



FERRIS STATE
UNIVERSITY



UNIVERSITY RECREATION

Staff Training Presentation

Training Overview

■ Objective

This presentation is to ensure all University Recreation (UREC) and Student Recreation Center (SRC) employees have an understanding of how UREC and SRC policies, procedures, programs and facilities operate.

- All employees are responsible for information in this presentation as well as all additional information and training modules sent to you from the UREC professional staff.
- Each UREC employee must complete the online training modules and electronically sign the agreement forms before their first day of work. Those who do not complete it by this date will be removed from the schedule until they do so.



Our Mission: Why we do what we do...



The mission of University Recreation is to encourage healthy interaction and enhance the academic experience by providing quality diverse programs that create an environment that promotes leadership and social development, healthy active lifestyles and lifelong wellness for the university community.



UREC Professional Staff



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What does University Recreation have to offer?

Facilities



Ropes Course



Aquatics



Fitness



Club Sports



Intramural Sports



2 Components: Facilities and Programs



FACILITIES

Facilities: Student Recreation Center (SRC)



Hours of Operation

- Monday – Thursday 6:00am-11:00pm
- Friday 6:00am-9:00pm
- Saturday 12noon-7:00pm
- Sunday 3:00pm-10:00pm

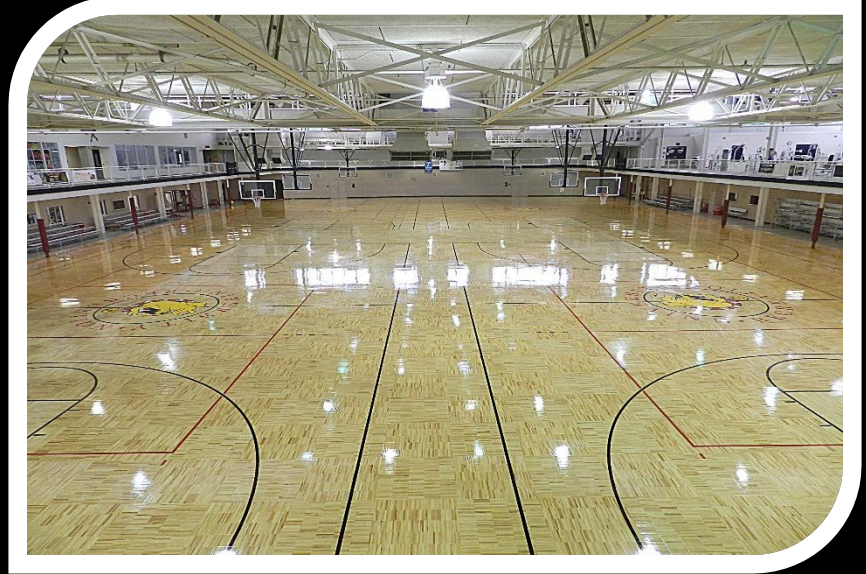
Facilities: Student Recreation Center (SRC)



Fitness Center

30 pieces of Cybex, Precor and Life Fitness cable machines.

35 pieces of cardio equipment: ellipticals, rowers, seated and upright bikes, stair steppers, and treadmills.



Gym

4 multi-purpose courts for basketball, volleyball, badminton, etc.

Four-lane track: 1/8 mile jogging track
1/9 mile walking track.

Facilities: Student Recreation Center (SRC)



Weight Room

Weight machines, Free weights, Dumbbells, Benches, Smith Station, and Precor Plate loaded machines.

Over 10,000 lbs of free weights



Rock Wall

Multiple challenges varying in difficulty
Max capacity: 14

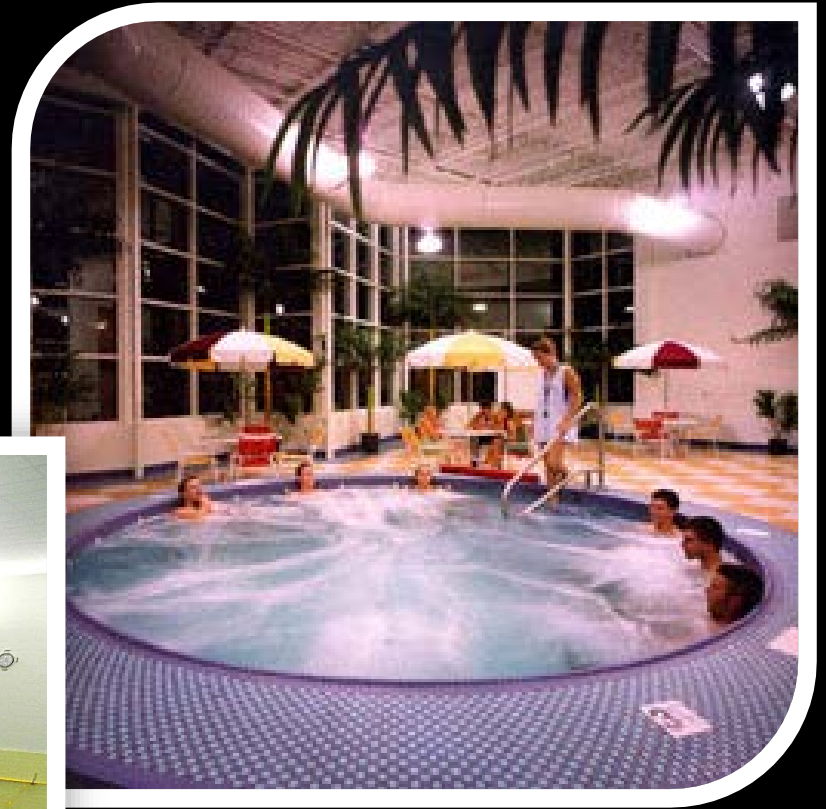
Climbers must wear helmets and athletic shoes or climbing shoes.



Facilities: Student Recreation Center (SRC)

◎ Swimming Pool

- 25 yard - 6 lane pool
- 12 person hot tub
- Patrons must wear proper swimwear.

