

## Head of the Lakes - Rink Manager

Your role as Rink Manager is to be an organizer, team leader, concierge, and tournament ambassador.

### As Organizer

1. Each rink will have a box containing score books, pucks, as rink manager you are responsible for obtaining and bringing that box to the rink if you are signed-up for the opening shift. **Review the tournament rules contained in the packet.** If you are rink manager for the final game, you must return the box to Tournament HQ at Heritage OR deliver it to the opening rink manager of the following day.
2. If you are not familiar with the arena, take a quick walk around to locate the locker rooms when you arrive. Each rink should have locker rooms assigned to the teams in advance and those should be listed on a screen or maybe a white board. Review those for accuracy.
3. Each penalty box will require a parent from each participating to operate. This will be noted in the tournament overview provided to the teams, but it is still up to you to coordinate with each team prior to the game to ensure that there is a parent in the penalty box.

### As Team Leader

1. Rink Managers starting with the first game of the day should be at their arena 30 minutes prior to the start of the game. All other rink managers should be at the arena 20 minutes prior to the start of games. Help with setup of the clock or with instruction on the usage of the clock or the Gamesheet App that we will be utilizing in place of scorebooks. Scorebooks will be available at each rink should technical difficulties with the iPads exist.
2. You will have a list of volunteers and contact information for your team which will consist of a scorer/announcer and clock operator. They have been instructed to be at the arena 15 minutes prior to the start time of the game. IF anyone of them are not present by this time, it is up to you to track them down and make sure they are arriving soon.
3. Should any of the volunteers fail to show up, as Rink Manager, you may have to take over their role and inform the tournament director of their absence. If someone is going to be late, you may ask a volunteer from an earlier game if they would be willing to stick around.

\*\*\*\*Under no circumstances would you approach the EMT and ask them to fill in\*\*\*\*

### As Concierge

1. Make contact with each team and welcome them to the tournament and answer any questions which they may have. Contact the Tournament Director for any questions you cannot answer.
2. Make an effort to introduce yourself to the officials at some point before the game starts. If there are questions about the rules, such as OT, they will be looking for you for an answer.

### As Ambassador

1. You are the person who will have the most contact with the coaches, players and referees. We want all of them to have a fun, safe and successful experiences at the HOTL Tournament. Make every effort to engage with them as often as possible. If there are problems do your best to resolve them with the assistance of the officials, the facility management, or a member of your team. Contact the Rink Director if you are unable to resolve the issue.