

General Manager – Planet Ice

- Finances – The Manager will be accountable for all monies and assets of the arena. He will keep daily records of transactions and a cash fund, making bank transactions as appropriate.
- Personnel – The Manager will interview, hire and terminate all arena personnel. The manager will have total supervisory responsibility and authority of all Arena Personnel. He will conduct performance appraisals for all arena personnel. The Manager along with the School Director interview, hire and terminate Class and Private Lesson Teachers. The manager will make and maintain a file on all and document every interview, review, complimentary and disciplinary meeting with each person.
- Concession / Pro Shop – The Manager will staff, order supplies and keep financial records for the Concession Stand and Pro Shop.
- Schedule of Ice Time – The Manager will schedule ice time for all activities of the arena in an equitable manner.
- Operations – The Manager will monitor and maintain the building, grounds and equipment. The Manager or a designated employee will perform routine maintenance. The Manager will purchase routine supplies and approve maintenance expenditures up to a specified amount.
- Arena Programs – The Manager will support the programs planned for the arena, using good judgment and providing input relative to scheduling compatibility and facility management.
- Marketing and Fund Raising – The Manager is considered to be the representative of the arena and the Board of Directors to the arena users and the public. The manager will act in a professional, business-like manner and use good judgment when dealing with the people. The Manager will maintain the physical premises and atmosphere in such a way that the public will be encouraged to use it on a frequent and regular basis. The Manger will focus his efforts on the activities relevant to operations until the arena is staffed and operating smoothly. The Manager's role in marketing will then increase and include such responsibilities as public speaking, searching out new markets for the Arena and developing and carrying out special marketing campaigns.
- Record Keeping – The Manager will maintain employee records, payroll records, insurance records, tax records, income and expense records, as directed by the Managing Entity.
- Law – The Manager will keep abreast of all local, state, and federal laws that are applicable to the operation of the business that he is responsible for and as directed by the Managing Entity.
- Liability – The Manager will maintain the facility and operation to conform to all local, state, and federal insurance requirements as necessary to ensure a safe facility as directed by the Managing Entity.
- Service – The Manager will insure that the service to the customer is of the highest standard. This will be done through fairness in hiring, training, supervision, and termination (if necessary).
- Assistance – With the approval of the Managing Entity, assignment of some of the duties is recommended for the sake of continuity and personnel development. It is necessary for the Manager to understand that if a job function is delegated to another individual such as the assistant manager, bookkeeper, etc. it is still the Managers responsibility to make sure that it is done correctly and in a timely manner.

Arena Training & Technology Institute

* Sales Support – It will at times be necessary for the Manager to provide sales support for Burley's Rink Supply. Visiting clientele should find the facility clean and operating efficiently during tours. It may also be necessary for the Manager to provide data on his operation relating to income, expenses, operations techniques, and

Sales support
Materials/Curriculum
Marketing

Trade show support

Assistant Manager Staffing/ Snack Bar

Shift Management: The Assistant manager will work shifts and will be responsible for overseeing facility and events and the supervision of staff.

Staffing:

1. Hiring of employees
2. Evaluation of employee training
3. Quarterly Employee evaluations
4. Monthly scheduling of staff
5. Keeping employee files and information
6. Ordering and inventory of staff uniforms

Snack Bar:

1. Ordering and inventory of all food merchandise
2. Ordering and inventory of Birthday Party Supplies
3. Overseeing and maintaining snack bar equipment

ASSISTANT MANAGER / HOCKEY DIRECTOR

Shift Management: The Assistant Manager must be able to work shifts and will be responsible for overseeing facility and events.

Staffing: The Assistant Manager will be responsible for the supervision and coordination of staff.

Pro Shop: The Assistant Manager will be responsible for the displaying of, maintaining of, and ordering of Pro Shop inventory.

Hockey: The Assistant Manager will be responsible for the development of in house hockey programs, instructional classes, leagues, and the supervision of hockey coaches, instructors, and officials .

MARKETING DIRECTOR

Insides Sales: Responsible for the inside sales of Dasherboards, Wall Advertisements, Zamboni sponsorships, and Scoreboard sponsorships.

Programs with schools: Responsible for the control and implementation of Planet Ice's school programming including the Blades to Books Program, Honor Roll/Good Conduct passes, and Return Rewards programs.

Fundraising: Responsible for the control and handling of all Planet Ice fundraising programs.

