

Front Desk and Skate Rental

If you have problems, read this first!

**If the WiFi goes down or the iPad isn't working,
please call Jay @ 406-212-6766**

Money

1. Set up: There should be \$400 in small bills in a petty cash bag office drawer to start. Count the petty cash and note the amount on the log in the bag.
2. We can accept cash, debit cards, credit cards, chipped cards and Apple Pay and checks which should be made out to: FVHA.
3. Prices are programmed into the iPad. There is no need to "punch-in" the amount in the register. Find the appropriate icon and the price will pop up. It may be necessary to change quantities, etc.
4. When you need to open the cash drawer without making a sale, make sure nothing has been entered for sale, then click twice on the Check Out button.
5. At the end of your shift leave the same amount in the cash bag as when you started and note the ending amount on the log. Keep small bills and change in the cash bag, it should be \$400. If it's not - please tell Jay.
6. The remainder of the deposit should be put in a white envelope (envelopes are on top of the safe in the office) with Notes, Date, Shift and amount. Place the sealed envelope in the envelope slot on the front of the safe.
7. **FVHA Hockey kids and their families get in to Stick and Puck free, but do NOT skate for free during open skate unless their parents are working the front desk.**

Donations

1. Donations can be made using Square. There is an icon on the ipad for donations

Skate Sharpening -

1. Write name and date in the receipt book.
2. Put \$5 in the register or find the person's punch card.
3. Mark the slip "paid". Put the white form in the skate.
4. Put the skates on the Shelf "To Be Sharpened" with punch card or white slip.
5. Skates can be picked up in 48 hours.
6. Everyone must pay in advance for the skate sharpening, NO EXCEPTIONS! Except if it seems like an okay thing to make an exception, you can mark the slip that goes into the skate UNPAID.

Skate Rental

Skate sizes are typically 1 to 1 ½ sizes smaller than your shoe size.

When skates are returned:

1. Dry the Blades
2. Spray Anti-Bacterial Spray in the Boots
3. Put back in the same spot it came out of - roughly - and in the same orientation. Please work to maintain the order of the skates.

Punch Cards

1. Blanks look like Business Cards and are in a labeled drawer in the gray cabinet up front.
2. Circle the appropriate child/adult and activity options.
3. Fill them out and keep them in the box next in the drawer.
4. More than one person can use a Punch Card.
5. Skate Sharpening punch cards should also be kept in the box.

The Phone

1. **Read the sign hanging by the front desk, it has all the pricing and options. The Kalispell Parks and Rec learn to skate information can be found on their website.**
2. The schedule and special events are on the answering machine and online.
3. To schedule ice rentals they can leave a message at Woodland Ice Center or they can also email ice@flatheadflames.org
4. Direct people to our website, www.FlatheadFlames.org.
5. If you need help there is a list of phone numbers posted for people to call.
6. You can refer anyone with unanswerable questions or complaints to: Jay Cummings - 406-212-6766. If the concern needs to go up the chain, he can make that happen.
7. **Try to remember we are a business and we need to practice good customer service even when our customers are annoying. Many people do not know that the rink is run by volunteers or owned by the hockey association, so take any chance to educate them!**

Facility

1. Big Exterior Lights
 - a. Go to Zam Room
 - b. Open 2nd Electrical Box to left of door
 - c. Flip 4 switches marked by red tape
2. Bathrooms
 - a. Lights are on a motion sensor
 - b. Check the bathrooms at least once a shift for cleanliness
 - c. TP, paper towels, garbage bags and bathroom products are stored in cleaning closet by office door.
3. Equipment Shed
 - a. Equipment is not for use by the general public.
 - b. Equipment shed is to stay closed during open skate, etc.
 - c. Equipment is only for youth hockey participants and coaches during official practice.
 - d. Helmets are available to Learn-to-Skate participants and school classes.
 - e. If you take it out, put it back where you found it.
4. Zamboni
 - a. FVHA will try to zam the ice between each session, but we reserve the right not to zam the ice at our discretion.
5. Water Jug
 - a. Water jug can be filled in the concession stand.
 - b. We don't give out cups, and recommend that the customers bring their own water bottles to refill.
6. Concession stand
 - a. No one is allowed to write IOUs for the concession stand.
 - b. Concession volunteers must be 16 or older.
7. Take out garbage, vacuum
 - a. Check all garbage cans, consolidate and haul out garbage out to cans.

- b. Replace bags from the drawer
- c. Vacuum where needed.

Closing-up and locking the rink

1. Check the Zam gate and make sure it is locked.
2. Make sure everything - nets, pucks, water bottles, gloves, children, etc. - are off the ice. (This is the coach's job.)
3. Go to Zam room and turn off Exterior lights in Electrical Box #2, 4 switches are indicated with red tape.
4. Turn off the lights in the Zam Room.
5. Lock the Zam Room.
6. Lock the back door.
7. Lock the ref room doors (exterior).
8. Turn off the Lights (2 switches in the front desk area near the east-side ½ door marked with red tape behind the skate shelf and next to door..
9. Lock the bathroom doors with the key in the lockbox.
10. Lock the office door.
11. Make sure that you have all of your stuff outside! You can't get back in after you do the next step!
12. Slide the white plastic fasteners off the "push" mechanism on both front doors and then shut firmly. First one and then the other. It is tricky, but it can be done. Close the left one first and then the right one from the outside.
13. Shut the front gate and padlock the FVHA padlock to the City of Kalispell padlock. Then both parties have gate access.
14. Make sure concessions door is locked.

**Thank you for your willingness to help make
Woodland Ice Center run smoothly.
We couldn't do it without you!**