



**MILWAUKEE**  
PUBLIC SCHOOLS

Milwaukee Public Schools  
Department of Recreation and  
Community Services

# **PART-TIME RECREATION EMPLOYEE**

Appendix N (PACC) -  
Program Instructor Manual

Revision Record  
Created 10/15/18;

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**DISCLAIMER**

This manual outlines the policies and procedures for part-time playground staff. Nothing contained in this manual creates, or is intended to create, a contract of employment, and the policies, procedures, and rules described therein are subject to change at the discretion of the District at any time. **Please note: You are subject to the policies of the Recreation Department found in the Part-Time Recreation Employee Manual and to the policies of the Milwaukee Board of School Directors.** Some, but not all, of the Milwaukee Board of School Directors policies are included in the Part-Time Recreation Employee manual.

**RECREATION DEPARTMENT MISSION AND VISION****Mission:**

Milwaukee Recreation...enriching and strengthening the community by promoting healthy lifestyles, personal development, and fun through memorable recreational and educational experiences for people of all ages and abilities.

**Vision:**

To be the leading provider of quality and affordable recreation services in the Milwaukee community.

**ROLE AND EXPECTATIONS (ATTACHMENTS 2 AND 4)**

Program Instructors are the direct service providers of youth and adult enrichment programs. The success of the program is dependent upon the energy, attitude, commitment, and knowledge of the instructor. In our efforts to communicate what is expected of program instructors, we have outlined the following:

**All Instructors are expected to:**

- a) Prepare an agenda or lesson plan for the duration of the program. This will help ensure you cover all pertinent points throughout the program.
- b) Wear attire appropriate for the class being taught.
- c) Arrive early enough to set-up for your class (where applicable).
- d) Pick up class attendance sheet upon arrival and return before departing
- e) Start your class on time.
- f) Introduce yourself and give a brief background of your experience with the activity:
  - a. Example: "Hello and welcome to XYZ Class. My name is Jane Doe and I have been teaching XYZ for the last 5 years".
  - b. Briefly describe what will be covered throughout the class.
- g) Mention location of restrooms during the first two weeks of class.
- h) Take attendance each time your class meets.
- i) Direct any participants not registered for the class to the Recreation desk/office (including those with completed registration form and payment in hand).
- j) Provide a brief recap of the previous class each time the group meets.
- k) For children's activities:
  - a. Explain to parents why they may not be allowed to observe the class (i.e. parental influence can impact the focus and retention of material).
- l) Assist with ensuring each child is picked up after the class by a parent/guardian. If the parent/guardian is running late, the children remaining are your responsibility. If you cannot stay with participants, make arrangements for building staff to supervise them.
- m) Communicate to building staff any concerns or needs you have.

- n) Distribute and collect class evaluations before the end of the final class of the season (or as instructed).
- o) Clean up everything for which you are responsible. Leave the program space in the same condition or better than you found it.
- p) Assist with notifying participants in the event of a class postponement/cancellation (when requested).

**Part-Time Instructors are expected to (in addition to the all staff expectations above):**

- a) Perform time clock function at the Recreation desk/office upon arrival,
- b) Perform time clock function at the Recreation desk/office upon departure.

**Contract Instructors are expected to (in addition to the all staff expectations above):**

- a) Submit an invoice meeting MPS requirements within 48 hours of program completion.

**Program Instructor Manual Reference:**

- **Attachment 2: Position Descriptions**
- **Attachment 4: Instructor Evaluation Form**

**DRESS CODE**

Instructors are allowed to wear clothing that is suitable for the program/activity in which they are instructing (including wearing a Recreation staff t-shirt).

Closed-toe shoes are required for all staff unless assigned to aquatic areas. No sandals, flip-flops, beach shoes, crocs, etc., are allowed.

Piercings and hair color or hair styles that draw undue attention are prohibited. Tattoos that display images which may adversely affect the work environment must be covered while on duty. No hats are permitted.

**CLASS ROSTER/ATTENDANCE (ATTACHMENT 5)**

Instructors are required to collect his/her attendance worksheet(s) upon arrival, take attendance at the start of each class, and return the attendance worksheet to the Recreation desk/office before departing.