Chilly Willy: Responsible for the development and scheduling of Chilly Willy appearances at special and local events and functions.

Group Sales: Responsible for attracting group & corporate sales to Planet Ice for public skating and private functions.

General: The Marketing Director is responsible for working and communicating with Planet Ice's and Burley's Rink Supply's managerial staff and employees in regards to all programs, activities, and joint Marketing between Planet Ice and Burley's Rink Supply.

FIGURE SKATING DIRECTOR

To promote, manage, and maintain the facility's skating school program.

To be able to ice skate, to teach and have knowledge of levels being taught, and to demonstrate leadership.

To assist in the fitting and selling of skates, and the overseeing of coaches sales and commissions.

Courses, Classes, and Skating Clubs:

1. Development and implementation of curriculum
2. Prepare class ice time schedule
3. Supervise class registration
4. Record contracts and registration

Supervise instruction and curriculum:

1. Recruit and training of instructors
2. Monitor quality of instruction
3. Follow curriculum and placements of students
4. Motivate instructors to solicit individual lessons
5. Evaluate teacher enrollment
6. Liaison between instructors and management

Promotion and Re-enrollment:

1. Ensure promotional materials and announcements are implemented
2. Supervise games and events during class
3. Conduct special events each semester
4. Solicit and participate in external sales and promotions
5. Communicate with students parent's and friends
6. Supervise phone inquiries and phone answering techniques

Freestyle Sessions:

1. Implementation of guidelines and conduct
2. Monitoring of pricing, payment, and special rates

Greeter

20:00 - In uniform, clocked in, in your position at the building entrance. Check area for trash, straighten flier racks, making sure that the stansions are properly placed to prevent entry and allow exiting guests to pass.

15:00 - Prepare for ticket sales. Get the proper color of wristband if they are to be used for the coming session. Position yourself to greet the incoming crowd. If two registers are to be used, begin to divert arriving guests to the shortest line.

0:00 - As guests begin to enter, check *each* receipt for date, time, number of guests, and skate rental charges. If they are not carrying their own skates with them, they must be charged for skate rental! Place a wrist band on the wrist of guests that have paid for the following session. Give each guest a smile and let those who need rental skates know where the blade rental counter is and that the yellow copy of their receipt is to be given to the attendant at the blade rental counter. You may also let them know that you are there for them if they need any further assistance during their stay.

You are the last line of defense against gaining entrance into our facility if they have not paid. It is your job to greet our guests with a smile, answer questions, maintain a clean and safe entranceway, and present a positive image of our business. For many, you are the first person that they come into contact with. Therefore, you are the most important as they form their opinion for our entire operation.

Cashier

20:00 - Make sure you work area is free of debris and that your register is properly stocked with change and receipt paper. Count the cash in your drawer and verify the amount with the manager on duty. The telephone should be within reach so you don't have to leave the register unattended to answer a call. Any binders that you may need that you may need should also be handy; birthday, private ice, men's league, etc.

15:00 - You may notify the greeter and begin to pre-sell admission and skate rental tickets to as many as possible. Guests that can't show you their own skates *must* pay for skate rental! The white copy is for the guest to keep. The yellow will be used for claiming rental skates. If no skate rental is purchased, you are to keep the yellow receipt.

0:00 - The greeter should be instructed to begin to allow guests to enter the facility.

As a cashier, your duties will also include the phone traffic. Anyone who calls should be greeted in the following manner: "Hello, thank you for calling Planet Ice. My name is ____, how may I help you?" The calls should be directed to the proper person. If that person is not available, a message should be taken that contains ALL of the following: the caller's name, telephone number, company that they work for (if any), and the reason that they are calling. No less will be accepted. Many times a person may not actually get a chance to visit the facility before calling, so they must form an opinion of our business before they even see it. This is why you must project a sense of professionalism and courtesy every time you pick up the phone and represent us. Remember, they *can* hear you smile!

The space that you will be working in is YOUR domain. No other staff member should be permitted access. The money in the registers and possibly in the safe will be in your care and any blame in times of shortage will be directed at you and you alone. Other persons in the offices or admissions areas should be asked to leave or directed to a manager. You should also leave the offices and admissions areas as clean as possible before your shift ends. In order to minimize the amount of staff traffic through these areas, the windows and trash should be taken care of by you.

