

PTV Notes - October 2024 (Draft)

Next year will be 30 years since Sports Connection first opened under the name Volleyball Unlimited. As you all know, or should know, we have come a long way since 1995 and changed many times from our original 4 indoor volleyball courts, in a rented warehouse off Westinghouse. Although we have changed buildings, sports, activities, software, procedures, staff and tried lots of different things over the years, the one thing that has never changed is that we are ONE MAIN COMPANY, called Sports Connection, LLC. Your paychecks, credit card receipts and W-2's all show Sports Connection, and our goal is for Sports Connection to be around for another 30 years.

With all the recent changes and changes over the past few years, we have become more “departmentalized” and separated by SPORT from everything from how we answer the phones to emails, staff, name tags, shifts, locations, etc. A few months ago, we made the decision to restructure the company into two divisions to get back to where we used to be where we operated more as ONE company with multiple divisions, instead of MULTIPLE divisions operating on their own. We now have FEC and PTV. FEC is the Family Entertainment Center at Ballantyne. The official name of the FEC is SC-Brady, but we refer to the location as Sports Connection Family Entertainment Center. Allan, Mike and Jon Brady are the owners, but Jon and Michelle Stern and her team are the main directors. SC-Brady is still part of Sports Connection, but most of you reading these PTV Notes are mostly part of the PTV TEAM now. Any questions about the FEC side of Sports Connection, or if you plan to visit Ballantyne with your family or friends, contact Allan or Mike.

Over the last few years we have had many changes with the how we operate and manage our Family Entertainment Center (FEC) at Ballantyne and what Sports and Activities we offer at all of our locations. It was less than two years ago that we added Pickleball at our Ballantyne location and just one year ago we expanded into Tennis when we purchased the building on Sharon Lakes Road. Our CJV programs have continued to grow and operate at our Granite Street and Northlake locations. A few months ago we decided to renovate our Northlake location and upgrade our Volleyball Courts and add 9 Pickleball Courts and repaint, clean up and rebrand our building and image at Northlake. We also have had some major manager and staff changes with our CJV Team and our Tennis Junior Academy and will be making more changes in the upcoming months as we will be introducing Indoor Padel at our Sharon Lakes location.

Over the next few weeks, Allan and Mike will be meeting with all PTV Staff to review the below “preliminary notes” and discuss any questions, ideas, concerns, etc you might have. Some of the meetings will be in person, some will be via Microsoft Team Meeting. Please review the notes and be prepared to ask any questions or submit ideas. Once we have met with everyone, and gotten feedback and finalized some procedures and policies, we will be consolidating all the notes and providing “permanent notes” to everyone. The goal was to have these meetings with everyone in September and get the final notes out BY October 1, but with the recent weather and construction delays at Northlake, we are about a week behind our original goal of October 1.

PTV – PTV Stands for Pickleball, Tennis, Volleyball. Although these are different sports and we have different staff who focus on each area, we all need to be sure to understand each area and be able to help customers with all questions at all locations. Don't wait to be trained...read websites, play with CourtReserve as an Employee AND as a Customer, study, ask questions, learn....

Phones – We have a sophisticated phone system but it only works well if our staff answers the phones when they ring and know what to say and how to handle the call correctly and efficiently. Although we have certain staff who are more dedicated to answering phones, everyone needs to learn how to answer the phones and know the frequently asked questions and the answers for all programs and activities for PTV. If you have never dialed in the 704-583-1444 main phone line and listened to all the voicemail options, you need to do so, so

you know what the customers are hearing. Feedback is always appreciated. If there is more than one person at the front counter and you are assigned to help with phones, try and answer most calls in a back office when possible. The customer can hear all the background noise when at the front counter. The MOD (Manager On Duty) will be assigning and training new staff to help with phones over the next few months.

Emails – We use Emails as our main source of communication to and from our Employees AND Customers. Please make sure you are checking your main email at least once every morning and each evening to see if there are any work related emails that need your attention. Reports@PickleballCharlotte.com is the main email address to send emails to for RSVP changes, Call Outs, Special Requests, Location Reports, etc. You are always welcome to email Allan or Mike if not sure who else to contact about anything. Many of you may be asked to help check incoming company emails. When talking to a customer and they need more information, they should always be instructed to send an email to Office@PickleballCharlotte.com or Office@CarolinaJuniors.com or Office@CharlotteTennisNC.com. If you are asked to help with company emails, please be sure you know how to respond and where to file and forward them and copy and paste in CR if needed.

Abbreviations – Granite Street (GS), Northlake (NL), Sharon Lakes (SL), Ballantyne (BL), Carolina Juniors Volleyball (CJV), Pickleball (PB), Charlotte Tennis (CT), Volleyball (Vball), CourtReserve (CR), DaySmart (DS), blue Book (BB), Sports Connection (SC).