**Program Instructor Manual Reference:**

- **Attachment 5: Class Attendance Sheet**

**CLASS REGISTRATIONS**

On occasion, participants new to a program attempt to hand registration forms and payment to instructors during his/her class. If this occurs:

1. Write the pending participant's name on the class attendance sheet, and
2. Direct the participant to bring his/her paperwork and payment to the Recreation desk/office, either immediately before or immediately following the class.

Building staff will confirm the completeness of the information and process the paperwork accordingly.

**\*At no time should instructors accept payment and/or paperwork from participants.**

**CLASS EVALUATIONS**

Class evaluations are necessary for the improvement and success of youth and adult enrichment programs. While most evaluations are distributed electronically, evaluation forms are sometimes required for data collection. Instructors are required to distribute evaluation forms (where applicable) to participants prior to the end of the final class and return to his/her Recreation Supervisor or designee.

**CLASS POSTPONEMENT (ATTACHMENT 7)****SCHOOL CANCELLATIONS (WEATHER RELATED):**

When MPS schools are closed prior to the start of the school day, all afternoon and evening recreation and interscholastic athletics / academics are cancelled.

If the District issues a **weather emergency**, which means schools may dismiss students (who walk to school) at noon, all afternoon and evening Recreation Department / Interscholastic activities will automatically be cancelled.

If a cancellation occurs, instructors will be notified as soon as possible.

Instructors may be asked to assist with calling participants should a cancellation occur. When calling participants due to a cancellation, Instructors should follow these guidelines:

1. One-time Program Cancellation:

- a. Before calling, discuss with Recreation Supervisor whether or not the canceled class will be made up at the end of the season (i.e. postponed). If not (i.e. canceled), ensure it is mentioned that participants will receive a credit for the canceled class.
- b. Reference the class roster and call all patrons informing them of the cancelled class.
  - i. State the name of the class that is cancelled and the patron's name. It is not unusual to have multiple registrations from the same family. Call all available numbers until contact is made.
  - ii. **When/if contact is made, verify that you have the correct address and preferred contact information.**
  - iii. Make a note on the roster of who you spoke with/left a message as follows:  
**TWP** - Talked with the Person/Parent (*Registered person or their parent/guardian*)  
**TW** - Talked with and the name of the person you talked with (*i.e. TW Bob*)  
**LM** - Left a message with an answering service  
**NA** - No answer and no answering service
  - i. This documentation provides a record of our attempt to contact participants.
  - ii. \*Make the notation on the roster directly next to the participant's name.
  - iv. **\*\*Make 2 attempts to contact the customer.**
- c. Milwaukee Recreation will also email participants notifying them of a cancellation (where possible).

**Program Instructor Manual Reference:**

- **Attachment 7: Class Postponement Phone Script**

### **CLASS CANCELLATIONS (FULL CANCELLATION) (ATTACHMENT 7)**

If a class does not meet its minimum enrollment, which is set by Milwaukee Recreation, it will be canceled five (5) days prior to the start date. Milwaukee Recreation will notify participants when classes are canceled for the season. Participants will always be encouraged to transfer their enrollment before being offered a credit on account or refund.

See 'Class Postponement' above if you are asked to assist with making calls to participants.

### **CLASS PUBLICITY**

Program instructors are encouraged to advertise his/her programs thru the use of flyers. However, all flyers **must be approved by Milwaukee Recreation** prior to distribution.

Milwaukee Recreation often posts course information on our social media platforms, including Facebook. Program instructors can request a post on the Milwaukee Recreation Facebook® page thru his/her Recreation Supervisor if notified two (2) weeks in advance.

### **PROGRAM SPACE USAGE**

All program instructors are responsible for:

1. Leaving the program space in at least as good of condition as it was found,
2. Properly returning all equipment (tables, chairs, etc.) to their original area (where applicable),
3. Reporting any maintenance issues or concerns to Milwaukee Recreation staff before leaving the facility.

\*Storage of personal equipment/supplies in any MPS facility is prohibited, unless space is authorized and assigned for use by the Recreation Supervisor.

### **FACILITY ACCESS**

In the event that a facility is locked, and you do not have access, you should immediately contact the Community Center Office phone # (if applicable) or the Recreation Supervisor.

### **COMMUNITY CENTER PHONE USE (ATTACHMENT 6)**

Each community center has a telephone available for business purposes only. Staff are to refrain from using community center phones for personal use. Participant use of community center phones (calling for a ride, etc.) should be kept to a minimum.