Booking groups, birthday parties, and other events may also be required. If so, you must notify a manager when you are doing this. You will also make sure any special instructions are conveyed at this time. Extra food, game tokens, special music requirements, seating requests or any other notable particular that must be planned in advance should be brought to our attention as soon as possible. It is also your responsibility to check the birthday party and private ice books to see what is happening on your shift today and for the coming week so you can plan for any obstacles.

SKATE RENTAL

Skate rental staff should be in position at least 5 minutes prior to the start of the skating session. All skaters that enter the facility without skates will be required to purchase a skate rental ticket. At this time, they are given in the form of tear off coupons. In order to rent a pair of skates you *must* take one of these coupons from the guest.

It is also your job to help the greeter and snack bar personnel keep the lobby clean during the skating session. After the majority of skaters come in and have been handed skates, you must leave the rental counters and look for abandoned rental skates throughout the lobby and snack bar seating areas.

As the rental skates begin to be returned you must tuck the laces inside of the boots, wipe and oil the blades, and place them back in the proper rack. **DO NOT LEAVE "ODD" SKATES ON THE FLOOR!** Nothing at all should be left on the floor. Find out where the mate to that skate is and put them where they belong. If the skate is defective, place it on the counter and ask a manager what they would like you to do with it. Skates with frayed or broken laces should be fixed as soon as possible. It may also be necessary to recommend a pair of skates for some other repair or sharpening. Again, bring this to the attention of the manager on duty.

After all rental skates are placed back in their correct rack space at the end of the skating session, see the DJ or manager who is overseeing the clean up of the facility. Ask them how you can help.

Skate Guard

- 15:00 Check in with the manager to find out your position for the evening.
- 10:00 You should be clocked in, in the proper uniform, and ready to skate. You may be asked to help others spot clean the floor or tables prior to opening.
- 5:00 Check the ice surface for any unsafe areas after the resurfacers exit the ice. Position yourself at the public ice entrance doors while leaving them closed.
- 0:00 The DJ will announce the beginning of the session. It is at this time that you may open the door to the ice for the public to enter, not before.

The skate guard is responsible for the proper conduct, enjoyment, and most importantly the safety of all guests on the ice. Your interaction with the skating public can help them to form an opinion of us so it is imperative that you are courteous and helpful while on the ice. You may help guests that request skating assistance as long as it does not interfere with your ability to perform your job.

SAFETY

It should take you no longer than 10 seconds to respond to a fallen skater. As you approach the fallen skater, take the following steps:

- *Position yourself between the skater and the oncoming traffic to shield them.
- *Ask the skater "Do you need help?"
 - If the reply is no, continue to stand in the way of the oncoming traffic until they are on their way again.
 - If the answer is yes, the following should be done:
- *Extend your hand and ask "May I help you get up?"
 - If the guest takes your hand, you may help them to their feet and on their way.
 - If there is no answer or they do not take your hand, you must:
- *Signal the DJ to get a manager / notify the manager.

Understand that you CANNOT touch or move someone who does not ask you to do so. The manager will not do this either. If the person does not want our help, the proper medical personnel will be called. During this incident, the position you will take is to stand with your back to the fallen guest, facing the oncoming traffic. This will allow you to "block" anyone from falling on the guest and see the rest of the ice sheet making sure that no other guests are in need of our help.

If someone is bleeding, do not touch them or otherwise risk contact with their body fluids.

CONDUCT

The safety of all skaters requires the enforcement of the rules that govern the use of the ice sheet. It is your job to make sure that this is done in the most effective way possible.

SKATERS MAY NOT:

- >Weave or cut closely in front of others.
- >Skate faster than the majority of other skaters.
- >Throw snow / ice.

- >Hold hands with more than two other skaters.
- >Stop while on the ice surface.
- >Skate in a direction other than the current skating direction.
- >Sit on the hockey benches unless hurt or performing skate repair.
- >Sit on the dasher wall.
- >Throw anything.
- >Play tag.
- >Slide on the ice.
- >Eat or drink on the ice.
- >Stand in the doorway, obstructing the exit/entrance for others.
- >Carry children while on the ice.
- >Perform any spins or jumps in the presence of other skaters. (manager's discretion)
- >Conduct themselves in a manner that is unsafe for themselves or ANY OTHER SKATER!

If any skater is caught behaving in a manner that conflicts with the above, he/she shall be warned to stop the activity. If this person continues, they are to be asked to leave the ice surface for a period of time commensurate with the infraction. If, after the time is served, the behavior continues you must contact a manager.

