

## **Hosts Responsibilities and expectations**

All hosts are expected to be courteous and friendly to the customers. Hosts are expected to be aware of the surroundings and protect the property. Hosts are expected to answer questions and be available for customer service; this is part of being a host. Hosts must understand that this is a seasonal position; the host positions work hours may be weather and occupancy dependent. This meaning that working hours may be limited due to bad weather and low occupancy and in turn increased over higher occupancy times (three major holidays).

Host couples work 20 hrs per week for their site; 10 hours each or 20 hours for an individual; hours above this are paid on a bi-weekly hourly rate, which is based on experience and responsibilities. Hosts are given the opportunity to work 10 hrs each above their site hours for pay unless other wise agreed. (A host is never charged for their site due to weather restricting working hours). Extra hours must be approved. Extra hours can be achieved by cleaning and approved improvements to the campground. Each host couple and all employees are given the option of two days off during the week, but this is not required if possible paid hours are available. Hosts are expected to be onsite when it is not their days off, we are very flexible with this but it is expected for hosts to be onsite the majority of the time and to inform other hosts when leaving.

Hosts are expected to maintain hygiene, present a clean appearance and maintain a clean campsite. Hosts are supplied with two button up shirts and a hat if wanted. These shirts must be worn during holidays and weekends. T-shirts and sweatshirts are available at cost. Our mowing crew will maintain and trim around your site but we ask you to trim close to your camper to avoid any damages by the crew. Hosts are responsible for watching their sewage-holding tank and reporting when it needs dumped.

Hosts are expected to honestly record working hours. Customer service and talking to campers is not charged to the company, as this is part of being a host. For example if someone comes to your site and asks a question, this situation should not be recorded on your time sheet. Or if you are cleaning sites and you end up chatting with someone for two hours you are expected to honestly record your time. Talking to the public is part of the position and is work in most cases; just don't take advantage of the opportunity.

### **A Clean Campsite**

The site should be free of litter and debris; this includes small debris such as cigarette butts, bottle caps, and bread ties. We want our sites to look as natural as possible. Garbage in the fire ring should be cleaned out every time. When needed, shovel out the ashes and dump them in an appropriate place. Do not try to clean a ring that the coals are still hot. In some instances ashes can be disposed of in the woods or hauled to the maintenance building and dumped in a designated spot. The garbage still needs to be removed from the ashes regardless of dumping. When sites are cleaned we ask that you thoroughly scout for hazard trees and sites that need to be trimmed back. If there are any hazard trees sighted or trim work that needs to be done this should be reported. If there is a drainage problem this should also be reported. Broken or poor condition tables, may need stained or repaired. Any hazardous condition should be

reported immediately to a supervisor or management. If you are willing and capable to correct the situation do it immediately and report the incident and corrective procedure.

### **A Clean Pitt Toilet**

Supplies needed	As Needed supplies
Clorox Spray	Scrub brush
Paper towels	Bucket w/ bleach
Broom	Air freshener
Disinfectant spray	Flypaper
Toilet paper	Lime

Sweep walls, ceiling, and floor, sweep off entrance and cement around pit toilet.  
Spray entire riser with Clorox inside and out, under the lid and seat. Wipe down the riser fully and ask yourself if you would sit there. Close lid after cleaning.  
Restock toilet paper if needed.  
Spray disinfectant spray around riser, handicap bars, and door knob.

#### *Weekly cleaning or as needed*

Spray and wipe down the walls of the pit toilet.  
Clean inside of riser with a scrub brush and bleach mix.  
Replace or install fly paper or mouse traps as needed.

#### *Things to look for*

Trimming around the buildings.  
Hazard trees  
Any pest or infestations Rodents, flies, bees, etc.

### **Cleaning the cabins**

Cabins should be swept out completely; mattresses wiped down with Clorox clean up. Be sure the heater is turned off. We mop the floor with pine sol and lock the cabin for the next use. The windows should be cleaned as needed and blinds dusted as needed. Always watch for any sign of rodent infestations and of course any sort of hazards.

### **Cleaning of the shower houses**

We take great pride in having clean facilities for our customers. We check our shower houses on a regular basis and do quick clean ups as well as regular thorough cleanings. Hosts are expected to check shower houses on patrols. This entails doing a quick clean up if needed or restocking toilet paper. Wiping off the counter and sweeping or spot mopping any messes. If a serious mess is made and you do not wish to clean it up report it immediately and close the facility.

## **Employees patrolling**

Employees will all have patrolling hours; this is not the time to seek out patrons to confront about regulations. Hosts should not approach a campsite without reason or being invited. Campers that are following the campsite rules may not want any interruption. We try to be friendly, yet give campers their privacy. Patrolling is to look for messes and check for problems within the campground. If you see litter stop and pick it up. If you discover messes clean them up. If you see problem campers assess the situation. Ask yourself, are they disturbing others or just enjoying themselves? We try to be lenient because campers are here to relax and enjoy themselves. If they are disturbing others inform them and nicely ask them to settle down. If it is after quiet hours inform them to quiet down and to respect their neighbors. If they are destroying property or endangering themselves or others, record their information, site number, and license plate number and inform them to stop then report the incident immediately. If you feel that it is a law enforcement situation and that any interaction may endanger you, do not confront them, report the incident immediately, get as much info on them as possible without speaking to them. If you run into a situation that the person or persons are acting belligerent and wanting to argue, leave immediately and report the incident. Do not put yourself in a position that they can harm you or complain about your actions. You must address the public in a friendly and courteous nature even if they are not responding in the same nature. It is better to leave the situation rather escalate it. If the police need to be called, do so, we work with the state police (814) 778-5555 or 911 if it is an emergency. Never address any situation in an aggressive matter, it is not tolerated.