Instructors may be asked to assist with answering phones. Instructors should follow the guidance outlined in the General Use Phone Script when answering phones.

#### **Program Instructor Manual Reference:**

- **Attachment 6: General Use Phone Script**

### **SUPPLIES AND EQUIPMENT**

Each community center is equipped with recreational equipment to support the programs offered. In the event that additional supplies are needed or desired, instructors should notify the Building Director, Building Clerk, and/or Recreation Supervisor.

Instructors are permitted to bring their own equipment upon receiving prior approval from the Recreation Supervisor.



## OUR VALUES

### **EQUITY**

Ensuring access to recreation services for all.

### **ACCOUNTABILITY**

Taking individual and collective responsibility.

### **MEMORABLE EXPERIENCES**

Creating special, distinctive recreation experiences.

### **PROFESSIONAL STAFF**

Employing staff who possess the core competencies of the department.

### **QUALITY SERVICE DELIVERY**

Exceeding customer expectations through responsive and respectful service delivery.

### **SENSE OF COMMUNITY**

Providing services that encourage personal connections and relationships.

### **COLLABORATIONS AND PARTNERSHIPS**

Fostering and maintaining partnerships with individuals and organizations that benefit the community.





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Milwaukee Public Schools  
Department of Recreation and  
Community Services

# **PART-TIME RECREATION EMPLOYEE**

Appendix N (PACC) –  
Program Instructor  
Attachment 1:  
Mandatory Signature Form

Revision Record  
Created 10/16/18;

## **PROGRAM INSTRUCTOR MANUAL MANDATORY ACKNOWLEDGEMENT AND DISCLAIMER**

*To be signed and returned to the Recreation Department for placement in the employee's personnel file.*

I acknowledge that I have been provided a copy of the Milwaukee Public Schools Part-Time Program Instructor Manual (*hereinafter referred to as Manual*) and I am responsible for the provisions contained herein. I understand that the Milwaukee Public Schools Department of Recreation and Community Services may modify or eliminate the terms described in this Manual at any time, with or without prior notice.

I understand that the Manual and any provisions contained in it do not constitute a guarantee of employment, a guarantee of any other rights or benefits, or a contract of employment, expressed or implied.

This Manual and its Attachments, as well as the Recreation Department's Part-Time Recreation Employee Manual, can be found online at <http://milwaukeeerecreation.net/rec/Employment/Part-Time-Employee-Manual.htm>. The District's Employee Handbook, Administrative Policies and Procedures, and any subsequent updates are available on the [Employee Relations](#) page on the MPS website.

I understand that it is my responsibility to stay informed of Recreation Department policy and procedure updates by visiting the Policy and Procedure Updates link at <http://milwaukeeerecreation.net/rec/Employment/Part-Time-Employee-Manual.htm> as needed.

---

Employee Name (Printed)

---

Employee ID# (if known)

---

Employee Signature

---

Date



**MILWAUKEE**  
PUBLIC SCHOOLS

Milwaukee Public Schools  
Department of Recreation and  
Community Services

# **PART-TIME RECREATION EMPLOYEE**

Appendix N (PACC) –  
Program Instructor  
Attachment 2:  
Position Descriptions

Revision Record  
Created 10/16/18;

**POSITION DESCRIPTION**  
**MILWAUKEE PUBLIC SCHOOLS DIVISION OF RECREATION AND COMMUNITY SERVICES**

|   |   |
|---|---|
| <b>JOB TITLE:</b> Adult Enrichment Instructor   | <b>EMPLOYMENT TYPE:</b> Seasonal, Part-Time |
| <b>PROGRAM AREA:</b> Community Centers  | <b>JOB CODE:</b> 8506/8507/8508             |
| <b>STARTING HOURLY RATE:</b> Depending on experience  | <b>HOURS PER WEEK:</b> Up to 20 Hours       |
| <b>POSITION SUMMARY:</b><br>Instruct the basic skills of an enrichment activity to participants 18 and older with varying skill levels utilizing a curriculum approved by Milwaukee Recreation. |   |

**POSITION OVERVIEW:**

- Understand and abide by all policies and procedures outlined in the Part-Time Employee Manual.
- Enforce all Milwaukee Public Schools and Milwaukee Recreation policies and rules.
- Take daily attendance.
- Effectively communicate with participants.
- Develop and/or implement approved lesson plans.
- Effectively engage participants in quality class activities.
- Maintain a safe and organized class environment.

