



Theresa and Bryan interview Katelin Gonzalez for one of the part-time positions at the clubhouse

## Seven Oaks Clubhouse Part-time Employees

Essential for Peak Time of Year (March - October)

**P**art-time employees are essential with only two full-time employees at the Seven Oaks clubhouse (Theresa Flores - Manager and Bryan Cooper - Staff Supervisor). The part-time employees are necessary to have enough staff during non-peak times of the year when the pool is closed but especially during the peak time when the pool is open.

During the year, there are about 10 part-time employees who mainly operate the cafe. Two of these part-time employees cover the 7 a.m. - 3 p.m. shift Monday - Friday. One may work two days a week while the other one works the remaining three days. For the hours after 3 p.m. until closing and all day on weekends, the remaining eight part-time employees cover these shifts. Since 10 part-time employees are not enough to have staff for

the pool when it is open, Theresa and Bryan hire additional part-time employees for the peak season. This hiring process starts in November for the peak season for the following year. They advertise on the marquee in front of the clubhouse and put a notice in the Seven Oaks News.

After checking with part-time employees who had worked during the previous peak season to see who would like to return for the next peak season, they know how many new part-time employees they need to hire. For 2015, they needed to hire six new employees. The advertising had resulted in about 50 applications being received from people who met the minimum age requirement of 16. Theresa and Bryan picked about 20 applicants to interview for the six positions.

During the interview process in January and February, they used a point system to determine who would make the best employees. After each interview, the applicant was given points for the following:

1. *Timeliness of arrival for the interview*
2. *Quality of the resume*
3. *Experience provided on the resume and during the interview*
4. *Focus such as eye contact during the interview*
5. *Communication skills*
6. *Personality*
7. *Attitude*
8. *Ability to solve problems*
9. *Interest in the job*
10. *How compatible they would be with the existing staff*
11. *Work availability (from when the pool opens to when it closes)*

In early March, the six new employees selected with the highest points from their interviews and some of the returning staff who needed training were scheduled for about eight hours of training during a two-day session. Theresa and Bryan wanted to insure they would be ready to start to work when the pool opened at the beginning of spring break on March 16. Each of them received the following training so they could work in five areas:

**Clubhouse:** Rules of clubhouse to include rules for the gathering room/theater/fitness room/junior activity room/conference room, how to check guest cards, keep doors secured, etc.

**Cafe:** Know how to use the equipment, maintain accurate accounting of sales via register and credit card machine, maintain proper dated food items, and schedule tennis reservations.

**Pools:** Instructions on not allowing food/drinks within 10 feet of water or alcoholic beverages (check cooler), keeping pool decks free of trash and pool furniture neat and organized in appearance, not allowing running on pool deck or diving in the pool, stopping any fighting, requiring proper attire, checking guest cards periodically, and insuring gates are closed and secure.

**Gates:** Monitor and uphold the rules of entrance to the pool/deck area, check all persons for access cards and/or identification, check coolers for alcohol, check for proper attire, and keep the gates locked.

**Pool Slide:** Since the slide will not be available this year, no instruction was given for this job. Next year, there will be instruc-



tion on the rules to use the slide that includes only one person at a time, no children under height of 42 inches, and all persons must slide down feet first.

When the part-time staff begins work, they are assigned to one of the five areas. If one prefers one of the five jobs, they try to assign the individual to work in this area. However, all part-time employees must be able to do all

jobs so they can fill in wherever required. Therefore, their training is continuous throughout the season. Theresa and Bryan allow the employees to decide who replaces someone when their shift ends or when they need to go on break.

Taking the pictures of each one of part-time employees gave me the opportunity to meet them. I was very impressed with each

one. They are an amazing group of young adults with a wide range of interests and talents. There are high school students who are on their school's swim team and cross country team. One of the employees has already graduated from college and is attending nursing school. Another high school student has been in the Information Technology Academy and builds websites in his spare time.

This wide range of talent can be a real asset to the clubhouse. These type of employees can make the clubhouse a very enjoyable place to visit to swim, play tennis/basketball/volleyball, watch a movie, exercise in the gym, take part in the numerous activities in the gathering room, or just have a snack in the cafe. Next time you visit, I am sure they would appreciate being recognized for good service.

## Part-time Seven Oaks Clubhouse Employees



Adam Blair



Adam Weiss



Alex Krueger



Amanda Chisholm



Brittany Velez



Denise Algarin



Dina Maggio



Imelda Coulibaly



Katelin Gonzalez



Lauren Schulze



Melanie Appel



Sydney Horn