID free of charge when they bring the faded ID with them.

Confiscated ID Policy

Upon acknowledgement that an ID may be fraudulent, the assistant will radio a supervisor to come inspect the ID. If the ID is fraudulent, the supervisor will inform the patron that the ID has been confiscated.

SRC ENTRY AT-A-GLANCE FOR INTERNAL USE ONLY

TO GAIN ACCESS TO THE UREC SRC, ONE MUST PRESENT ONE OF THE FOLLOWING:

VALID ID - TigerCard



Verify user and photo match. Faded / Unrecognizable photos are NOT valid.

VALID ID - UREC MEMBERSHIP CARD




Verify user and photo match.

GUEST PASS CONFIRMATION

Name	_____
Room	_____
Host/Hostess	_____
Host/Hostess Dept	_____
Host/Hostess Title	_____
Host/Hostess Phone	_____
Host/Hostess Email	_____
Host/Hostess Address	_____
Host/Hostess City	_____
Host/Hostess State	_____
Host/Hostess Zip	_____
Host/Hostess Country	_____
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Host/Hostess F95	_____
Host/Hostess F96	_____
Host/Hostess F97	_____
Host/Hostess F98	_____
Host/Hostess F99	_____
Host/Hostess F100	_____

Holder must present a photo ID that matches name on guest pass. Verify user and photo match. Pass is only valid for issued date. Guest should keep pass with them at all times.

LSU UNIFORMED PERSONNEL

UNIFORMED PERSONNEL ON OFFICIAL BUSINESS:
 -> LSU PD, EMERGENCY PERSONNEL (FIRE, EMS)
 -> VENDING
 -> POSTAL EMPLOYEES

** FACILITY SERVICES SHOULD BE DIRECTED TO CHECK IN AT THE SRC OPS DESK.

RUNNER STAMP

A runner stamp is allowed for re-entry. You may radio the Equipment Desk to verify the current day's stamp.

MEDIA PASS

All media (anyone seeking to photograph, video, or interview outside the media policy) must check in at the UREC Operations Desk. Approved media will be issued a Media Badge.

Media is approved for entry only at date/time listed on the pass for the purpose documented.



THE FOLLOWING DOCUMENTS ARE NOT VALID FOR ENTRY

Should identification be falsified in any way, contact the supervisor on duty.

RETIRED VISITOR PASSES AND LSU ID CARDS

Visitor passes are property of LSU UREC. If these passes below are presented, please contact a supervisor.



ONE-DAY GUEST PASS

This pass does not grant access to the facility. If someone presents this coupon, please direct them to the SRC Operations Desk for processing of an official guest pass.



UREC Payment Options

- Cash
- Check (in ink only)
- Credit card
 - Visa, American Express, Mastercard, Discover
- Payroll deduction
 - Limited to only faculty/staff members
 - Paperwork can be found at both desks

Memberships

- Students
 - Full-time
 - Students pay UREC fee in their fee bills
 - Part-time
 - Students taking less than 12 hours (6 in summer) are considered part-time and will need to come in and pay the semester fee at either the Operations desk or Equipment Desk.