**SUPERVISION RECEIVED:**

Works under the direction of the Assistant Recreation Supervisor and Building Director at his/her assigned community center.

**JOB REQUIREMENTS:**

- 16 years of age or older.
- Able to meet the scheduling needs required for this position.
- Access to reliable transportation.

**PREFERRED EXPERIENCE:**

- 1-2 years of experience participating in, teaching, and/or coaching the specific subject area.
- Experience working with adults in a structured program.
- Training and/or certifications related to the specific subject area (e.g. 1st Aid/CPR, Yoga certification, etc.).
- Previous work experience in a public setting with a diverse population.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Advanced knowledge of specific subject area.
- Ability to clearly define goals, objectives, and instruction methods used.
- Ability to safely manage groups of 15 or more adults.
- Ability to foster positive working relationships.

**WORKING ENVIRONMENT:**

This environment includes walking, climbing, standing for long periods of time, and possible loud noises when exposed to activities in the gym or similar environment. Staff will be required to supervise groups of children and adults as well as assist in the accommodation of children and/or adults with disabilities (within parameters of provided training).

THIS DESCRIPTION DOCUMENTS THE GENERAL NATURE AND LEVEL OF RESPONSIBILITY ASSOCIATED WITH THIS POSITION. IT IS NOT INTENDED TO BE A COMPREHENSIVE LIST OF ALL ACTIVITIES, DUTIES AND RESPONSIBILITIES REQUIRED OF INCUMBENTS. IT IS NOT INTENDED TO LIMIT OR MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT, AND MONITOR THE WORK OF EMPLOYEES UNDER SUPERVISION.

**POSITION DESCRIPTION**  
**MILWAUKEE PUBLIC SCHOOLS DIVISION OF RECREATION AND COMMUNITY SERVICES**

|   |   |
|---|---|
| <b>JOB TITLE:</b> Youth Enrichment Instructor   | <b>EMPLOYMENT TYPE:</b> Seasonal, Part-Time |
| <b>PROGRAM AREA:</b> Community Centers  | <b>JOB CODE:</b> 8502/8503/8505             |
| <b>STARTING HOURLY RATE:</b> Depending on experience  | <b>HOURS PER WEEK:</b> Up to 20 hours       |
| <b>POSITION SUMMARY:</b><br>Instruct the basic skills of an enrichment activity to participants 17 and under with varying skill levels utilizing a curriculum approved by Milwaukee Recreation. |   |

**POSITION OVERVIEW:**

- Understand and abide by all policies and procedures outlined in the Part-Time Employee Manual.
- Enforce all Milwaukee Public Schools and Milwaukee Recreation policies and rules.
- Take daily attendance
- Effectively communicate with participants.
- Develop and/or implement approved lesson plans.
- Effectively engage participants in quality class activities.
- Maintain a safe and organized class environment.

**SUPERVISION RECEIVED:**

Works under the direction of the Assistant Recreation Supervisor and Building Director at his/her assigned community center.

**JOB REQUIREMENTS:**

- 16 years of age or older.
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- Access to reliable transportation.

**PREFERRED EXPERIENCE:**

- 1-2 years of experience participating in, teaching, and/or coaching the specific subject area.
- Experience working with youth in a structured program.
- Training and/or certifications related to the specific subject area (e.g. 1st Aid/CPR, Gymnastics certification, etc.).
- Previous work experience in a public setting with a diverse population.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Advanced knowledge of specific subject area.
- Ability to clearly define goals, objectives, and instruction methods used.
- Ability to safely manage groups of 15 or more adults.
- Ability to foster positive working relationships.

**WORKING ENVIRONMENT:**

This environment includes walking, climbing, standing for long periods of time, and possible loud noises when exposed to activities in the gym or similar environment. Staff will be required to supervise groups of children and adults as well as assist in the accommodation of children and/or adults with disabilities (within parameters of provided training).

THIS DESCRIPTION DOCUMENTS THE GENERAL NATURE AND LEVEL OF RESPONSIBILITY ASSOCIATED WITH THIS POSITION. IT IS NOT INTENDED TO BE A COMPREHENSIVE LIST OF ALL ACTIVITIES, DUTIES AND RESPONSIBILITIES REQUIRED OF INCUMBENTS. IT IS NOT INTENDED TO LIMIT OR MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT, AND MONITOR THE WORK OF EMPLOYEES UNDER SUPERVISION.