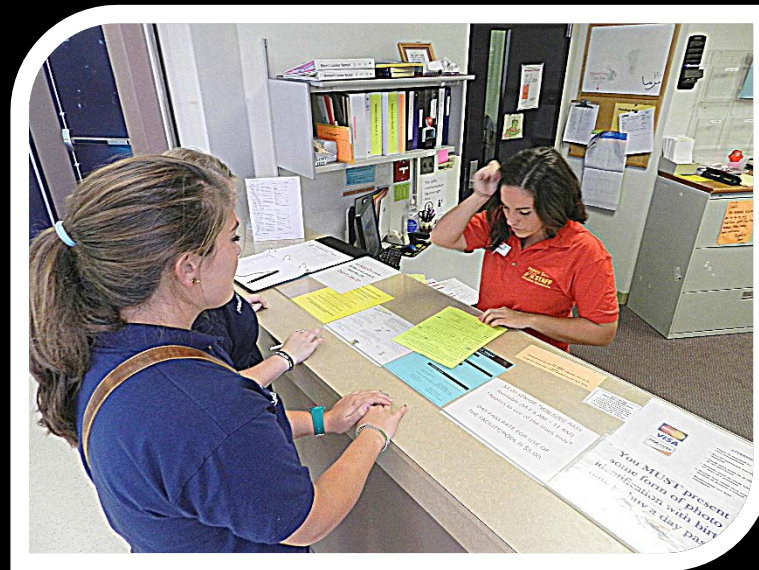


Facilities: Member Services



Control Desk

- Access Control Point for the SRC.
- Answers FAQs
- Responsible for calling 911 during an Emergency.
- Equipment Checkout – When Equipment room is closed.



UREC Administrative Office

- Place to buy memberships, guest passes, pay for Intramurals, Fitness classes, and equipment rental.
- Facility Reservations (next slide)

Facilities: Facility Reservations

What facilities can be reserved?

Most UREC and SRC facilities

SRC: Aerobic Rooms,
Classrooms, Gym Courts,
and Pool

Ropes Course

IM Fields

Who can reserve facilities?

Registered Student
Organizations

Campus Departments

Non-affiliated Groups

Individual Students

Patrons

How to reserve our facilities?

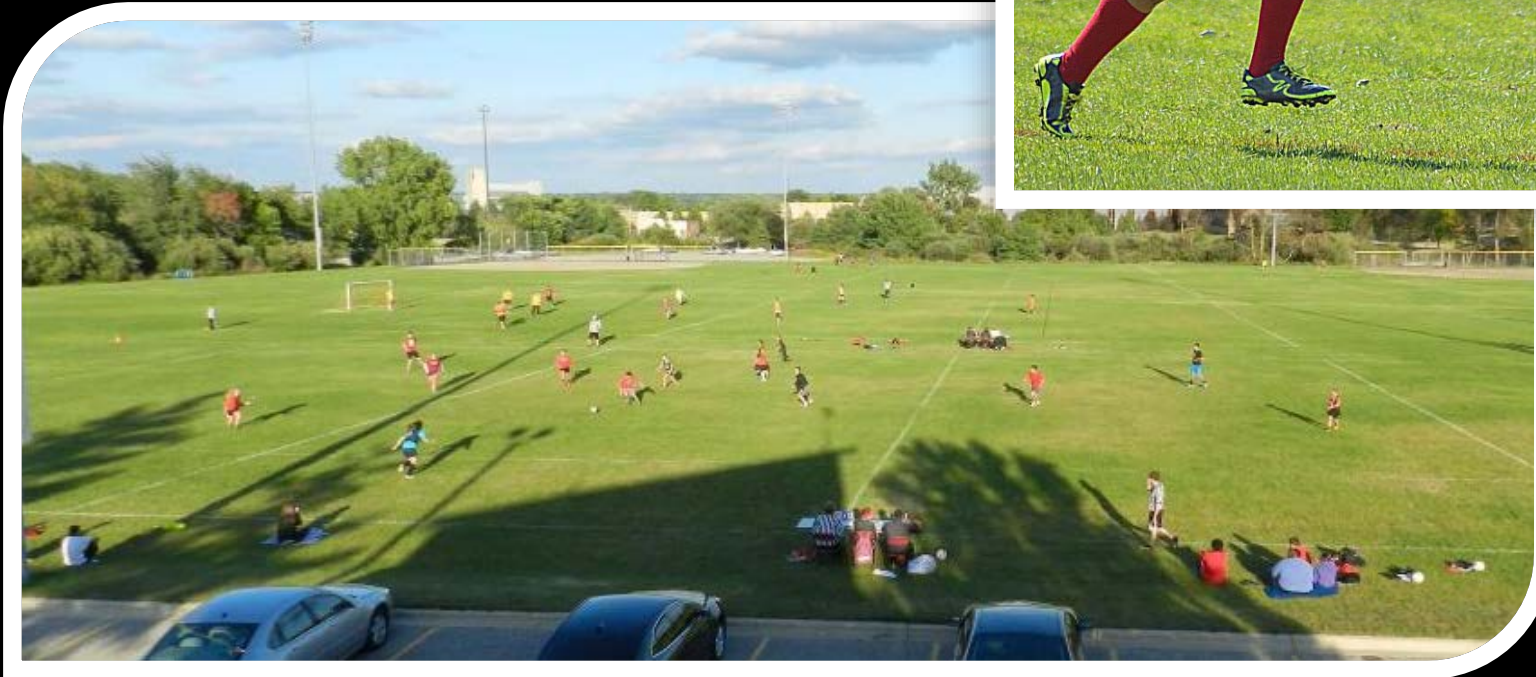
Direct those interested to UREC
Office for Reservation
information.

You can also direct them to our
website for more info on
reservation pricing, policies and
procedures, etc.



Facilities: Intramural Sports Fields

- Located across from Cramer and DPS
- 4 natural turf fields with lights
- Intramurals and Club Sports have games here.
- There is parking available and bleachers so fans can watch games.



Facilities: Ropes Course

Located 4 miles south of BR, off of Northland Dr (State Street)

The Ropes Course offers groups a chance to develop skills vital to success in today's world. Utilizing a combination of low (0-3 ft.) elements and initiatives as well as high (30+ ft.) elements, groups and individuals learn to use teamwork, communication, problem solving and trust to accomplish tasks in a safe and supportive environment. The course has been utilized by sports teams, educational groups, non-profits and corporate groups. Guided by the principles of experiential education and the teachings of Plato and Kurt Hahn, the staff at the Ropes Course can help your group reach their full potential in a safe and fun environment.