Pickleball Charlotte – We currently have 73 Pickleball Courts with 57 of them being Indoors. We have 4 locations, GS, NL, SL, BL. Read PickleballCharlotte.com for more information and pictures. Starting October 1, our Deluxe Memberships change to 7 free sessions and our new Premier Membership provides customers with 14 free sessions. Memberships still require to be registered on a waitlist that we review the first of each month. Basic memberships do not auto renew anymore. Northlake opens, Monday, October 7 and will have 8 regulation hard court courts downstairs and one training / ball machine court upstairs. There will also be 8 multi-purpose courts on the volleyball courts available during select times. Granite Street has 8 courts on volleyball courts 1-6 on select days only. Currently we are only offering indoor courts on Friday mornings and special events and rentals. The Granite outdoor courts are primarily available for Rentals only and a few league matches. Ballantyne has 9 indoor courts and 6 outdoor courts. Sharon Lakes has 17 indoor courts and 6 outdoor courts.

Tennis (Padel) – Charlotte Tennis NC is located at Sharon Lakes only with 10 outdoor clay tennis courts. Our adult tennis membership will be changing on January 1 to ONLY the Premier Membership for \$150 per month. We will be doing away with the \$50 Basic Membership. Emails will be going out in November to let customers know they have until end of the year to decide to keep from repaying their initiation fee. Members not letting us know or upgrading will be switched to Non-Members. “We” no longer offer a Youth Tennis Academy. “We” help “Misha” run his own Tennis Academy. Most of the customers do not know there is a change since they still are registering on CR and their receipts still show Sports Connection. Charlotte Tennis NC will be changing our name and logos to Charlotte Tennis & Padel in the next few months. We plan to replace Pickleball courts 14-17 with 3 Indoor Padel Courts by the end of the year. More details coming soon. In the meantime, if anyone asks, tell them to email Office@CharlotteTennisNC.com. We will be working with Charlotte Padel in Matthews to help us learn and get Padel up and going. With the addition of Northlake Pickleball Courts, our outdoor courts at Sharon Lakes and 7 new indoor Pickleball facilities opening in the Charlotte area soon, we feel that 13 indoor courts at Sharon Lakes will still be able to accommodate our customers’ needs. CharlotteTennisNC.com is the website to learn more and we also have PadelCharlotte.com domain that currently loads Charlotte Tennis NC.

Volleyball – We have 16 indoor volleyball courts and 3 outdoor sand courts and 2 locations. Our South Location is at Granite Street and has 9 indoor courts and 3 outdoor sand courts. Our North location is at Northlake and has 7 indoor courts. Carolina Juniors Volleyball is our youth volleyball program with over 6,000 players each year. Carolina Beach Volleyball is our beach volleyball program. Check out CarolinaJuniors.com and Carolinabeachvb.com for more details. Our volleyball courts are available for rentals and special events but are primarily used for CJV. All employees should know how to properly set up courts, nets, balls, clean floors, etc and handle check in, court maintenance, etc.

CourtReserve - CourtReserve is the ONLY software we use at our 4 PTV locations for all POS Sales, Calendar Management, Customer Database, Accounting, etc. We also plan to switch from DaySmart to CR for our staff work schedules and shifts in the next few weeks. We will be experimenting with all PTV staff using CR for their staff shifts, clock in and out, etc starting October 1. See below for more details on CR Staff Shifts. Most employees will be using the generic STAFF log in to access CR depending on which location they are working. It is important to ONLY use one of the generic STAFF log ins when processing CASH sales. The staff log in should be posted on the front counter computers at each location. Some staff might have their own log ins, but must use the STAFF one when processing CASH Sales. Staff needing different privileges should see Allan or Destiny. We have 3 different versions of CR. One for VOLLEYBALL Customers , Calendars and Sales. One for PICKLEBALL Customers, Calendars and Sales. One for TENNIS & PADEL Customers, Calendars and Sales. As a norm, we will have Pickleball CR loaded in Google Chrome Browser and Volleyball or Tennis loaded in Microsoft Edge Browser. By using two different browsers, this allows us to have two different versions of CR open at the same time. All computers should be set up with shortcuts to load CR in these browsers.

Opening & Closing Checklists – No matter how good of a memory you THINK you have, please use the Opening & Closing Checklists to make sure everything gets handled correctly at each location. Please email Reports if you have any changes that need to be made to the checklists.

Reports – Closing Reports should be emailed to Reports@PickleballCharlotte.com and pasted in CR under NOTES – REPORTS Customer. Just type in Notes in the Customer Search Field. Notes will be added in DS and CR for the next few days. If you find the Notes in CR difficult to read because of the formatting, you can copy and paste in Word or Email and might find it easier to read. All employees should be aware of the Location Report details, especially if they are scheduled to work at that location.