**MILWAUKEE**  
PUBLIC SCHOOLS

Milwaukee Public Schools  
Department of Recreation and  
Community Services

# **PART-TIME RECREATION EMPLOYEE**

Appendix N (PACC) –  
Program Instructor  
Attachment 3:  
Instructor/Class  
Observation Form

Revision Record  
Created 10/16/18;



**MILWAUKEE  
PUBLIC SCHOOLS**



## Instructor/Class Observation Form

|                         |       |                       |       |
|-------------------------|-------|-----------------------|-------|
| Instructor Name:        | _____ | Employee ID #:        | _____ |
| Class Name:             | _____ | Community Center:     | _____ |
| Observer:               | _____ | Date of Observation:  | _____ |
| Observation Start Time: | _____ | Observation End Time: | _____ |

The purpose of this observation is to provide supplemental documentation that may assist in the part-time instructor evaluation process. Instructors should be observed at least once during a program season. The observation should be long enough to adequately address the statements below.

### Observation of Instructor:

**Rating Scale**  
(1=low/poor; 4=high/excellent)

|   | Yes | No    |
|---|-----|-------|
| 1. Arrived on time/began instruction on time (if observed)? |     |       |
| Comments: _____   |     |       |
| 2. Presentation of class content?                           | 1   | 2 3 4 |
| Comments: _____   |     |       |
| 3. Interaction with participants?                           | 1   | 2 3 4 |
| Comments: _____   |     |       |
| 4. Content appropriate for participants (age, etc.)?        | 1   | 2 3 4 |
| Comments: _____   |     |       |
| 5. Control of group/dynamics managed?                       | 1   | 2 3 4 |
| Comments: _____   |     |       |
| 6. Utilization of equipment/supplies?                       | 1   | 2 3 4 |
| Comments: _____   |     |       |

### Observation of Participants:

|   |   |       |
|---|---|-------|
| 1. Participant engagement?                  | 1 | 2 3 4 |
| Comments: _____                             |   |       |
| 2. Participant enjoyment?                   | 1 | 2 3 4 |
| Comments: _____                             |   |       |
| 3. Participant comfort with subject matter? | 1 | 2 3 4 |
| Comments: _____                             |   |       |

### Additional Comments:

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\*The above information may assist when evaluating part-time employees and can be used to address the “additional comments” section on the Part-Time Evaluation Form.

\*\*Attach this Instructor Observation Form to the Part-Time Evaluation Form and file in the individual’s personnel folder at Central Services.

*tbc: Created 12/11/13; Upd 12/12/18*





**MILWAUKEE**  
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Milwaukee Public Schools  
Department of Recreation and  
Community Services

# **PART-TIME RECREATION EMPLOYEE**

Appendix N (PACC) –  
Program Instructor  
Attachment 4:  
Instructor Evaluation Form

Revision Record  
Created 10/16/18;



Instructor

POSITION TITLE

## PART-TIME STAFF EVALUATION

Employee ID: \_\_\_\_\_

## PLEASE PRINT

Employee \_\_\_\_\_  
Last First MI

Location \_\_\_\_\_

Start Date \_\_\_\_\_ End Date \_\_\_\_\_

| Evaluation Scale |                          |
|------------------|--------------------------|
| 1                | Not Meeting Expectations |
| 2                | Meeting Expectations     |
| 3                | Exceeding Expectations   |

| RATING CATEGORIES  | 1            | 2 | 3 | N/A   |
|--|--------------|---|---|-------|
| Adheres to all rules as outlined in the Part-Time Staff Manual                         |              |   |   |       |
| Adheres to all rules/expectations as outlined in the Program Instructor Manual         |              |   |   |       |
| Follows the dress code policy as outlined in the Part-Time Staff Manual                |              |   |   |       |
| Demonstrates exceptional punctuality and attendance                                    |              |   |   |       |
| Communicates effectively with staff, participants, and public / parents                |              |   |   |       |
| Demonstrates ability to engage the participants during class                           |              |   |   |       |
| Demonstrates Teaching According to Participants' Needs and Skill Level                 |              |   |   |       |
| Is attentive and focused while on duty and refrains from the use of electronic devices |              |   |   |       |
| Demonstrates the ability to take initiative  |              |   |   |       |
| Instructor has a clear lesson plan for the course they are teaching.                   |              |   |   |       |
| CATEGORY RATING  |              |   |   | =     |
| OVERALL AVERAGE RATING   | TOTAL ÷ 10 = |   |   | TOTAL |

\*Corrective action may be implemented for individuals not meeting expectations during their assignment. A supervisor may choose not to rehire staff members receiving an Overall Average Rating of less than 2 on their evaluation.