PROGRAMS

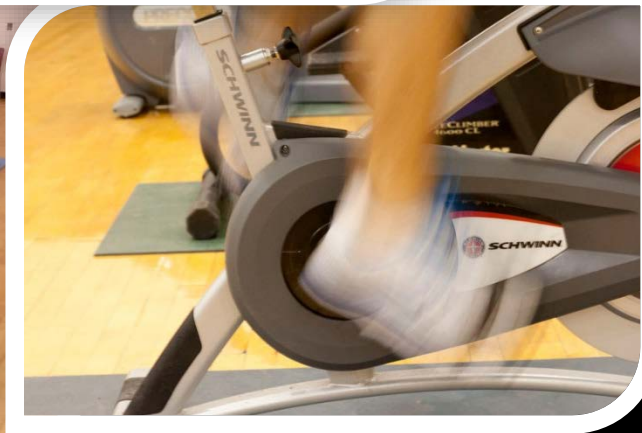
Programs: Aquatics

The Aquatics program offers recreational swim opportunities such as Lap Swim and Open Swim. The program also offers Water Aerobics and Swim Lessons.



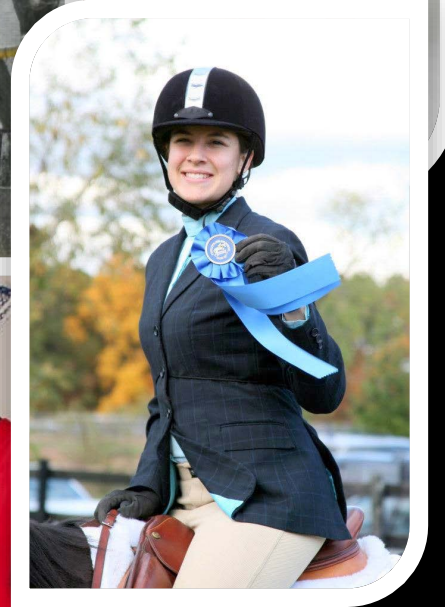
Programs: Fitness

University Recreation is committed to providing everyone with the opportunity to take part in fitness classes such as Indoor Cycling, High Intensity Interval Training, Power Lunch, and Water Aerobics. The schedule for fitness classes provides flexibility to come and join any class.



Programs: Club Sports

Club Sports are a great way to become involved in campus life and make new friends! Clubs provide the thrill of varsity competition without the rigorous time commitment. Clubs are Registered Student Organizations overseen by UREC.



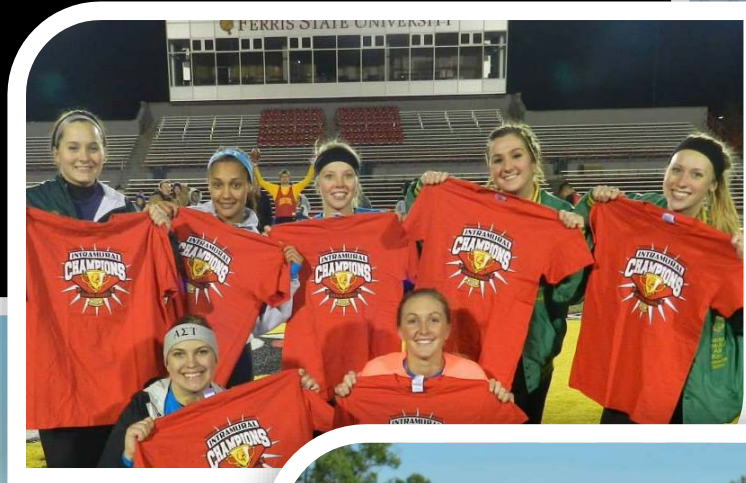
Programs: Club Sports

- Baja Racing
- Baseball
- Cheer
- Crossfit
- Dance
- Disc Sports
- Equestrian
- Fishing
- Formula Hybrid
- Ice Hockey
- Men's Lacrosse
- Women's Lacrosse
- Mixed Martial Arts
- Men's Rugby
- Women's Rugby
- Men's Soccer
- Table Tennis
- Tennis
- Men's Volleyball
- Women's Volleyball
- Wrestling



Programs: Intramural Sports

Intramural sports offer FSU students, faculty and staff the opportunity to play organized sports in a recreational and competitive atmosphere, learn new sports skills, recreate in a social environment, and have fun with fellow friends and students.



Programs: Intramural Sports

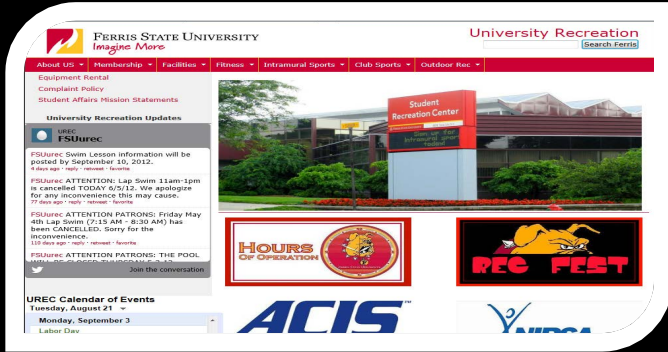
- Basketball
- Battleship
- Bowling
- Broomball
- Bubble Soccer
- Dodgeball
- Easter Egg Hunt
- Flag Football
- Homecoming 5k
- Ice Hockey
- Inner Tube Water Polo
- Quidditch
- Sand Volleyball
- Soccer
- Softball
- Strongest Bulldog
- Texas Hold'em
- Ultimate Frisbee
- Volleyball



UREC Website and Social Media Pages

The UREC website is your one stop shop for all information about UREC facilities and programs. Please take time to check it out and learn more about the department.

Our Social Media pages allow us to engage our patrons and post useful information and tips. Please stop by and “LIKE” and follow our pages to stay up to date on current activities with UREC!



