

# Customers

Customers are at the heart of our organization.  
They offer us their business as well as a reason for us to enjoy our work.

Customers have large amounts of data stored in our system. They have family schedules, family details, birthdays, addresses, phone numbers, and payment history. Their data privacy is an important aspect in our organization and information should be locked down whenever possible. All workstations should be locked when they are not occupied so that data theft can be reduced.



# Enrollment Procedure

The City of Carlsbad offers many classes and programs.  
From Art classes to Volleyball leagues, our clients have many reasons to participate.

While there may be more approaches to an enrollment, the following is one method that is preferred. This next lesson will teach you how to search for a class, how to enroll in the class and how to complete the transaction.  
Be careful to notice any existing credits on their account.



# Facility Reservations

The City of Carlsbad offers many rental areas throughout our parks.

Each area is unique with its advantages and disadvantages, depending on the clients' needs. These differences effect which fees are applicable to the client as well as what the client is allowed.

Please refer to the **Rules and Regulations** before taking any facility requests.

After understanding the **Rules and Regulations**, you may continue with first checking park availability, account creation and finally, the creation of the permit. As mentioned in the Enrollment Procedure, there may be multiple ways of doing this task.



# POS

At many of our parks, we offer several services and products to enrich the experience of our clients.

By selling special event tickets, merchandise, food and other items, we become a special part of their park experience.

Understanding the POS system may vary based on your location, but the functionality remains the same.

Note that you only are required to complete the tutorial for your specific location(s).



# Cash Receipts

Cash Receipt Reports must be run on a daily basis.

Each facility that allows registration, reservations or memberships need to run this report at the end of every business day to promise all of the day's transactions were accounted for.

If you have any issues during this process, please ask your direct supervisor for assistance.

