Meeting Notes

# Wednesday, June 08, 2016

|  |  |  |
| --- | --- | --- |
| **Start Time** |  |  |
| **Members** |  |  |
| **Adjournment Time** |  |  |

## *Purpose of Meeting*

*To determine the current status of the Trainer System, what steps need to be completed next, and a review of policies that will be included.*

Agenda:

Review the Customer’s Module

* Finalize the “Before We Continue” Notes
* Verify the topics covered in the “Change Client Birthday”
* Determine usefulness of the reading check
* Finalize/adjust questions on final exam

Review the Enrollment Module

* Finalize the “Before we Continue” Notes
* Verify the topics covered in “Basic Enrollment Procedure”
  + Also review when the “Account Balance” slides should be shown
* Transfer Policy – What is the formal statement we should tell our staff?
  + I left this section blank within the “Before we Continue” Notes
* Aquatics Enrollments – Is there anything different?

Review the POS Module

* Discuss “Before We Continue” Points of interest:
  + Food/Beverage, Open Play, Merchandise, Permits, Special Event Items
* Review Policies and Procedures documents, posted on LITMOS.
  + **Still need to learn Concession Merchandise and Lagoon Permits