PGP Urban Air offers our employees the opportunity to learn real-world business and leadership skills they can take with them throughout their career, whether they choose to stay with PGP Urban Air and work their way up to having their own Park, or simply working in a fast paced, fun and energetic environment seasonally, while in school, full or part time.

We’ve got something to offer everyone, and whether you stay a month, a year, or a decade, you can choose your own adventure and gain valuable experience while having fun and impacting lives.

**Standard Operating Procedure (SOP)**

**Park Lead Certification:**

Each candidate for a Park Lead position must demonstrate mastery of each position’s pillars of performance. This process will take a minimum of 2 weeks per position. This 2-week period must consist of 4 weekend shifts, and 4 weekday shifts. This can be comprised of any combination of 2 Saturdays, 2 Sundays, and any 2 days Monday Thru Friday. These shifts do not have to be completed within a linear 2 week period, however all 8 shifts must be completed and signed off on by the Park General Manager before the Team Member can be certified and move to the next position to begin that position’s certification.

As the candidate progresses through each position’s certification, the candidate will be able to retroactively work other positions throughout the park. For example, a Court Monitor should not work in the Cashier position without having been certified as a Court Monitor. This allows each position flexibility in cross-filling other areas of the park without pigeon-holing a team member as “only-works-one-position” capable.

Upon successful completion of each position’s certification (Court Monitor, Cashier, Café, Party Host), the candidate will take a certification final exam which will be comprised of a mix of multiple choice, open ended, and practical demonstrations. This will be administered by the General Manager and must be signed off by the District Manager before the Park Lead candidate is given keys, access codes, passwords, and allowed to work Park Lead shifts without the physical supervision of a Manager, Assistant General Manager, or General Manager.

* ***Court Monitor Certification (100% Court Monitor UAU Video Completion)***
	+ 100% Uniform
		- Every shift the candidate must be in perfect uniform (see Uniform Standards SOP).
	+ 100% Rule Enforcement
		- Proper whistle usage (see Whistle SOP)
		- Proper hand signal usage (see Hand Signal SOP)
		- Effective team communication and guest engagement (see Radio Usage, Guest Communication, De-Escalation SOP)
		- Run 2 Dodgeball Games (see Dodgeball rules SOP)
		- Slam Dunk management (see Slam Dunk rules SOP)
		- Wristband / Sock enforcement (see Wristband & Sock SOP)
		- Under 18 Policy enforcement (see Under 18 SOP)
	+ Harnessing & Safety
		- Ultimate Attraction Team Member harnessed at all times
		- Guest Rescue Procedure (see Guest Rescue Procedure SOP)
		- When to close an attraction (see Attraction Closing SOP)
		- Height and Weight Enforcement (see Height and Weight SOP)
		- Cell Phone & Eating (see Cell Phone & Eating SOP
	+ Cleaning
		- Active Cleaning & Cleaning Supplies
		- When to clean, how to clean, caution and wet floor signage
		- How to mop, how to sweep, what mop and broom to use for types of messes (see How to MOP & Clean SOP)
	+ Court Rotation, Movement & Awareness
		- Area vacancy (see employee replacement SOP)
		- Guest perception of attentiveness
		- Breaks & Restroom Usage (see Break & Restroom SOP)
	+ Attraction R&M functions
		- Pad adjustment
		- Tramp pad cleaning and foreign object removal
		- Spring replacement / re-attachment
		- Signage
		- Netting holes, rips, & tears
		- Basic self-belay & slack line management
		- Zip line / ropes & trolley adjustment
		- Basic Action Card knowledge
* ***Cashier Certification (100% Cashier UAU Video Completion)***
	+ Ticketing Differentiation
		- Basic, Deluxe, Ultimate, Platinum – what is included, pricing, etc
		- Wristband color and type
		- Sock size, prices & types
		- Birthday Party Package Basics
		- Membership Knowledge
	+ Greeting & Front Desk Guest Engagement
		- Initiating communication
		- FAQ and Answers
		- Queue Management
		- Party Information Communication
		- Handling Guest Complaints
	+ POS Features & Functions
		- Take Payment
		- Give Change
		- Voids, Refunds, Coupons
		- Cash Management (see Cash Management SOP)
		- Basic POS Troubleshooting
		- Run Financial Reports
	+ Front Desk Cleanliness & Organization
		- Countertop cleanliness
		- Floors, retail displays, socks & wristband stocking
		- Closing Expectations (See Front Desk Closing SOP)
	+ Radio & Team Communication
		- Radio Jargon (see Radio SOP)
		- PA Announcements (see PA SOP)
		- Party Coordinator / Party Host Communication
		- When to get a manager involved (See Manager Involvement SOP)
* ***Café / Concessions Certification (100% Café UAU Video Completion)***
	+ Recipe & Product knowledge
	+ KDS Functionality
	+ Pager Operation & Troubleshooting
	+ Food Safety Certification
	+ Quality Standards knowledge (see Food Quality Standards SOP)
	+ Cleaning Standards (see Kitchen / Café Cleaning SOP)
	+ Opening & Closing Expectations (see Café Opening & Closing SOP)
	+ Dishware Management
	+ Chemical usage knowledge
	+ Party food prep and execution
	+ Radio Communication
	+ Basic Kitchen Equipment R&M
* ***Party Host Certification (100% Party Host UAU Video Completion)***
	+ Guest Engagement / Service
	+ Greeting / De-greeting
	+ Script / Party Mom Communication
	+ Party Coordinator & Manager Communication
	+ Radio Communication
	+ Table Setup & Flip
	+ Party Room Setup & Flip
	+ Cleaning & Organization
	+ Party Cart Management
	+ Checkout / Upsell / Booking
	+ Waiver Audit
	+ Wristband / socks execution
	+ NPS & SOCI knowledge
	+ Pizza / Food / Café Service & Execution
	+ Party Room Vibe
	+ Party Package Elements