Manager Notes – If there is note you feel all PTV staff should know, please add it to in CR under NOTES – MANAGER NOTES Customer. Just type in Notes in the Customer Search Field. Notes will be added in DS and CR for the next few days. If you find the Notes in CR difficult to read because of the formatting, you can copy and paste in Word or Email and might find it easier to read. All employees should be aware of the Manager Notes details and read them each shift they work.

Alarm and Lock Box Codes – Codes and Keys should never be shared with other employees, coaches, customers, etc. Only Michael, Mike or Allan should be giving out codes and keys. We will be changing all codes more often than in the past.

Name Tags – Name tags are part of your proper dress code. We now have Pickleball, CJV and SC nametags. You are welcome to wear either of them. You should never wear someone else's name tag. The first name tag is free. Additional name tags should be purchased from HR. Would suggest to keep your nametag with you in case you have to work other locations.

Dress Code – We have a written dress code for each location/sport, but we try and be very flexible and not be too picky. If you have a question of what you should wear, please see one of our directors. Please wear

something that represents who we are and something that does not distract from our company and your coworkers. If we need to be more specific, we can be, but hopefully most staff will look around them and try and blend in. Will define in more detail as needed and discuss with individuals that do not understand our goal.

Trash Cans, Waste Baskets – Food goes in TRASH CANS, not waste baskets. Trash Cans have lids and are found in the main facility areas, not back offices and bathrooms. Please only put paper, no food, drinks, smelly stuff in waste basket. Waste baskets should be able to be emptied without changing the plastic liner. If a trash can is getting full, please empty it. If trash can is nasty, please clean it.

Eating – You are allowed to eat. You are not allowed to leave the building or take food breaks and disappear without checking with your coworkers. Please limit eating at the front counters when possible.

Cleaning Up After Yourself – We share desks and counters. Please clean up after yourself and quit stealing pens, staplers, highlighters, scissors and sharpies. Put things back where you found them! Don't take the last of anything without letting someone know.

Sitting – As a norm we do not like to sit to wait on customers, but it is ok to do so depending on what location you are working and your physical condition, etc. Slouching and looking lazy and looking bored is not allowed and chairs and stools will be removed if needed.

Front Counters – We should always have a staff member at the front counter. We understand there may be times where a staff member needs to step away for a MINUTE, but that should be the exception, not the rule. We should have at least two staff members working most of the time.

RSVP – All staff is required to fill out their RSVP in the Excel spreadsheet by noon on Wednesday each week. Please do not wait until the last minute. Requests not submitted on time may result in you being scheduled the hours we CHOOSE for you, not the hours you PREFER. We hope to start creating some more “standard” shifts and schedules for many staff. Some staff requests have become very difficult to always honor. Please be sure to be as flexible as possible, especially when you notice other staff having special requests on the same day(s) you are submitting requests for. The reason we switched to the Excel spreadsheet is for all staff to see the other requests being submitted. We need staff to be available to work, or else we will need to switch to standard shifts and do away with requests and have staff adjust their lives around their work schedule we post instead of our current system

Blue Book – Blue Book is our main tool for Employees to see what and when they are working. Blue Book should always be up to date. Blue Book is posted by noon each Friday. Please check your shifts for accuracy and know what each color and note means in BB for each shift and help look for issues between BB and CR AHEAD of time, not when you arrive to work.

DaySmart / CR – We will be moving away from DaySmart to CR for all employee schedules in the next few weeks. Each of you are currently setup as an “Instructor” in the PB CR system. Your schedule for October 1-6 is live in CR and DS. Please learn how to log in to your CR account in PB CR to access your schedule. Many of the Tennis, VB and PB Staff/Instructors can help you. We will be getting more information out to everyone on CR Schedules with our “permanent notes”. Feel free to play and try and find your schedule for this week in CR.

Arrival Time – Your “Scheduled” Time to work is the time you should be READY to work, not the time you “Arrive” to work.

Internet / TV,s, Ipads, Cell Phones – We are at work to work. If you feel the need to watch a ball game on your mobile device or search the internet on a company computer, for non-company purposes, we would strongly suggest you get permission. Cell phones should not be seen or used in front of customers for personal use.

Playing – As stated in our handbook. All SC facilities, courts, etc are for paying customers. That means nonpaying customers should not be on the courts. That includes kids trying to play basketball at NL, to adults wanting to play Pickleball on outdoor courts while kids are at volleyball. Kindly ask them to get OFF the court! Not having extra balls lying around and blocking off the courts when not being used can help. Employees also are not allowed to play anytime they want without asking for permission. Just ask, we usually say ok.