Additional Comments:

All Evaluations **Must Be Signed** or the reason for not signing to be stated here:

EMPLOYEE Signature (by signing you acknowledge your receipt of copy only)

Date

EVALUATOR Signature

Date

RECREATION SUPERVISOR/MANAGER Signature

Date

| For Administrative Use Only: Employee is <u>not</u> present for evaluation | For Administrative Use Only: Employee <u>is</u> present for evaluation |
|--|--|
| Evaluation was sent via certified mail. Date:                              | Employee refused to sign evaluation.                                   |
| A signed copy was returned w/in the 10 day allotment.                      | Employee submitted an appeal. Date:                                    |
| A signed copy was NOT received.  | Appeal meeting held. Date:   |
| A copy of the signed/unsigned evaluation was put in employee file.         | A copy of the signed/unsigned evaluation was put in employee file.     |

COPIES TO: Employee File (CS) Employee

Form No. 845  
AMK 02/14



**MILWAUKEE**  
PUBLIC SCHOOLS

Milwaukee Public Schools  
Department of Recreation and  
Community Services

# **PART-TIME RECREATION EMPLOYEE**

Appendix N (PACC) –  
Program Instructor  
Attachment 5:  
Class Attendance Sheet

Revision Record  
Created 11/26/18;

# PROGRAM INSTRUCTOR ATTACHMENT 5 – CLASS ATTENDANCE SHEET



Page: 1 of 2

## Class Attendance Worksheet

Actv/Sec: 2RAE3536-BN01 Yoga

Date: 09/15/2018 Thru: 11/10/2018  
Time: 8:00am Thru: 9:00am

Meeting Days: Sa  
Primary Instructor: No Instructor Linked

Activity Location: Beulah Brinton  
Activity Facility: Multipurpose

SECTION:                      Enrolled Count: 21                      Max Count: 33                      Min Count: 10                      Waiting List: 0

| Enrollee Name | Age | Fill In Phone | Attendance Checklist     |                          |                          |                          |                          |                          |                          |                          |                          |
|---------------|-----|---------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
|               |     |               | 09/15                    | 09/22                    | 09/29                    | 10/06                    | 10/13                    | 10/20                    | 10/27                    | 11/03                    | 11/10                    |
|               | 1   |               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|               | 2   |               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|               | 3   |               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|               | 4   |               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|               | 5   |               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|               | 6   |               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|               | 7   |               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|               | 8   |               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|               | 9   |               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|               | 10  |               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|               | 11  |               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|               | 12  |               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|               | 13  |               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|               | 14  |               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|               | 15  |               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
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User: clarketb Run Date/Time: 11/26/2018 @ 1:25pm



**MILWAUKEE**  
PUBLIC SCHOOLS

Milwaukee Public Schools  
Department of Recreation and  
Community Services

# **PART-TIME RECREATION EMPLOYEE**

Appendix N (PACC) –  
Program Instructor  
Attachment 6:  
General Use Phone Script

Revision Record  
Created 10/16/18;

## GENERAL USE PHONE SCRIPT

1. Always try to answer phones before the third ring. When answering, always state the name of the center (as your director/supervisor wishes you to state it) and your name in one of two ways:

- a. "Riverside Community Center, Barb speaking."

OR

- b. "Riverside Community Center; Barb speaking; how may I help you?"

**\*\*Ask your Recreation Supervisor which they prefer and then follow this every time.**

2. When a call is received for someone who is not in, always offer these remarks:

- a. "I'm sorry, but \_\_\_\_\_ isn't in. Can anyone else help you or may I take a message for him/her?"
- b. Messages - always get the name and phone number (even if the caller says the person has it already.) Always write the date and time of the call and your name on the message slip.
- c. If the caller asks when the person he is calling will be in, never give an exact time. Say, "She'll be in later this afternoon" ("this evening") ("tomorrow"). If you are pressed, politely answer that you can't predict the exact time their meeting will end.
- d. If the person being called is on vacation, you should know when he/she will be back, and tell the caller.
- e. If the caller is asking for a part-time staff member, say: "She teaches classes (or usually works) on (days) from (time) to (time). I can leave a message for him/her, if the call is work related, or you may try before or after that time.