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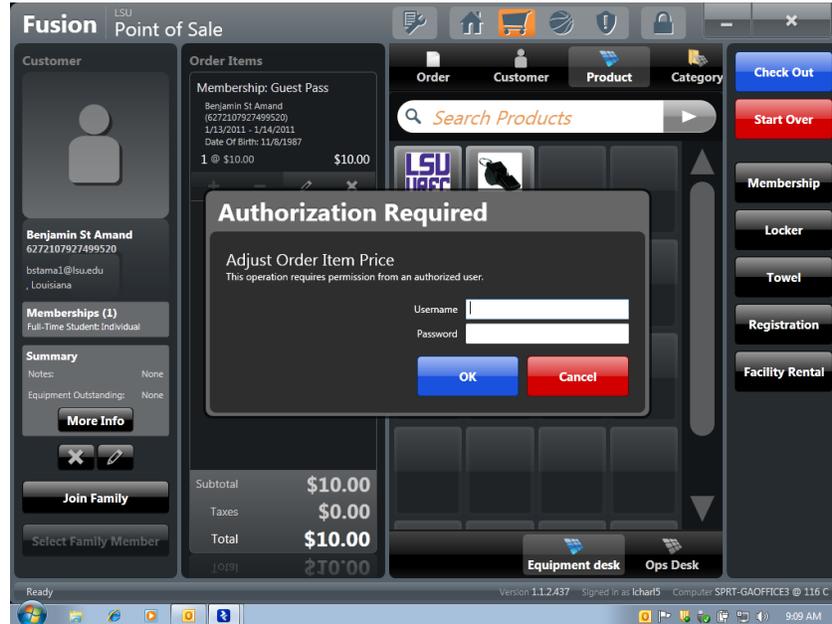
- Faculty/Staff
 - All Faculty/Staff members have Tiger cards like the students do.
 - Faculty/Staff is the only member group who is allowed a Plus 1. Plus 1 allows a person to pay the same rate that the Faculty/Staff member does and their accounts will need to be linked together.
- Alumni
 - Alumni members can be checked in a book located at the Operations Desk.
 - They can also sponsor themselves for a guest pass if they are only in town for a few days and don't want a full membership.
- Affiliate – below are some examples of the affiliate groups:
 - Campus Federal employee
 - LSU School of Banking
 - Louisiana Business and Technology Center
 - Senior State Administrators and elected Louisiana officials.
- Family Memberships
 - All 4 groups can get a family membership
 - A family is limited to 4 people.
- Spouse/Dependent
 - All 4 groups are allowed a spouse/dependent
 - Works like a Plus 1 but is limited to a husband or wife or a child of the member sponsor.

Operations Desk

Operations Desk

As a UREC Supervisor it is your duty to ensure that the Operations Desk runs as efficiently as possible day in and day out. Below is a checklist of items that should be followed on a shift to shift basis to ensure the desk retains a professional appearance:

- No personal belongings should be set on top of the desk. Personal belongings should be placed in the available drawers and cabinets.
- No notes are to be taped down at this desk.
- At times, you may be called upon to run transactions for a patron or assist at the Operations Desk. Be sure to know UREC procedures for selling guest passes, memberships, id forgiveness etc. and how to run transactions in Fusion.
- When opening, you should get a start bank to be placed in the cash drawer at the Operations Desk to help run transactions in the mornings, weekends, or times in which staff are not present
- Be willing and able to assist with patrons at the operations desk, especially during busy times.
- Be sure to keep the glass door should be shut at all times
- Informational binders are located behind the supervisor desk for your convenience. Make sure to return the binders when you are finished.
- All cash counting needs to take place behind the large TV at the island. Checking bags should not be done in plain view of those entering.



Packages Policy

When a package is delivered, the person working must complete the following steps:

1. Sign for the package
2. Log the package into the package log
3. Note who the package is for and do two things:
 - a. Call the individuals work phone number
 - b. Email the individual

Lost & Found Policy

1. Lost and found item is turned into the equipment desk staff member.
 - a. If an item is turned into to a SAC supervisor, it is their responsibility to bring the item over after their shift and follow protocol listed below.
 - b. If an item is turned into an intramural supervisor at the SRC, they are to radio the building supervisor to pick up the item and follow protocol.
 - c. If an item is turned into an intramural supervisor at the SAC, they will bring the item to the SRC supervisor after their shift, and the SRC supervisor will follow protocol.
2. If not considered a *safe item*, which is wallet, phone, iPod, keys, jewelry, ID's, credit cards, etc., then the equipment desk staff member logs in into the excel spread sheet under the share drive/operations/lost&found/2012 Lost&Found under the "Non-safe Item tab"
3. If considered a *safe item*, the equipment desk staff member will radio the supervisor
4. The supervisor will log the item under the *safe item* tab in the excel spread sheet.
 - a. They will log information including: Item, time/date found, description, name of patron (if applicable), notified? (Y/N), notified how?
5. If the item is traceable, meaning the item has some sort of identification name or number i.e. and wallet or cell phone, the supervisor will notify the patron
 - a. Name is found – supervisor will look up email address on Fusion and send out a template email through Fusion by going to System Preferences/Documents and

Templates/Email Templates/Lost and Found Notification Email and filling in the blanks

- b. Cell phone or number is found unlocked and charged – supervisor will call a recent call i.e. a mom or dad following the same information laid out in the email

Dear UREC Member,

On (enter date and time) we received your (insert item). Your item was turned into our Equipment Desk Lost and Found and placed in the safe. You may come pick up your item during normal operating hours at the Equipment Desk within the next (insert date--2 weeks from today). After this time, the item will be handed over to the LSU Police Department. If you have any questions or concerns, please feel free to call the LSU UREC Operations Desk at (225) 578-8601.