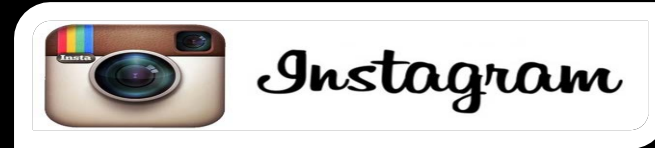
www.ferris.edu/urec



Ferris State UREC

Ferris State Intramurals

Ferris State Club Sports



ferrisurec



Ferris State UREC



@FerrisStateUREC

@FerrisMSports



Ferris State RecSports

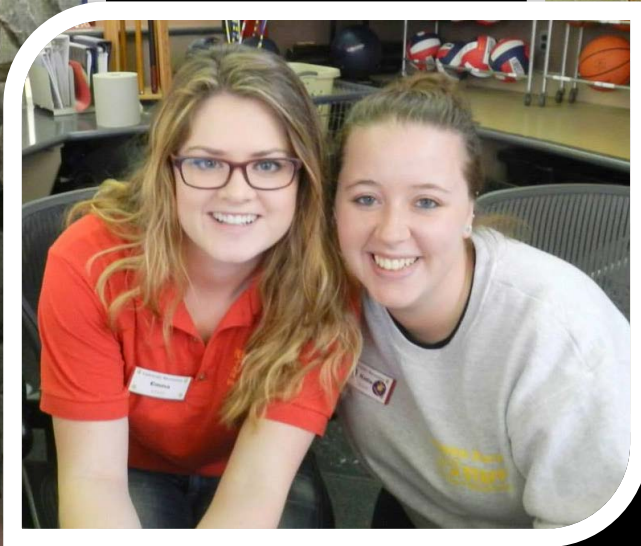
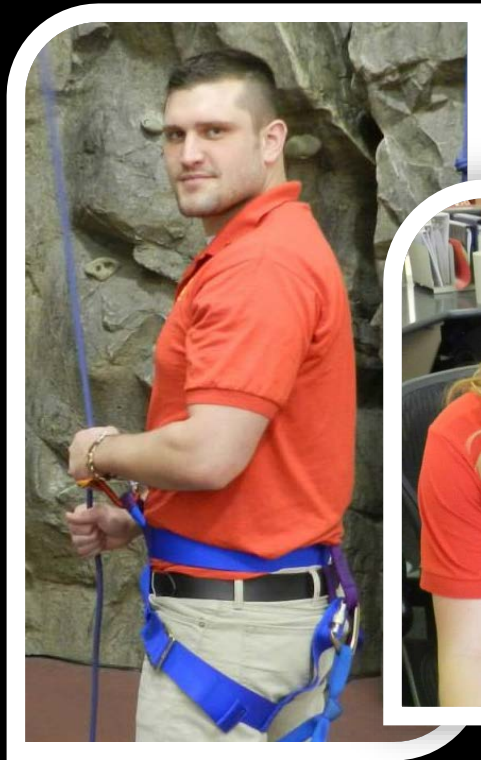


STAFF EXPECTATIONS

PROFESSIONALISM

○ Choosing your attitude

- Have a professional attitude while at work & during participation in all UREC programs.
- You are held to a higher standard and you must remember you represent UREC and the SRC at all times.



PROFESSIONALISM

◎ Customer Service

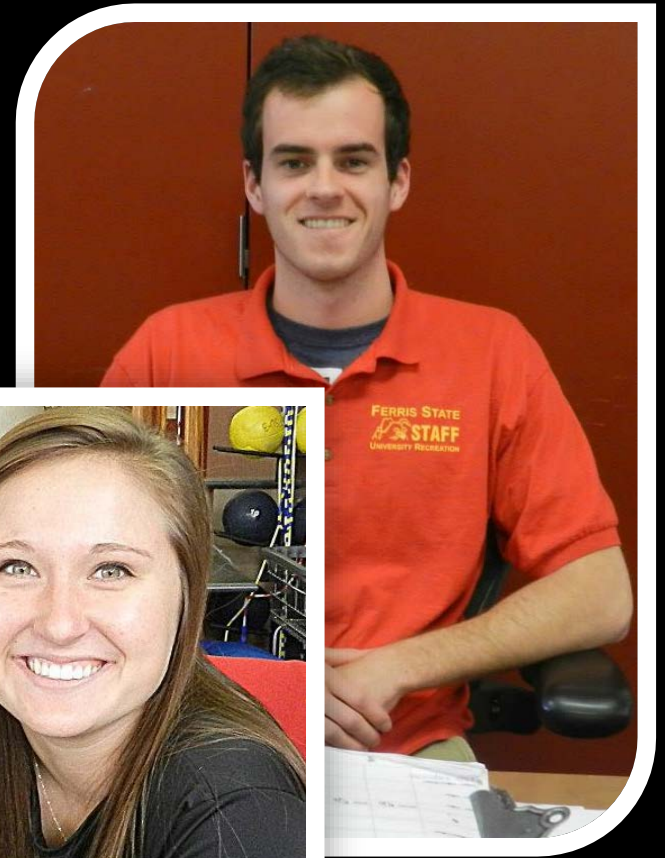
The expectation of a UREC employee is that you are able to find and provide information for patrons.

If you do not know the information, direct patrons to the specific area staff for help.

- Deliver exceptional customer service
- Present positive image
- Be an ambassador for UREC

