

Operations & Rotations

Summertime Season

Hojo is home to 2 facilities: Castaway Cove & Garden Pool; Castaway Cove has 3 positions, while Garden Pool has 2 positions for lifeguards.

- **Castaway Cove** consists of:
 - Host
 - Dispatch
 - Hot Tub Lifeguard
 - **Garden Pool** consists of:
 - Host
 - Pool Lifeguard
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Wintertime Season

Castaway Cove & Garden Pool; Castaway Cove has 2 positions, while Garden Pool has 1 positions for lifeguards.

- **Castaway Cove** consists of:
 - Dispatch
 - Hot Tub Lifeguard
- **Garden Pool** consists of:
 - Pool Lifeguard

Below is a brief description of the responsibilities and expectations of the individual positions:

- **Host:** For both facilities a host will be expected to be the first contact with guests; guests cannot get in without the help of a host. They are expected to verify guests have wristbands & a valid room, update seating chart, explain policies, walk guests to their seats, walk around the facility making sure everything is clean and proper, including bathrooms & furniture.
EXPECTATIONS: Greet and Inform Guests of Policies, Take Guests to Assigned Seat or Table, Walk Facility, Enforce Policies, & Interact with Patrons.
- **Dispatcher:** Castaway is home to two different water slides; one is very small with 2-lanes for children and the other is a large slide that requires a dispatcher. The dispatcher must oversee checking the requirements of every rider (height, weight), timing intervals between riders, and giving every rider the policies every time. The dispatcher also has the best view of the facility, so we also ask that you keep track of patrons and enforce policies as necessary.
EXPECTATIONS: Create a Boundary Between Guests and Large Slide, Give Policies to Every Rider Every Time, Verify Guests Ability to Ride the Large Slide, Monitor Small Slide and Facility Guests' Behavior
- **Hot Tub Lifeguard:** Though the Hot Tub is small, we require a guard stand on duty near the edge of this body of water. We do our most rescues in this area, due to its location being in Castaway Cove. We require that any guest under the age of 14 be accompanied by an adult (feet in the tub at minimum.) The Hot Tub Lifeguard is responsible for enforcing this policy, along with the other facility policies such as running and no splashing; as well as being rescue ready.

EXPECTATIONS: Be Rescue Ready, Enforce Policies in Your Vicinity, Require Adults to Accompany Their Children While in The Hot Tub, Scan Properly

- **Pool Lifeguard:** The Pool lifeguard is responsible for maintaining safety in and around the body of water, they should be aware of facility policies so they can properly enforce and inform guests. We have verified a zone for the area that will allow the lifeguard to see all corners of the pool while properly scanning. The zones will be depicted below.

EXPECTATIONS: Be Rescue Ready, Enforce Policies, Scan Properly

Castaway Cove Zone & Rotations

During operating hours, every station is expected to rotate every **30 MINUTES**

Castaway Zone Chart:

(Insert “CAC Zone Chart.pdf”)

Rotation Expectations

Dispatch will initiate the rotation due to them having more flexibility of movement; rotation works as so:

Dispatch/Slides takes over **Hot Tub Guard**, who then takes over **Host**, who then becomes **Dispatch/Slides**.

***During our Winter season, we do not have a host position. Guest will have access to the facility via keycard access granted by the front desk, and this keycard access will cease after operation hours.**

During this time, **Dispatch/Slides** takes over **Hot Tub Guard**, who then becomes **Dispatch/Slides**.

Quick Review of Pertinent Policies for Slides

More detailed policies are in the "Pool Rules" PDF on the Hojo Employee Page

- For both red and green slides riders must go down *feet first, on their bottom*, it is also required that they go alone, parents can NOT ride with their children, even infants.
- Dispatchers must give rules for the large slides every time: *"Lay on your back, cross your arms over your chest, cross your legs at your ankles, and get out when you're finished sliding."*
 - Only one guest is allowed in the slide flume at a time.

Garden Pool Zone & Rotations

During operating hours, every station is expected to rotate every **30 MINUTES**

Garden Pool Zone Chart:

(Insert “GP Zone Chart.pdf”)

Rotation Expectations

The host will be expected to initiate the rotation. Rotation will be as follows:

Host takes over for **Pool Lifeguard**, who then assumes the position of **Host**.

***During our Winter season, we do not have a host position. Guests will have access to the facility via keycard access granted by the front desk, and this keycard access will cease after operation hours.**

During this time, **Dispatch/Slides** takes over **Hot Tub Guard**, who then becomes **Dispatch/Slides**.