If any guest becomes unruly, abrasive, or is caught fighting, you must contact a manager. Do not interfere with a fight in progress. Simply ask them to stop, keep other from joining in, and get a manager as quickly as possible. The management will contact the proper authorities.

GAMES

Games will be played during all public sessions. They may consist of, but will not be limited to The Saucer Game, Red Light-Green Light, Breakout/Cops & Robbers, Roulette, Couples/Trios, Speed Skating, Races, and The Hokey Pokey.

The rules are always kept as simple as possible and are announced each time the game is played. If a prop (i.e. a saucer) is required, it is to be given out at center ice by the appropriate guard. During the announcement of the rules, you should position yourself to point out areas important to the play. During the play you should be positioned to enforce the games rules and see that the payers remain safe.

Do not skate with your hands in your pockets. Do not skate faster than the majority of the public. Do not weave in and out of people. Do not skate with the other skate guards on duty. Do not hold conversations with other skaters.

SNACK BAR

All snack bar warming / cooking equipment should be turned on at least 30 minutes prior to the start of a session. Fill the pizza warmer with water. Stock sandwich bar refrigerator with the appropriate items needed for the day.

Ten to fifteen minutes prior to the session, begin to cook food to stock the warmers. Pizza, fries, popcorn, pretzels, coffee, hot dogs, and churros should all be made prior to opening. Pretzels and pizza that are not going to be cooked immediately should not be taken out of the freezer for any reason.

Check your stock of paper products, utensils, and condiments. They should be placed on the counter in a way that provides easy access for guests. All napkin dispensers should be filled and ready. Double check the Zamboni schedule and birthday party headcount if any. You will need extra food at these times.

During the session, one person should operate the cash register and others prepare the food. All back stock is to be kept under the corresponding machine, for example: coffee under the coffee maker, popcorn under the popcorn popper..... Check hot dog and hamburger buns for freshness prior to serving each day. Cleaning tools and chemicals are not to be kept in the cabinets behind the snack bar.

Machines may be “broken down” and cleaned at the end of each session, not before. Place all unsold food in the pizza warmer until the manager on duty decides what will be done with it. Replace all used stock under the counters. When all equipment has been properly cleaned, put it back in place for use the next session. Refill all condiment containers, napkin dispensers, sweep and mop the floor, and straighten the storage, refrigerator, and freezer areas.

DJ Staff

Announcements:

-:15 “Attention Planet Ice guests. Our next session will begin in fifteen (15) minutes. If you will not be attending this session, we ask that you please gather your personal belongings and exit the building as quickly as possible. If you have any questions about our facility, please feel free to see someone in our admissions office, they will be happy to serve you. Thank you for coming to the coolest spot in town, Planet Ice.”

-:10 “Attention Planet Ice guests. Our next session will begin in ten (10) minutes. If you haven’t purchased your ticket, we ask you to do this, as we must now clear the building to prepare. If you have any questions about our facility, please feel free to see someone in our admissions office, they will be happy to serve you. Thank you for coming to the coolest spot in town, Planet Ice.”

-:05 “Attention Planet Ice cast members. All cast members should be at your stations. Station leads please check in.”

-:01 “Attention Planet Ice. One (1) minute remaining.”

-:00 “Attention Planet Ice cast. We are now open to the public.”

:10 “Hello everyone and welcome to the coolest spot in town, Planet Ice. While you are here we would like you to remember a few things. Planet Ice will not be responsible for any lost or stolen items so please use our coin operated lockers located in our concourse, all food items should be kept in the designated seating areas, and for your own safety we ask that you refrain from holding hands with more than one person. As always, we would like to thank you for coming to the coolest spot in town, Planet Ice!”

:25 “Once again, we would like to welcome you to the coolest spot in town, Planet Ice. For your own safety as well as the safety of others we ask that you continue skating in the regular skating direction. We cannot permit anyone to be carried while on skates and throwing snow or other objects will not be tolerated. We ask that you continue skating at all times while on the ice surface. We wish you a safe and enjoyable stay here at the coolest spot in town, Planet Ice.”