Tips for presenting a Positive Image

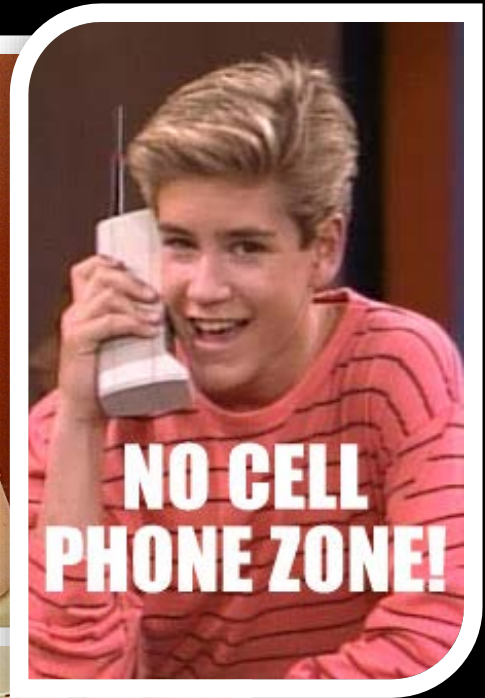
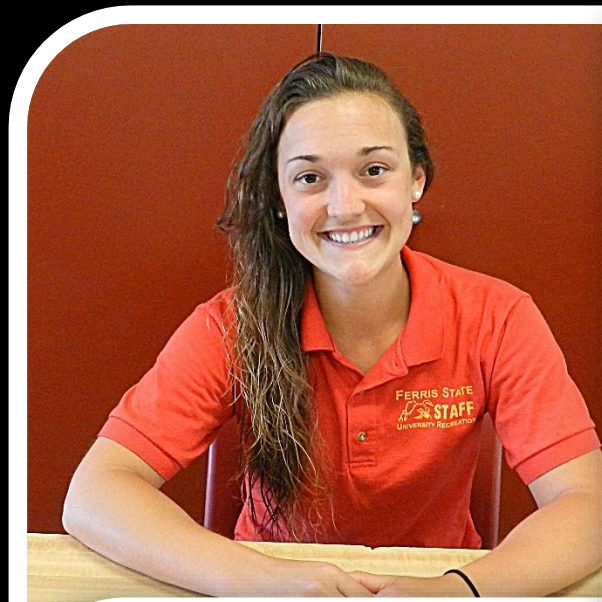
- Treat others with respect (in the same manner you would like to be treated).
- Be attentive to the needs, concerns, comments, and suggestions of our patrons.
- Speak confidently, speak clearly and make eye contact.
- Use positive body language
- Be enthusiastic and smile



PROFESSIONALISM

○ Personal Conduct

- We rely heavily on **team work** and expect all staff to work well together.
- Written and verbal communication skills are vital to our day to day operations. This job will help you develop and/or enhance those skills.
- Your friends will stop by during one of your shifts, please keep the visit brief. You are here to service all of the SRC patrons.
- Confidentiality, you may see and/or hear things that must remain confidential to the work place.
- **Cell phones are NOT allowed while on duty.** If you need to make a call, please notify the Building Manager so they may relieve you.
- MP3, IPODs, laptops, and/or other technology may NOT be used while you are at work.
- **Homework and/or reading is NOT allowed while on duty.**



PROFESSIONALISM

○ Personal Appearance

- The purpose of staff uniforms is to clearly identify you as an UREC/SRC employee.
- Employees should always look neat and presentable and must always wear their staff shirt and name tags.
- Always wear the proper footwear for your area.



PROFESSIONALISM

- You play an **IMPORTANT** role!
 - Student Staff run the show!
With professional staff typically leaving at 5pm, you are in charge of SRC operations and program administration.
 - We couldn't do it without **YOU!**
 - Learn the rules and regulations and be able to enforce the various UREC policies.
 - Keep learning more about your job and our department on a daily basis.
 - Strive to get better at your job!
 - **Have FUN!**
 - We're **EXCITED** you are here and wish you the best for the upcoming year!



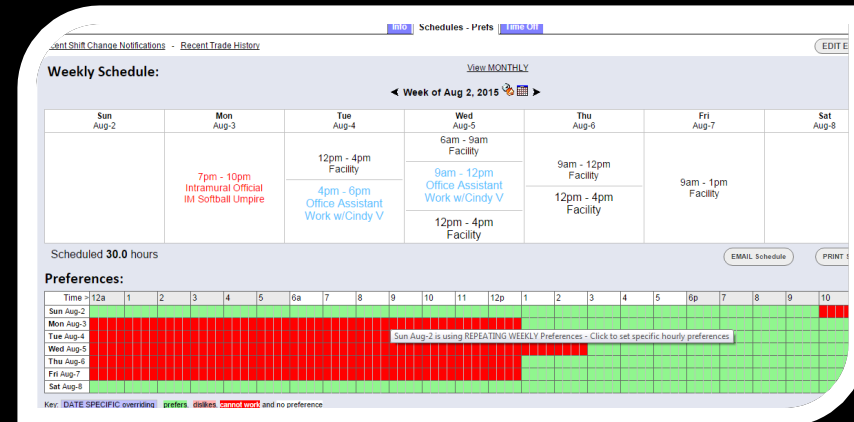
UNIVERSITY RECREATION

STAFF POLICIES

EMPLOYMENT POLICIES: Scheduling

◎ Staff Schedules

- **When to Work (W2W)**: scheduling program UREC uses for its staff.
- Every new employee will receive instructions by email on how to sign up for W2W.
- All schedules will be posted on W2W for the semester, special events, exam week, etc.
- Know your scheduled shift(s). The program allows for multiple ways to view your schedule-----> make sure you are on the correct week. This has led to mistakes in the past.
- If you need a substitute for a shift, place that shift on the trade board on W2W. All trades or dropped shifts must be approved by UREC professional staff.
- If you have a shift that has been picked up by a sub but not approved or you can not find a sub for your shift, contact a professional staff member for help.
- Please remember, you are responsible for your shift even if you have dropped it and can not find a sub.



EMPLOYMENT POLICIES: Shifts

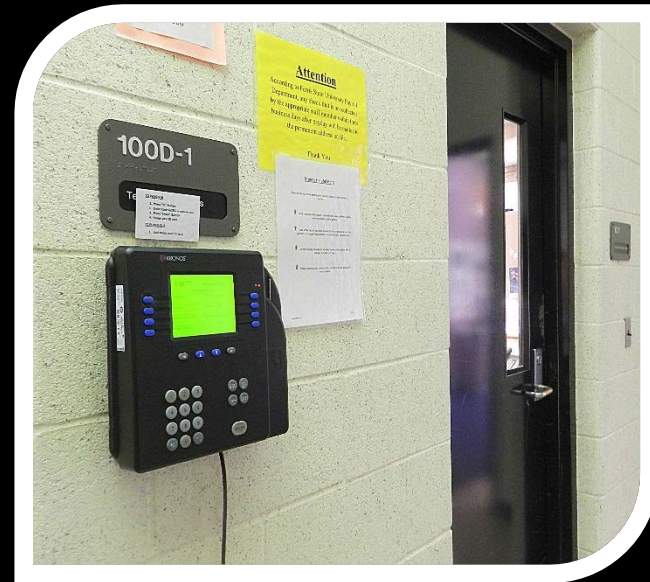
◎ Reporting to work

- Know your schedule.
- Be here on time - Try to be early. You can clock in 10 minutes before your shift. For all SRC OPENING shifts, we ask you clock in 15 minutes early to prepare the building for opening.
- Call if you are going to be late or can't make it.