A dog off a leash does not have to be a serious incident; we ask you assess the situation. If the dog seems mean or out of control it cannot be loose or even in the campground. Inform the campers and use pepper spray the dog, if necessary. If someone is playing fetch with a friendly dog and no one is complaining or there is no one around, let it go. A friendly dog under control at a person's site needs not be addressed. A friendly dog out of control in the campground must be addressed if it is bothering people, even a friendly dog that looks intimidating may frighten people.

Parking in the grass, ask people not to do this but again, assess the situation. If they have one tire in the grass, let it go. If they are unloading and on the berm let them although they cannot park along the road, only unload. If they move any rocks or drive into the grass area, ask them to move, and report it immediately, if there is damage they must fix it or pay for the damages.

Day use in the camping areas, if it is not real busy, do not ask them to leave, politely inform them that this area is designated for camping and if someone wants this site to move and allow them to have it. During a real busy holiday or weekend, ask them nicely to move to the designated day use area.

Collecting fees from campers or day-users that have not paid is also a common situation. If they are not present leave them a pay envelope with provided Fee Area sticker. Record all information relevant, site #, license plate, date, location, etc. on the permit section of the envelope and keep this section for records and take to the appropriate place. If they are present and seem to be done setting up inform them politely of the required fee and direct them to the appropriate place. Collect the fee if it is

appropriate. If a complaint of the fee occurs, explain that they are in a developed recreation area and that fees are necessary for maintenance and operations. If they continue to be difficult take as much information as possible, leave, and report the incident.

### **Boat Rentals**

All boat rentals must sign the boat rental agreement for liability reasons, this is very important. When renting the pontoon boat you must go over the safety and operation sheet and give them a copy. Be sure they have enough life jackets and are not over loading the boat. Show them how to start the boat, raise the motor, and stress safety. Be sure they know where the paddle is and also the first aid kit. We also charge a \$100.00 for a security deposit which they do not get back until an inspection of the boat is done. The prop is looked at after every use and if it is banged up they do not receive the security deposit back. Be sure to inform them of this prior to renting and show them the prop.

The canoe rentals also have to sign the rental agreement but do not have a monetary deposit, we ask they leave a driver's license or credit card for deposit. They receive two paddles, life jackets, and a throw able device. Inform them that by law the life jackets must be worn at all times and if they take them off they may receive a ticket.

### **Camper Check In**

Campers with reservations will be posted, upon arrival they still must sign camper check in sheet and receive camper pass with departure date. Campers are allotted two vehicle passes per site; if they want extra passes they must purchase them for \$5.00 a day. Only 8 people may occupy a site. Campers coming on a first come first serve basis can either be directed to a site or pick an open site and come back up to pay. They may stay on a reserve able site during the four-day window, if they stay longer then that there is a possibility they will have to move, they need to know that. They must fill out camper check in sheet and sign it and of course, pay for there nights camped. When renting a site be sure to place the co. copy of the sign in sheet in the appropriate place on the site slots and also write it in on the board. This leaves less room for error with two places recorded.

### **Company Equipment**

The company supplies host with any equipment needed to perform the task at hand. Host couples are given a golf cart or company vehicle to perform tasks. Remember that this is a company vehicle and is to be used for work. This means the golf cart is not to be given to anyone who is not employed by the company. The equipment should be treated properly and with TLC. In some cases equipment needs to be shared with other personnel and this should not become a problem. Remember it is company property and available for personnel for work. Staff should not become attached to the equipment and treat it as their own, this is only said because it has happened in the past.

**Final Comment**

We at Allegheny Site Mgmt offer a service to the public. We emphasis on customer service, a friendly environment, and a clean recreation area. We expect all employees to desire to offer this type of service as well. We also stress on customer and employee safety. We want to limit any risks to the public as well as our staff. This meaning, If something does not seem right report it. If you do not feel that the task at hand is safe for you do not attempt to do it. We do not wish for any employee to attempt anything they do not feel they are physically capable of doing. Get someone to help or report it to the appropriate person and the maintenance crew will take care of it. Any questions on these procedure should be directed to management.

**Applicant Check Sheet**

Amount of Hours a week desired to work? \_\_\_\_\_

Please check all duties you would be willing and able to do. If a couple use both allotted spaces initialing appropriate space.

	1 <sup>st</sup> _____	2 <sup>nd</sup> _____
Customer Service and camper check in	_____	_____
Policing grounds for security & litter	_____	_____
Site Clean up, pruning & cleaning ash from fire ring	_____	_____
Cleaning Vault toilets	_____	_____
Light shower house cleaning Ex. Wiping down, replace paper	_____	_____
Thorough Shower house cleaning Ex. Mopping, scrubbing	_____	_____
Tractor mowing	_____	_____
Push mowing and trimming	_____	_____
Moving firewood	_____	_____
Boating experience	_____	_____

Do you have any health restrictions or health problems?  
\_\_\_\_\_

Use this space to include any special skills or trades that may be utilized, and any additional qualities relevant to hosting.

**\*Please return this page with your application.**

