Team Lead Responsibilities

Creating itinerary and contacting client.

1. Clock in under the docket for the program you are preparing for.
2. Access P-drive and open Goals and Expectations form (G&E).
	1. A physical folder will also be located next to the Sales Specialists desk.
3. Access Master Calendar and find your program.
4. Create itinerary. While creating itinerary think of questions you may need to ask the program contact.
	1. Do participants have physical or emotional needs?
	2. How will participants arrive? (programs who show up in multiple cars typically arrive late and staggered.)
	3. Clarifying questions about G&E
5. Once the itinerary has been completed please “save as” to the appropriate location in the P-Drive.
	1. YYYY\_MM\_DD Itinerary
6. Contact client through phone call. If client does not answer leave a voicemail encouraging them to check their email.
7. Email the contact with waiver links, campus map, and any other relevant information. Once itinerary is created and client contact is made print out itineraries for staff. Always print out extra in case one gets lost. Place all itineraries in physical folder.
8. Bring the physical folder to the course. The top drawer in the filing cabinet has a blue folder labeled “upcoming” that is the best place to store them.

Notes

* Always emphasize the minor waivers if the program has minors.
* Check the weather for the date of the program.
* Peakadventures.org/staff-pages is a great resource.
* Other resources included:
	+ - Playmeo.com
		- Adventureparkinsider.com
		- Break room library
		- Youtube
		- Previous itineraries
		- Val and John ☺

Common Questions

1. Can we bring food? Yes
2. Can we bring alcohol? No
3. Can parents come? Yes, however everyone who hangs out in the Challenge Center needs to fill out a waiver. If parents climb they will be charged following the program.
4. What food options are there on campus? Monday – Friday the Riverfront building and Union building have multiple food options during the semester. Summer and weekend options are limited and varied.
5. Are masks required? Not on the Challenge Center. However Campus policy mandates masks inside buildings at all times. Our restrooms are located inside. Please bring masks.
6. Can the teacher sign for the minor waiver? No
7. Participants can stay on the course for up to 1 hour past program time.
8. Day of program payment we can only accept exact cash. No change. No debit/credit transactions. (on weekdays please send participants to the office if they would like to pay)