Balls – Try and keep extra volleyballs stored when not being used. It will be too difficult to always store the extra ball buckets all the time, but look at calendar and plan ahead and store them when we have rentals, etc to make your lives easier and not chasing balls everywhere and finding them being “accidently” put in customer’s bags.

Cleaning – It is everyone’s responsibility to keep all locations clean at all times. We have paid janitorial cleaning at all locations on certain days of the week, but EVERY day our staff should clean as needed. See GM of each location on what days we need to clean courts, facilities, bathrooms, parking lots etc.

Upstairs – Parents are welcome to go upstairs at NL. Kids are not. No balls should ever be upstairs or outside the netted court areas at any location.

Adult Open Play – All adult players need to pre-register and pre-pay and check in with CR APP. Open Play is currently on Fridays at NL and Sundays at GS, but do not assume that is every week and that there are not other times when open play is scheduled. Teach customers to check CR.

Lost and Found – Lost and Found for Volleyball is the same as for Pickleball and Tennis. If not sure, listen to voicemail or ask. Need to setup stations at GS and NL like we have at SL and BL...in site of front counter, but not where employees have to deal with.

Below are some training notes regarding CJV and the new CR system for Volleyball. Not much has changed with Pickleball and Tennis CR.

\$10 minimum – We have a 10 minimum in VB CR the same as others, but ok to take a few months to teach players and parents about the new requirement.

Rentals - Customers can rent volleyball courts 10 days in advance, coaches 14 days. All rentals should be booked online. Rentals are the same as for Pickleball and Tennis and credits will be issued if cancelled at least 12 hours before, but you can cancel up to the start of the rental. Court rentals are \$50 per hour for courts booked online. Customers wanting to book further out than 10 days need to fill out the Custom Request Form on Vball CR. Rentals not made online will cost more. Usually \$60 per hour. Allan and Mike will handle special requests for rentals for now. We need everyone to help monitor CR Calendars for GS and NL to make sure we are setting up Closures and Blocks to keep customers from booking rentals at times and courts that are not open or best for our normal programs. We reserve the right to move courts to different courts as needed to reduce setup and breakdown. We should be adding a 30-minute buffer between CJV practices and court rentals when possible. All staff can help be another set of eyes to look for issues before the day of. See Allan and Mike to learn.

Cancel Events - Most Events can be cancelled online up to the start of the event like for PB and CT, but must be cancelled at least 12 hours before to receive an automatic credit. Lessons cannot be cancelled online if less than 12 hours and should email (or call) to cancel lessons so we can notify instructor. PLEASE do not cancel lessons if do not know how to handle the coaches shift, etc. Ideally an email would be sent to Office@CJV and let a CJV Director handle.

Credits – Credits in VB CR are not “automatic” as of now like PB and CT. We will process the credit within 24 hours after our admin staff have reviewed them. Eventually we will turn on the Auto Credit, so the credit is processed immediately if it qualifies, but for now, until we learn and work out the kinks, we will continue to approve or not approve each one manually. Just tell customers their credit will show up within 24 hours. Customers wishing to receive a credit AFTER the deadline, need to email Office@CarolinaJuniors.com and should be told “our management team meets each Monday afternoon to review emailed requests and will reply by Tuesday, by email, if approved or not.”

Blocks and Closures – As a norm, block and closures should be added to CR when we do not have staff to work and when we are closed, etc. We need all eyes helping with GS and NL now that we are using CR and customers can book courts live.

Bag Storage / Doors NL – Please have all CJV players store their bags down the hallway past the bathrooms at NL. Players are encouraged to exit side doors at NL. Side doors must remain unlocked during business hours.

Other – These are some additional training notes primarily for Volleyball CR and CJV and Admin Staff - CJV Timesheets. CJV two emails same family. Code to CJV office is 1701. Custom Form on CR, why, what, when, how. Custom Reports and Filters. Do not need customers on blocks unless they need a reminder, display online no. Lesson cancellation remove from calendar, leave coach assigned. Local practices. Multiple kids and how to register for the same event. Past Dues and Credits check, enter and clear in DS and update excel. Payment Plans and Team Fees. Payment plans, how to enter, track, view. Payment profiles. Prevent from withdrawing from one event for full events Primary, Child, master email, name for usernames, multiple emails if want to separate per kid, CLEAN UP. Processing Credits, Past Dues. Refunds. Tab history for billing. Travel practices. Website, generic, details in CR. Look for \$ and issues. View Calendars, Events, Instructors, Calendar Management. Travel Tryout Teams. Aged Fees. Payments and Refunds in DS. Detaching from Family. Instructor shifts and training. Lessons as Events vs Lessons as Reservations/Rentals. Even Descriptions and Restrictions, Pricing etc.