OR

- f. "He works different hours each day depending on the program. I'll be happy to leave a message for him/her or have someone else call you."

**\*\*It's the responsibility of the person who answers the phone to see that messages are delivered. Ask your Recreation Supervisor where to put messages for him/her, and where to put messages for part-time staff.**

3. Personal calls - Do not make or receive personal calls on the center phones if it isn't urgent. If you must make or answer a personal call, limit the call to two minutes.
4. Ask your Recreation Supervisor to tell you who may use the telephone and under what circumstances. This may vary slightly among centers depending on what types of problems have been experienced.

5. When you're acting as Building Director, unless another person has been assigned to answer the phone, you are responsible for every call going out and coming in. Don't ask others to answer the phone unless it's an absolute emergency.
6. Use good judgment when assisting those who call the center asking for program participants. When in doubt, talk with your Recreation Supervisor. If a child calls, ask why they are calling. If an adult calls for his/her child(ren), you may or may not be able to page the child. It's all right to say:
  - a. "I'm sorry. I can't locate a child unless this is an emergency."
7. If it is an emergency, try sending one or two other participants/staff to look for the person being called while you remain at the desk.
8. **Never** give out home phone numbers of either staff or patrons registered in the program.
9. Try to handle the problems yourself. If a person wants information about a class, try to give the information. You may want to call the teacher and give him/her the message or question over the phone and ask him/her to respond, or get the answer to a question and return the call yourself.
10. Center phones are busy and staff are sometimes hard to reach on the phone. Be sure you understand why as it's usually a sign of a busy program. Be sympathetic; however, to those trying to get information or who have had difficulty reaching center staff.

If a caller is upset say:

- a. "I'm sorry you're having that problem. I'll do all I can to see that you get some help (or more information) as soon as possible."







**MILWAUKEE**  
PUBLIC SCHOOLS

Milwaukee Public Schools  
Department of Recreation and  
Community Services

# **PART-TIME RECREATION EMPLOYEE**

Appendix N (PACC) –  
Program Instructor  
Attachment 7:  
Class Postponement Phone  
Script

Revision Record  
Created 10/16/18;

## **CANCELLATION PHONE SCRIPT (FULL CANCELLATION)**

Hello, this is **(your name)** calling from Milwaukee Recreation.

I am calling to inform you that the **(state the name of the class)** that was scheduled for **(day)** has been **CANCELLED**.

Can I interest you in another class?

There is **(state the name of the class)** being offered at **(location)** on **(day)** from **(time)**.

### **If they want to transfer:**

Great! I am glad that we were able to find a class for you. I will process the transfer immediately. If for some reason that your name does not appear on the roster, let the staff know that your transfer is effective as of **(use tomorrow's date)** and that your name should appear on the updated roster.

### **If they don't want to transfer:**

I am sorry that we were not able to find an alternate class for you. I will process a refund for you. The refund will be processed within two to four weeks. If you paid by credit/debit card, your refund will be credited back to that card. Payments made by cash or check will be refunded via check.

May I help you in any other way?

Thank you, and have a good **(morning/day/evening)**.

### **When leaving a message:**

I am calling to inform you that the **(state the name of the class)** that was scheduled for **(day)** has been **CANCELLED**.

Please call **(Recreation Supervisor name)** to with your preference regarding a transfer, a credit to your account, or a refund. You can reach **(Recreation Supervisor Name)** at **(Recreation Supervisor office #)**. Sorry for any inconvenience this may have caused you and your family.

## **POSTPONEMENT PHONE SCRIPT (ONE-TIME)**

Hello, this is **(your name)** calling from Milwaukee Recreation Department.

I am calling to inform you that the **(state the name of the class)** that was scheduled for **(day)** has been **POSTPONED (due to)** until **(state the next date and time)**.

When leaving a message add this:

If you have questions regarding this change, please contact **(Recreation Supervisor Name)** at **(Recreation Supervisor office #)**. Sorry for any inconvenience this may have caused you and your family.