Examples of ongoing announcements:

- “Don’t forget, you too can learn to skate the right way here at the coolest spot in town, Planet Ice. Learn to skate classes are held each week and enrollment fees include your rental skates and free public skating sessions. If you have questions about signing up and would like to know more, feel free to stop our pro shop. Class sizes are limited so sign up soon and you can begin to learn to skate the right way!”
- Every Sunday night is Family Night here at the coolest spot in town, Planet Ice. Up to five (5) people can get in for just fifteen (15) dollars! That’s right every Sunday from 5:30 - 7:30pm you can find family games, family music, and great family fun at the coolest spot in town, Planet Ice!”

MUSIC

The music selection WILL consist of current or past *top 40* hits that are in the Planet Ice music library. No other music is to be played. No guest is permitted to bring in his or her own music or any other item to be used or left in the DJ booth. No guests are permitted in the DJ booth. All music must personally reviewed by you to make sure that there it contains absolutely no fowl language. If you are not positively sure, do not play it. You will be held directly responsible for anything that is broadcast over the PA.

GAMES

Games will be played during all public sessions as indicated by their individual rules. This is the only time other than in an emergency that you should be on the ice surface. They may consist of, but will not be limited to The Saucer Game, Red Light-Green Light, Cops & Robbers, Couples/Trios, Speed Skating, The Chicken Dance and The Hokey Pokey.

The rules are always kept as simple as possible and are announced each time the game is played. If a prop (i.e. a saucer) is required, it is to be given out at center ice by the appropriate guard. During the announcement of the rules, you should position yourself to point out areas important to the play. During the play you should be positioned to enforce the games rules and see that the payers remain safe. A “special” or game should be played once every: 30 minutes.

SAFETY

You may at some point be called on to assist a fallen skater. All “hockey” lights should be turned on and the music turned down in order for the management or rescue personnel to do their job more effectively. If a manager is needed than you must page one with the PA system first, then the phone, “manager to the ice, please”.

You may also need to make your way safely to the point of the accident to help with traffic AFTER you make the announcement for a manager. Do this with your own safety in mind. If you get hurt in the process, it compounds the problem. You should use the outer rink doors to minimize the amount of ice you have to cross by foot.

CLEAN UP

The manager on duty may require you to oversee the clean up process after a public session. They will expect you to make sure that the floor is cleaned, the snack bar is properly “broken down” and cleaned, as well as the locker rooms, the hockey benches, the windows, bathrooms, mechanical room, your own DJ booth, and skate rental. They may also ask you to make sure something special is done. You should get these things done in the best way possible with the least amount of time and man-hours expended.

BIRTHDAY HOST/HOSTESS

It is your responsibility to set up for, greet, serve, maintain the schedule for, and clean up after the birthday parties. As the amount of parties booked on a session varies, so will your schedule as it pertains to set up. You should be here at least 45 minutes to one hour prior to any party that you are scheduled to host. This should give you ample time for set up and to be in position to properly greet the attendees.

Set up for each table will include three balloons of a different, bright color with streamers, place mats, a reserved sign with the first name of the birthday child, napkins, and popcorn for those who have decided to have the “deluxe” package. This process should be COMPLETED no longer than 20 minutes prior to the beginning of the session.

No later than 15 minutes prior to the start of the upcoming session, you should be in position to greet the parties with the necessary paperwork and skate rental tickets. As they arrive, they should be made aware of the location of the rental counter, bathrooms, what time they will be eating, ask them how they would like “extra skaters” handled, and give them a chance to order food if the party is a deluxe. This information can be given to them as you show them to their tables, then get back to the front doors to greet anyone else that may be coming.

Food should be served BEFORE the Zamboni break. Cake is to be served after. There should be no exceptions. When you serve the birthday cake, you must sing “HAPPY BIRTHDAY” to the birthday child. Encourage them to open presents at this time.

After they have finished their cake and you have cleaned the tables, present them with their bill. Let them know that you can answer any questions about their bill or service. Each skating child must be charged. Parents who do not skate or children that do not participate in the party will not be charged. They must, however, pay for any food that they eat. Soft drinks, unlike popcorn for the deluxe parties, are not bottomless. One may be served with the food and another with the cake, anything more can be purchased from you individually or in pitchers.

The floor and tables must be kept clean constantly! The extra time you have should not be spent behind the snack bar. It will be used to keep the area clean and swept for our guests. The snack bar staff should prepare your food and drinks as you submit your orders to them.

The DJ staff may want to play a game with your birthday children during the Zamboni break. If so, you should be available to help and encourage the kids to have fun and participate! Introduce them to the DJ and help them learn how to play the games. You may even want to coordinate something special for them before the Zamboni break.