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# North Lakes Front Desk Staff Meeting

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Location: NL Gymnasium  
Date: Friday, October 7, 2022  
Time: 2:00 p.m.

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## News, Policy Updates, Procedures, and Reminders

### I. News

- a. Pay Raises
- b. New Hires – Thomas-Eric & Leslie
- c. Tuesday's Incident

### II. Staff Discussion

- a. Emergency Procedures – accidents vs incidents; active shooter
- b. Concerns, Ideas, and Suggestions

### III. Coming Soon

- a. Staff shirts
- b. What else do you need?

### IV. Policies & Policy Updates

- a. A CPR certified person must be on -duty at all times
- b. Cleaning – Fitness equipment must be cleaned twice per day
- c. Dress Code -staff tops, closed-toed shoes
- d. Parking – street-facing/ back row
- e. Call-in Policy – (1<sup>st</sup>) tradeboard, (2<sup>nd</sup>) inform affected staff, (3<sup>rd</sup>) text Alicia
- f. WhenToWork Schedule – Schedule made: tradeboard; Schedule not made: request off
- g. Attendance/Rosters – Enter attendance for registration-based classes
- h. Large Bills – Know what's in the drawer. Accept only if total is 80% of bill denomination
- i. Membership refunds/ freezes – Refunds: death, relocation, mask mandate only

### V. Training

- a. Login to your NEOGOV portal to check if you are up-to-date on trainings.
- b. Do not let CPR certification lapse.

## VI. Cash Handling

- a. Check writers' driver license number and date of birth must be written on the front of any/all paper checks.
- b. Endorse the check before you put it in the cash till.
- c. Use the MagTek Dynapad for all credit card transactions where the customer is not present
- d. Tap and pay must enter their pin more than once.
- e. Never write credit card information down. Don't use knuckle crackers.
- f. Two calculator tapes run by two different people.
- g. Use deposit slips in order. New book should be in succession with numbers on last book.
- h. Use deposit bags in succession.
- i. Keep voided deposit slips, Write VOID across it then put it with paperwork.
- j. Put full account number on the bank bag.

## VII. Rentals & Birthday Party Booking Procedures

- a. Birthday Party format changing
- b. Rentals - Space must be rented for the entire time they need access. Including set up/decorating and clean up/take-down time. Meeting rooms should remain locked when not in use so renters are not accessing the room early.
- c. Rentals- -Do not let them extend their rental day-of for free. They must adhere to the times listed on the contract. Additional time will be taken out of their deposit.
- d. Rentals - There must be a full 30-minute buffer between. This applies to rental/rental and class/rental.
- e. Rentals - Pay attention. Be aware of their capacity and usage times.

## VIII. Reminders

- a. Facility Counts - top of the hour
- b. Hours – 28 per week average
- c. Assist instructors with password resets. You must completely log off.