Sincerely,
LSU UREC

1. Supervisor will place *safe item* in safe.
2. Supervisor will make note on the daily report that a lost and found item was placed logged and put in safe.
3. If item is picked up by the patron, they will log that information in the same excel spreadsheet
4. If the item is not picked up within two weeks, the *non-safe items* will be donated to The Salvation Army and the *safe items* are handed over to the police.

Area & Program Responsibilities

Intramural Responsibilities

- Raising and lowering basketball goals
- Raising and lowering gym court curtains
- Assist with any medical emergencies and in any Code Red situations
- Assist with clearing the necessary courts (i.e. “Courts will be closing in 5, 10, 15, 20 minutes for Intramurals”)

Aquatic Responsibilities

- Water fills and Chemical feeds
- Turning saunas on and off
- Assisting with back-boarding water spinal victim
- Removing an unconscious victim
- Attending lifeguard in-services
- Moving lane lines

Group X Responsibilities

- Registering for a class:
 - All Group X registration is done online from 5:45am-4:00pm. Patrons go to www.lsu.edu/urec – Fitness- Group X
 - Each class has a maximum class registration, with five waitlist spots in case a reserved spot is not filled at class time.

- All registration closes either 15 minutes prior to class start-time or 4pm, whichever comes first.
- Class registrant lists will be printed off for use by the instructors.
- Entering into a class:
 - Participants would be instructed to show up 10 minutes prior to the start of class and present their ID; if an individual is not present at that point, their spot may be forfeited to a waitlist participant.
 - The instructor will check-in participants by *verifying ID and marking the individual as present*, thus providing us with the accurate number of class participants.
- Instructor responsibilities:
 - Arrive 15 minutes before the scheduled class start time.
 - Clock-in using the computer in the student lounge or fill out a contingency written time sheet.
 - Check-out studio keys from the Operations desk. Please make sure to sign your initials, time, and date on the correct studio clipboard.
 - Unlock the studio and stereo using these keys.
 - Perform a radio check using the radio located in the red first aid box above the stereo
 - Make sure radio is ON and on CHANNEL 2. If not, turn on (volume switch). [Make sure power cord is plugged in.]
 - Turn volume all the way up to loudest position.
 - Press and hold the large button on left and speak clearly into radio “Radio check to the Equipment Desk from Studio ___.”
 - Release button and wait for confirmation response.
 - Turn volume down to lowest position [be sure not to turn all the way off].
 - Place back onto charger and close box.

SRC Field Complex Responsibilities

- Gates to the Field Complex will be opened at 5:45am and (weather permitting) remain open throughout operating hours. Gates to be opened and locked at night include both East and West black gates, and the double chain link fence North of the tennis courts.
- Respond to an emergency the same as if it were in the building. Know the nearest entrance for EMS and other medical personnel.
- No alcohol or tobacco products are allowed into the SRC Field Complex
- Some events may require the use of other gates within the complex. Please ensure that those left opened are closed at the conclusion of the event/program.

Weight Room Attendant Responsibilities

- Enforce weight room policies:
 - Be sure that you are well aware of the UREC weight room policies.
 - You may find the polices online at www.lsu.edu/urec
 - Re-rack weights to provide a safe environment for patrons.
 - Report any faulty, broken equipment to the Maintenance Coordinator. This should also be reported on the daily report.
 - Make sure that weights and equipment do not leave the weight room.
 - Make sure all drinks are in a container with a lid – no smoothies in the weight room.
 - No gum, tobacco, or alcoholic beverages are allowed.