◎ Clock-in procedure

- To punch in, type in 62001, then swipe your Ferris ID card.
- Sign in on the YELLOW time sheet in the UREC office.
- Report to your scheduled area with all the proper equipment.
- To punch out, after your shift is complete, return and just swipe your card on the Kronos time clock and sign out on the YELLOW sheet in the UREC office.



EMPLOYMENT POLICIES: Performance Management

○ Disciplinary Action

- Occasionally it is necessary to correct the actions of employees. This action may take several different forms depending on the offense committed, previous performance, and other factors that were a direct or indirect result of the offense committed. These actions may include, but are not limited to the following steps:
- Coaching/Counseling Write-Up
- Negative Action Write-Up
- Probation
- Suspension
- Termination

Grounds for Probation, Suspension or Termination:

Extreme violations of UREC policies and procedures may result in immediate termination. This includes but is not limited to:

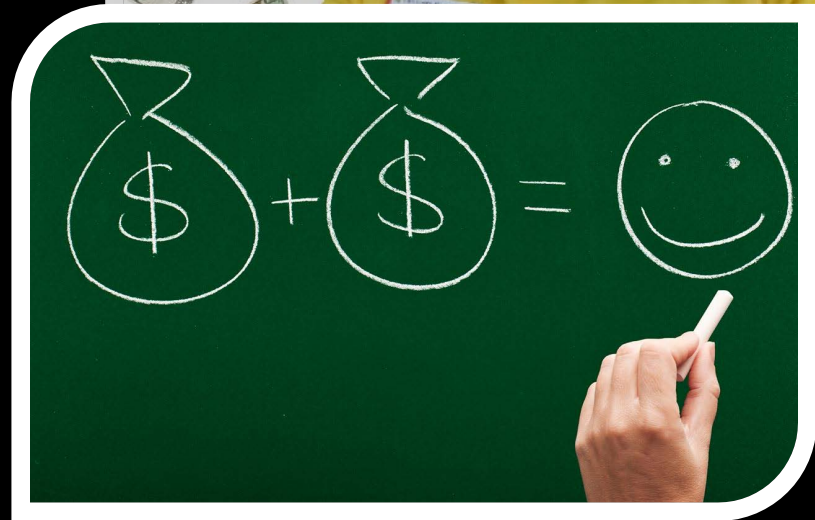
1. Failure to follow verbal or written instruction.
2. Working while under the influence of drugs or alcohol.
3. Using abusive language or behavior.
4. Theft of property.
5. Leaving the job without authorization.
6. Negligence in Safety, Fire, Sanitation, and Health situations.



EMPLOYMENT POLICIES

◎ Payroll Policies

- UREC employees must have their Ferris State ID to clock in and out for work.
- Employees are responsible for his/her own signing in and out of work.
- If you fail to do this, you may not be paid for the hours you worked.
- Student employees are only allowed to work 26 hours per week.
- Employees are paid minimum wage with the exception of Building Managers and Supervisors.
- You are paid every two weeks; with checks available on Pay Day Fridays after 9:00AM.



STAFF APPRECIATION

○ Employee of the Month

- All areas award an Employee of the Month!
- All staff get to vote.
- Winners get an award and their picture on our social media

○ Rec Bucks

- Program to reward outstanding service. Rec Bucks awarded can be used to “purchase” UREC clothing, gift cards, etc.

○ Staff Appreciation Week

- Every Spring semester we have a week long celebration of all your efforts with food, games, and prizes!
- We do this to say thank you for being amazing!
- We send out and post notices for all the celebratory event(s) dates.



Employee of the Month
Aubrey Griffin
Lifeguard

**employee of
the month**



Kyle Randle
life Guard
and
Facility Staff Member



FACILITY STAFF TRAINING

WALKIE TALKIES

- The radios are for professional communication.
- Make sure the radio is always **ON** and the volume is on **HIGH** and on **CHANNEL 1 (CH 1)**.
- The picture shows CH 2, Intramurals uses CH 2 when in the SRC.
- When you need to use the radio for communication, wait 2 seconds after pressing the button to begin speaking and wait for a response.
- Always start radio communication with:
 1. Your position
 2. Followed by “to”
 3. And the position being called

Example: “Fitness Center to Building Manager” Response: “go ahead this is the Building Manager”

Relay message and wait for confirmation that it was received.

Example: “Fitness Center to Building Manager” Response: “go ahead this is the Building Manager” “Do you have towels that need to be folded?” Response: “yes we do, I will be right up with some.”

- When you are receiving a walkie communication:
 1. Wait for the person to finish speaking before responding
 2. Then give confirmation that the message was received

Example:

“Building Manager to Weight Room”

Weight Room staff – “go ahead, this is the Weight Room”

Building Manager – “Can you stay an extra 15 minutes?”

Weight Room – “Sure I can”

Building Manager – “Thank you, I will have a Rec Buck slip for you to sign before leaving!”



FITNESS CENTER

○ Policies

- Patrons exercise at their own risk.
- We are not responsible for stolen property, remind patrons day use lockers are available by the fitness center entrance and in both men's and women's locker rooms.
- Patrons must wear appropriate attire.
- Patrons ages 15-17 may use the fitness center under adult supervision.
- No food or drinks are allowed. Only water.
- Be Active, Be Mobile, and Be Aware.



