

Responsibilities of Puddle Ducks Poolside Assistants at Highdown School

This document is to be viewed in conjunction with the latest version of the Puddle Ducks Poolside Assistant Manual provided to all Poolside Assistants ('PSA'). Teachers and PSA's should work together to understand if there is anything specific to the venue or the PSA's role that both the teacher and PSA should be aware of.

PRIOR TO CLASSES/UPON ARRIVAL AT VENUE

- Take Kit from storage box.
- Locate mop / squeegee from poolside cupboards
- Put up all relevant pool posters in agreed locations
- Ensure all changing rooms are clean and tidy (free of rubbish and lost property left by other users prior to our hire period).
- Check poolside is clean, tidy and uncluttered – tidy away kit left untidy by previous users, pick up any rubbish and is as clean as possible.
- Assist teacher in unpacking kit and set up including pool lanes / ropes as required. Moving spare lane ropes into storage cupboard.
- If needed, help remove excess floating debris from the pool using the poolside scoop prior to customers arriving.
- Check the toilets, dry seats, flush, pick up tissues etc as needed to be ready for customers.

The following duties are NOT OPTIONAL – ALL PSA's should be under-taking these:

HEALTH & SAFETY

- Within reason remain poolside or within ear shot during lessons, note: Poolside Assistants are NEVER responsible for the class in the pool. The teacher must ALWAYS be present. However, the teacher may need to call you over to speak to you or ask you to support them e.g. with the float.
- Please stand throughout the shift – do not sit on the floor or benches.
- PSA should be 'spotting the class' as a second pair of eyes (this enables you to look out for any dangerous activities / sick / you might also pick up on a parent who is struggling and would value a quick chat on the way out.
- Maintain a tidy area poolside during lessons and help the teacher with equipment if asked. Customers should be able to walk next to the kit to exit the pool room without risk of tripping.
- In the event of an emergency follow the teacher's instructions, as specified in the risk assessment.
- Although customers are allowed to watch poolside please keep them back from the water.
- Keep an eye on the teacher's poolside bin and replenish with new bin liner/nappy sack if the teaching session is long/wet wipes are getting good use during a teaching session.
- Rinse out the scoop and spray with milton after use so it is ready for further use during class.
- Mop up excess water on access route to pool/round entry/exit point/ in changing rooms as needed throughout the teaching session.
- Liaise with the Highdown team if there are additional cleaning requirements throughout the session e.g. vomit / broken glass etc.

COMMUNICATION AND CUSTOMER CARE

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- Talk to teacher and understand the registers to be clear about expected new customers/free trials/catch-ups/queries
- Do not use your phone unless in an emergency or to check the registers
- Meet and greet customers as they come into the venue, please do get to know them and their children.
- Complete register as customers arrive. As you greet every customer and mark the register, please offer to help them with their bag / child to give that extra level of customer service.
- Learn everyone by name – chat to customers.
- Check customers nappies poolside whilst customers wait for their class to ensure they have double nappies, they fit well, no under nappies are showing. Especially free trials, new customers and in pyjama week. Under no circumstances can a “normal” daytime nappy enter the water.
- Hand out and collect back in loaned neoprene nappies/thermal wraps as required, please ensure nothing wet goes into the teachers dry box.
- Ensure customers bring a towel poolside for their children as in the case of an emergency we would not exit via the changing rooms but via the fire exits straight outside. Store these sensibly for them and be available to give them to customers at the end of lessons.
- Take notes of any queries unable to answer in the absence of the teacher (during lessons) to pass onto the teacher to deal with after the session has finished.
- Understand company policy on courtesy classes so can communicate this as needed.
- Record any minor incidents in the accident book as needed, if teacher does not need to get involved, e.g. minor bumps, scrapes, ensuring that detailed information is obtained about the incident to report to the teacher afterwards, so the teacher/office can follow up as necessary.
- Be aware of any local or national promotions and be able to give some details.
- Regularly check the changing rooms for lost property / rubbish in-between lessons
- Assist with the deployment of the large float – move it to the pool for use/stabilise it during use
- Regularly spray and dry kit before it goes away in the storage box.
- Review the storage box to ensure it is clean, tidy and dry.

AFTER-CLASSES:

- Ensure that customers are putting nappies into the nappy bin or school bins (or taking them home). Please keep an eye on changing rooms to see that they are being kept clean and tidy
- Remove any lost property at the end of the session from changing rooms/communal areas and hand to the teacher to deal with.
- Pack away kit into the storage box, support teachers in removing all their belongings from poolside.
- Assist the teacher to ensure that the venue is left in the same condition it was found or better still as you would like to find it upon arrival.

Thank you for your commitment to providing excellent customer service and lessons for our customers.