- No type of sport activity should take place in the hallways. This includes people doing lunges in the hallways. Encourage patrons to use the track upstairs.
- Maintain proper cleanliness of machines, windows, stretching mats, and equipment:
 - It is important that we maintain a clean facility to provide a safe environment for our patrons and that we are proactive in risk prevention.
 - Regular cleaning of circuit weights, free weights, cardio equipment, stretching mats and mirrors is important.
 - Make sure you wear gloves while cleaning equipment, dealing with trash, and/or picking up loose articles of clothing.
 - Machines need to be wiped down on all padding, weights, bases, pedals, tracks, and rails – anywhere that sweat drips needs to be cleaned multiple times a day.
 - If you run out of tasks in the weight room, machines should be wiped down thoroughly.
- Check patrons for proper attire:
 - Guys:
 - Must have a complete shirt – no large gaps under the arms.
 - Proper athletic wear – no jeans, etc...
 - Must have athletic shoes – no flip-flops, crocs, boat shoes, etc.
 - Girls:
 - Must have an athletic top – no girl may wear just a sports bra.
 - Proper athletic attire – no jeans, etc...
 - Must have athletic shoes – no flip-flops, crocs, boat shoes, etc.

Cleaning Responsibilities

- For their safety, please remember to inform Fitness & Wellness Assistants or any other student engaged in cleaning during their shift to wear gloves when cleaning machines.
- Machines should be cleaned thoroughly, including, but not limited to, base structures, weight racks, and tracks.
- Solution can be found in the machine weight room, in the cabinets under the desk or in the first floor custodial closet.
 - Use the solution in the spray bottles.
 - Know which cleaning products are used for what, and know how to refill the solution bottles.

Gym Responsibilities

- Enforce gym policies.
 - All drinks must be in a closed lid container.
- PAY ATTENTION – be alert and aware of what is going on!
- **Have your backpack with you at all times.**
- Badminton and volleyball nets are only to be set up if they are scheduled in class or when the gym is empty enough. If there is an available court where no one is playing basketball, badminton or volleyball may be set up
 - Basketball players will not be kicked off a court by patrons or UREC staff to set up badminton or volleyball nets, basketball takes priority in the gym.
 - Badminton can only be set up on courts 2, 3 and 4; Volleyball can be set up on all five courts.

Special Events

- You may be asked to work a special event. They are usually on the weekends or late at night after the facility has closed.

- You still have the same job responsibilities that you do in the facility, whether the event is inside, on the fields or at the SAC.
- Participant waivers should be filled out by anyone attending the event that isn't a UREC member.
- You are to enforce the UREC policies, including, but not limited to:
 - No glass on the fields.
 - No alcohol on the fields.
 - No pets.
- Media policies:
 - Only personnel with a media pass or family members of group participants may take pictures or film.
 - No news reporters or photographers are allowed in unless they have been granted permission by the marketing department, in which they will have the appropriate media pass for the event.
- Dress code still applies unless your supervisor directs you to wear something specific for an event.
- Some events may have extra staff assigned to it. You are responsible for them just as you were during your normal shift.
- On weekends, please refer to the weekend report located on the door of the Operations Desk for complete details as to what is taking place and when.

Radios

- All students must have a radio with them at all times.
- Radios should be on **Channel 2**.
- Do not walk while talking into the radio.
- Push the PTT (push to talk) button, wait a second and then begin speaking slowly, holding the radio 4-6 inches from your mouth.
- State the designated party or area number you are trying to reach and your name.
 - For example: "Ops, to 47" or "Supervisor to 50."
- Radios are to be used for business and emergency purposes only. Do not hold personal conversations across the radio.
- Emergency radio traffic takes priority. If there is an emergency, all other radio communication ceases until the emergency has ended.
- Radios are also stationed at the Operations Desk, Equipment Desk, Lifeguard stand, weight room desk. Extra gym radio is located behind the supervisor computer.
- NOTE: Radios will not charge unless they are turned off.

Phone Usage

- You are not to use personal cellular phones while at work (this includes texting!). However, please keep your cellular phone on you in case your supervisor needs to contact you.
- If you must make a phone call because of an emergency, do so "off stage."
- "Courtesy phones" are for patrons only. If you are going to use one, you should be off duty and not in your staff shirt.