FITNESS CENTER

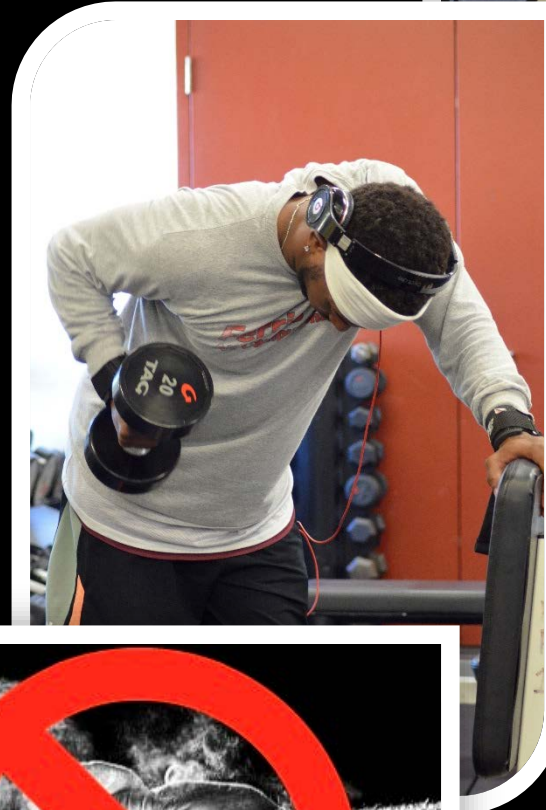
- ◎ Know the equipment
 - Cybex Strength Machines
 - Bikes
 - Stair Steppers
 - Ellipticals
 - Rowing Machines
 - Practice & gain knowledge of all the equipment and how to set up, turn on, adjust seats, etc.



WEIGHT ROOM

○ Policies

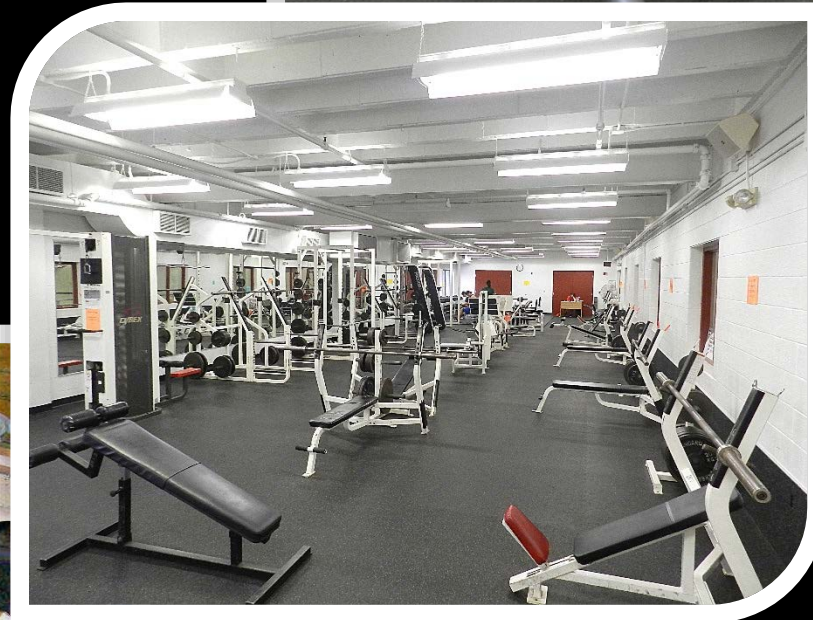
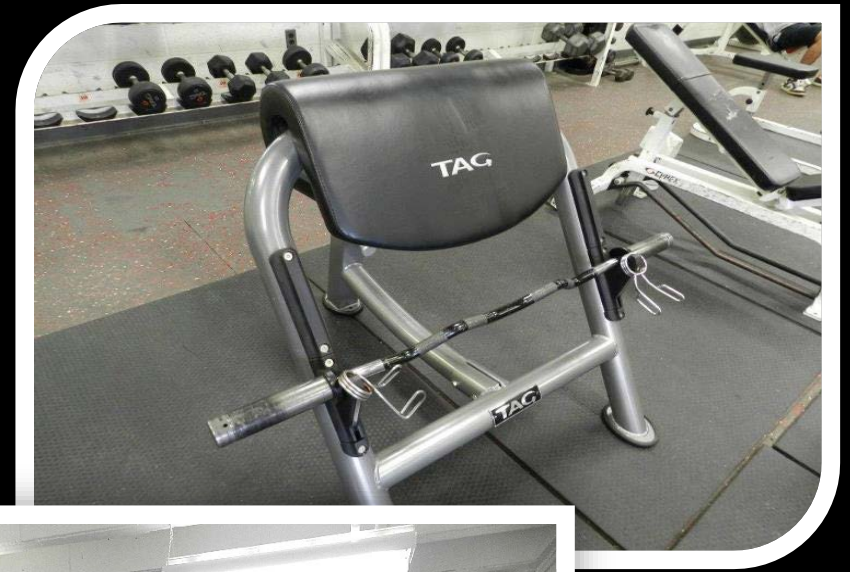
- Patrons exercise at their own risk.
- **WE DO NOT SPOT PATRONS** – Although, they must have a spotter for all overhead lifts.
- We are not responsible for stolen property – remind patrons of the facility locker options.
- Patrons must wear appropriate attire.
- Chalk CAN NOT be used.
- Patrons must be 18 years of age.
- No food or drinks. Only water.
- Be Active, Be Mobile, Be Aware.



WEIGHT ROOM

○ Know the equipment

- Barbells
- Dumbbells
- Precor Plate Loaded Machines
- Leg Presses
- Benches
- Preacher Benches
- Squat Racks
- Smith Machine
- Practice & gain knowledge



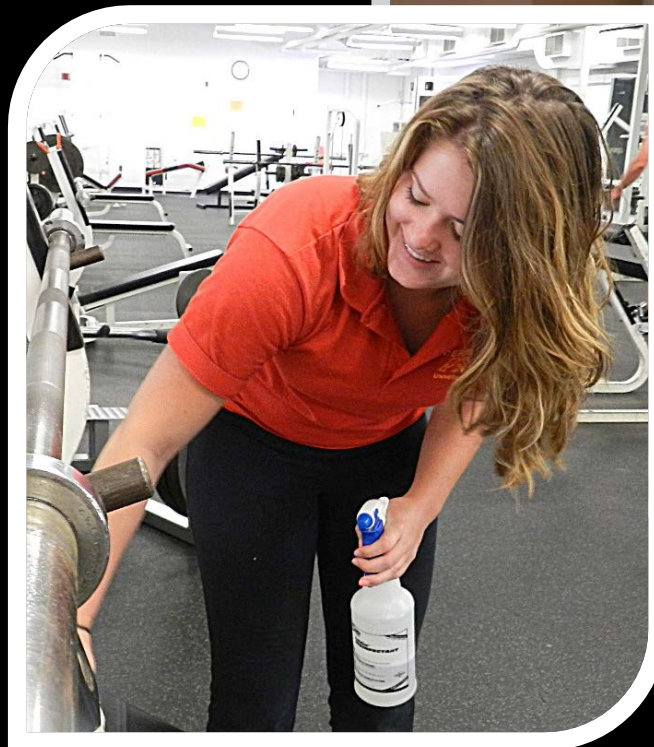
WEIGHT ROOM & FITNESS CENTER

◎ Your Job

- Think Safety at all times!
- Enforce Policy consistently.
- Assist with Injured patrons – contact Building Manager immediately!
- Assist with unruly patrons – contact Building Manager immediately!

