

Penn Fair Swim Club Board & Management Meeting Minutes

Date: July 2026

Attendees: Board Members, Managers, Snack Shack & Operations Leadership

1. Party Scheduling & Communication

Discussion

A recent party postponement was missed because multiple conversations were occurring simultaneously. To avoid confusion, staff should rely on the official scheduling systems rather than text conversations.

Decisions

- Google Calendar and eSoft (ESOP) are the official sources for all party schedules.
- Approximately **5 days before each party**, management should confirm details with the party organizer.
- If a party is postponed or rescheduled, the staff member who learns of the change should immediately send a **direct group message** to the managers rather than relying on the general group chat.

Upcoming Party

- **Church Group (Elizabeth Gray)**
 - Tuesday, 5:00–8:00 PM
 - Rain Date: Thursday, 5:00–8:00 PM
 - Management will follow up to confirm attendance numbers.
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2. Party Setup

Discussion

The largest operational issue has been reserved tables not being marked before parties arrive.

Decisions

- Reserve party tables before guests arrive.
 - Staff should monitor reserved seating and politely explain reservations to members.
 - The daily operations whiteboard must be reviewed by every shift.
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3. Waivers

Discussion

Electronic waivers work well for organized groups (such as school and cheer parties), but smaller private parties often fail to complete them before arrival.

Decisions

- Continue using electronic waivers whenever possible.
- Maintain paper waivers as a backup.

Updates

New paper waivers include:

- Minor's name
- Parent/Guardian name
- Email
- Phone number
- Date
- Signature

Action

Print additional paper waivers before larger events.

4. Guest Check-In

Discussion

Managers emphasized that every guest must be checked in and have a completed waiver.

Decisions

Front desk staff should regularly walk the property with the laptop to:

- Verify guests are checked in.
- Confirm waivers have been completed.
- Offer assistance and engage with members.

Suggested customer service examples:

- “Can I get you anything?”
- “Would your child like a Flavor Ice?”
- “Just making sure everyone is checked in.”

Failure to verify guests creates liability if an injury occurs.

5. Bathroom Checks

Decisions

- Reinstate bathroom inspection sheets for health department compliance.
 - Bathrooms should be inspected and signed approximately every **30 minutes**.
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6. Facility Appearance & Maintenance

Discussion

Everyone shares responsibility for maintaining the appearance of the facility.

During slower periods staff should:

- Empty trash.
- Sweep parking lots and sidewalks.
- Pick up sticks and debris.

- Remove abandoned toys.
- Discard damaged floaties.
- Complete small maintenance tasks as assigned.

Managers emphasized that staff should remain productive during slower periods.

7. Staffing & Scheduling

Current staffing levels appear appropriate.

Managers should continue adjusting schedules based on attendance and operational needs.

8. Employee Accountability

Cell Phone Policy

Decision

A **zero-tolerance policy** for personal cell phone use will be enforced.

Rules include:

- No phones at the front desk.
- No phones visible while working.
- Phones may only be checked briefly inside the snack shack if necessary.

Managers will review security cameras.

Discipline

- Immediate written warning.
- No additional verbal reminders.
- Three write-ups may result in termination in accordance with the employee handbook.

Reason

Phone use creates:

- Safety risks
 - Liability concerns
 - Poor member perception
 - Increased legal exposure
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Manager Expectations

Managers are expected to:

- Lead by example.
- Enforce handbook policies consistently.
- Hold one-on-one meetings when issuing written warnings to explain expectations and improvement plans.

Laptops may be used when performing legitimate work tasks.

9. Membership Retention

Update

Approximately **64 bonded members** did not renew memberships this season.

Action

Sara will distribute a survey to former members to identify:

- Why they did not renew.
 - Factors influencing their decision.
 - Changes that could encourage them to return.
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10. Snack Shack Operations

Cash Shortages

Discussion

Recurring cash shortages were identified.

Reported shortages ranged from approximately **\$50–\$90** on several occasions.

Potential causes discussed included:

- Theft
- Incorrect opening balances
- Cash handling errors
- Wrong payment type entered
- Opening the incorrect cash bag

Management also discussed reports from a former employee alleging prior theft from the cash drawer.

Decisions

- All significant cash shortages must be reported immediately.
 - Opening drawer balances should always be verified.
 - Management will continue reviewing reports and investigating discrepancies.
 - Long-term consideration will be given to moving toward a more cashless operation.
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Supply Purchases

The current petty cash process for maintenance purchases (such as Home Depot supplies) was reviewed and confirmed.

11. Chemical Monitoring

Discussion

Chemical logs are not consistently being completed.

Examples discussed included:

- Chlorine readings not being updated.
- Baby pool chlorinator left off.

- Near repeat of last year's chemical issues.

Decisions

- Chemical readings must be completed as scheduled.
- Chemical boards must be updated immediately after testing.
- Staff must ensure chlorinators are reset properly.

Large Pool Chlorinator

Managers clarified:

- The large pool should **not** normally be left on "Low."
 - Closing staff should increase the setting to approximately **2**.
 - The system automatically turns back on at **9:00 AM**, but settings should still be verified during opening.
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12. New Vendor – Bacon Bombs

A local vendor will begin selling:

- Baked goods
- Canned coffee drinks

Operating Days:

- Tuesday
- Wednesday
- Friday
- Saturday
- Sunday

Sales will be:

- Venmo only
- Paid directly to the vendor
- Verified by snack shack staff using the vendor's QR code

These sales are **not processed through Penn Fair's register**.

13. Staff Communication

Managers emphasized that operational updates must be communicated consistently to every employee.

The recent misunderstanding regarding complimentary Flavor Ice demonstrated the need for better communication between managers and staff.

14. Complimentary Flavor Ice

Managers approved using Flavor Ice as a customer service gesture.

Examples include:

- Children who become upset.
 - Minor injuries.
 - Helping children cool off.
 - Positive interactions with members.
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15. Sundaes & Inventory

While supplies remain:

- Offer **two toppings** with sundaes.
 - Continue promoting sundaes.
 - Reduce remaining snack inventory before the end of the season.
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Action Items

Action	Responsible
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Use Google Calendar & eSoft as official party schedule	Managers
Confirm parties approximately 5 days before events	Management
Notify managers immediately of party schedule changes	Party Coordinator
Reserve party tables before events	Staff
Review whiteboard every shift	All Staff
Print additional paper waivers	Management
Conduct guest verification rounds	Front Desk Staff
Reinstate bathroom inspection logs	Management
Complete bathroom checks every 30 minutes	Staff
Maintain facility appearance during slow periods	All Staff
Enforce zero-tolerance phone policy	Managers

Hold one-on-one meetings for employee write-ups	Managers
Send membership retention survey	Sara
Investigate snack shack cash shortages	Management
Verify opening cash drawer balances daily	Opening Staff
Continue chemical monitoring and documentation	Lifeguards & Managers
Train staff on chlorinator settings	Management
Set up Bacon Bombs vendor station	Snack Shack & Vendor
Improve communication of policy updates	Managers
Continue complimentary Flavor Ice program	All Staff
Promote sundaes and reduce remaining inventory	Snack Shack Staff