Disciplinary Policies

If any employee breaks one of the following policies, he/she will be written up by the UREC Supervisor:

- Absent from shift
 - If you do not show up and you do not call in.
 - If you are going to miss a shift and you do call in, you will still have a write-up as written documentation of the absence.
- Late for a shift
 - If you are late for your shift, you will still have a write-up documenting your tardiness
- Insubordination
 - If you are not doing the work requested of you by your supervisor, team leader, and graduate assistant and/or direct supervisor.
- Quality of dress
 - Inappropriate uniform – jeans on days other than Fridays or holidays, incorrect staff shirt, sandals/crocs, nametag missing etc...
- Safety violations
 - Putting patrons, other staff or yourself at risk.
- Quality of work
 - Not properly or thoroughly cleaning equipment.
 - Not completing task assigned.
 - Failure to appropriately clean or complete task assigned.
- Any other severe inappropriate actions as determined by the UREC Supervisor.

If you are written up the following actions will take place:

- You will meet with the Graduate Assistant or Assistant Director of Facility Operations.
- You will discuss the write-up and why it occurred.
- If it is your first offense, you will be warned and the write-up will be filed accordingly.

Multiple Offenses:

- Absences – two absences equal a termination
- Tardiness – three tardies equal a termination
- Policy Violations – two violations equal termination
- Any combination of absences, tardies, or violations can result in termination at the discretion of the direct supervisor.

Violations that result in immediate termination:

- Providing unauthorized access and/or use of the facility
- Sleeping on duty
- Consuming alcohol and/or drugs while on duty
- Reporting to work intoxicated
- Insubordination
- Leaving work unauthorized
- Falsification of payroll
- Tampering with Class
- Inappropriate conduct while on duty towards employees or patrons
- Improper use of a department vehicle
- Any other actions deemed inappropriate by the Department

You may also receive a positive write-up for good behavior.

- This can be for covering a shift for another employee at the last minute.

- Positive actions noticed by a Professional Staff member, GA, or another supervisor.
- Any other actions deemed appropriate by the Department.

Raises

- Raises will be evaluated on a yearly basis at minimum.
- You will have an evaluation with your direct supervisor to determine if a raise is adequate and sufficient.
- Your evaluation will be based on your performance over the past year. Write-ups and your standing with department will also be evaluated at that time.
- Raises are not guaranteed. They will be based on the budget for that year. The budget will determine what, if any, will be applied.

Resignation

- If you are going to resign, it is proper for you to provide your Graduate Assistant or Assistant Director with a two weeks' notice. This notice should be in writing, including your last day of employment.

Facility Operations Staff

- Operations Assistants
- UREC Supervisors
- Graduate Assistant, Facility Operations
- Coordinator, Facility Operations
- Assistant Director, Facility Operations
- Associate Director of Operations and Project Management
- Director of University Recreation

Practical Skills

- ___ Tour of the administration area and locate Pro Staff offices
- ___ Locate Pro Staff offices that are not located in the administration suite
- ___ Tour of the maintenance shop, gym court storage and small group training storage closet
- ___ Breaker box locations
- ___ Show where lost and founds items are
- ___ Checking bags for Operations staff
- ___ Know how to deactivate and silence the fire alarm
- ___ Be able to work the PA system/ buttons and make the announcement at the end of the day.
- ___ Be familiar with the Group X sound system key check in/out
- ___ Locate documents saved on the supervisor computer and student access shared drive
- ___ Location of First Aid supplies
- ___ Change "Field Status" on UREC website

Equipment setup

- ___ Locate and change "Filed Status" sign
- ___ Peavey (sound system)
- ___ Curtains (making sure to turn the motor off)
- ___ Classroom divider walls
- ___ Turn on scoreboards and locate circuit breaker
- ___ Connect scoreboard keypads
- ___ Raise and lower basketball goals
- ___ Set up volleyball (including ref stands and pad)
- ___ Set up Badminton

SRC Field Complex

- ___ Light boxes
- ___ Scoreboards
- ___ Sprinkler control
- ___ AED location

Demonstrate the following Aquatic activities

- ___ Water fill
- ___ Chemtrol chemical feed
- ___ Unhook to move or remove lane lines
- ___ Locate backboard

Facility Supervisor Manual Overview Agreement & Responsibility Acknowledgement

I, _____, hereby acknowledge that I have read and agree to the policies and procedures set forth by LSU UREC pertaining to **Facility Supervisor**. I understand that a violation of such will result in employee action.

Signature

Date