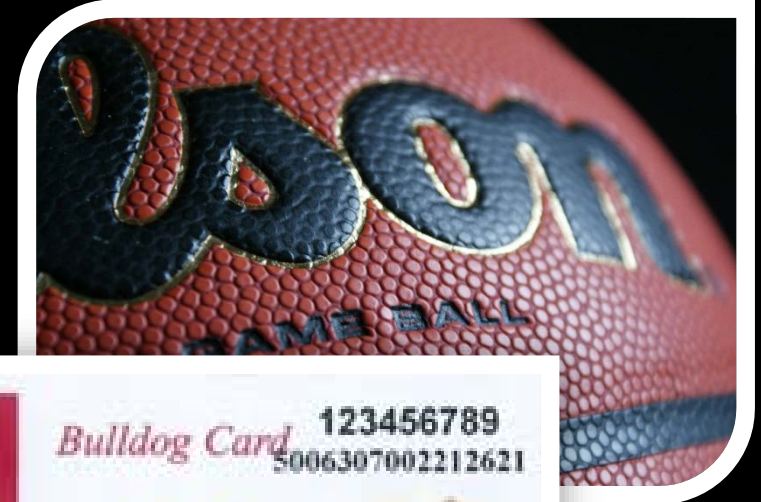
▪ 3 C's

Communicate w/Staff
Check Communication Log
Check List – work it.



EQUIPMENT ROOM

- Check out equipment for patrons to use in the gym. Primarily basketballs and volleyballs.
 - Know the equipment we check out.
 - Check for defects or damaged equipment.
 - Make sure all balls are properly inflated
 - Know how to use the air pumps correctly. If you don't, ask a building manager.
 - Checking out equipment is a simple but IMPORTANT process.
 - Be ACCURATE! Don't lose or give away the wrong ID.
 - If you are busy and there is a line of patrons waiting, politely ask them to wait a few more seconds and continue being ACCURATE.
 - Go SLOW – get it right the first time.



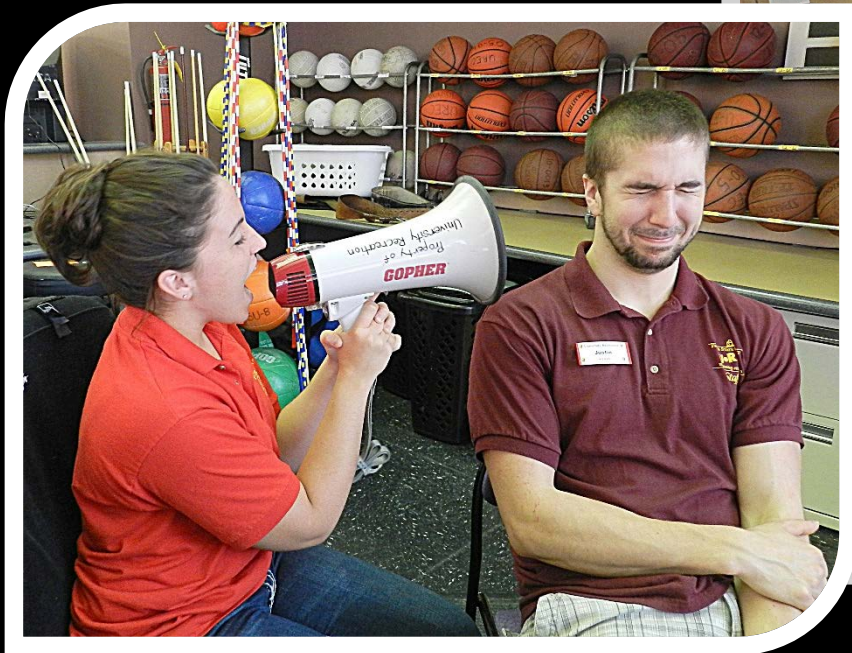
REMEMBER....

“You don’t have to be crazy to work here,
We will train you.”



- Work Hard!
- Think safety first!
- Strive to get better!
- Provide the best customer service possible.
- Enforce policy consistently.
- Be friendly.
- And most of all...

HAVE FUN AT WORK!



- **Rec Fest**
- **Sept. 1, 2015**
- 5pm-8pm
- Bubble Soccer
- Water Polo
- Log Rolling
- Yard Games
- More Games
- Lots of fun!

A poster for Ferris State University's Rec Fest. The background is white with several colorful silhouettes of athletes in various sports: a basketball player in yellow, a soccer player in red, a runner in yellow, a hockey player in yellow, and a basketball player in red. The text is centered and reads: "FERRIS STATE UNIVERSITY" in a black box at the top; "REC FEST" in large, bold, black-outlined letters; "SEPTEMBER 1, 2015" in a black box below the title; a list of activities: "FOOD AND ICE CREAM", "GAMES AND PRIZES", "IM SPORTS AND CLUB SPORTS INFO", "FREE GIVE-AWAYS", and "SPORT SKILL CHALLENGES"; and the time and location: "5PM IN THE STUDENT REC CENTER" and "8PM" in large, bold, black-outlined letters.

FERRIS STATE UNIVERSITY

REC FEST

SEPTEMBER 1, 2015

FOOD AND ICE CREAM

GAMES AND PRIZES

IM SPORTS AND CLUB SPORTS INFO

FREE GIVE-AWAYS

SPORT SKILL CHALLENGES

5PM IN THE STUDENT REC CENTER

8PM

QUIZ TIME!

Yes, that's right. It's time for you make sure you were paying attention. You must pass with a 100% but feel free to use the resources at your fingertips.

Click the link below to take the quiz:

<https://docs.google.com/forms/d/1zq2zb9yLRboq93KXRo4EekhBJ43mOuZG2V2hjLJ9SdY/viewform>