



“IF I WERE YOU...”

Mid September

OTA TEAM:

At no time of year does the phrase “get off on the right foot” apply more than with the start of a new school year and the kickoff of the Fall Session. Setting a reliable and positive tone with your partners, employees, and customers is vital to achieve the goals we have set for our brand. With that in mind – *if I were you...*

House Keeping:

- I would inventory and Distribute OTA Equipment, Gear, Materials, and Supplies so that I can position everyone on my team to do a good job. I would make sure everyone has the tools they need to succeed.
- I would make sure I have an open line of communication with every program contact.
- I would make sure I have systems in place for Enrollment Updates, Roster Distribution, Payroll (timesheets), Arrival and Dismissal Expectations and Guidelines for each partnering school or facility.
- I would make sure I have direct knowledge of the programming space for each partner.
- I would confirm the background check and clearance process for each partner (and have reports on each Instructor).

Programming Review:

- I would update The HUB with all relevant programming and staff information.
- I would reach out to partners if I am missing any vital information.
- I would identify a program evaluation schedule for the next 4 weeks.
- I would create the Customer Service Spreadsheet with current Fall Session Partners.

Staff Management:

- I would set Staff Recruitment Goals for each week.
- I would set IHT Goals for each week.
- I would make sure every instructor is aware of the importance of the 11am Check In Policy.
- I would make sure I am sending out Staff Monday Heads Up Emails each week.
- I would make sure I check PDC's for the first 5 classes a new instructor works.
- I would make sure I have a “bench” of reserve or substitute instructors.
- I would create a schedule for New Hire Rookie Meetings.
- I would outline a fall schedule of Staff Meetings.
- I would outline a fall schedule of Staff Incentives and Thank You's.



Brand Support – Sales/Retention/Marketing:

- I would confirm Fall Strategies for the following Revenue Streams:
 - After School Programs, School Day Off Camps, Early Release Day Programs, Preschool Programming, Birthday Parties, Park Space/Neighborhood Sports PODS, Private Facility Rentals.

Research and Projects – Investigations:

- I would identify when during the Fall Session I want Instructors to submit Program Progress Reports.
- I would cultivate the concept of “The Highlight Goal” – Train instructors to try and meet this standard.
 - “The Highlight Goal” is for our staff to provide a programming/class experience that becomes the “highlight” of each participating student’s entire day.
- I would stress the “See Something, Say Something” policy: Make sure each instructor understands (AND acknowledges) the OTA incident report procedure.
 - Both Hardcopy submittal and Email Submittal
 - PD’s should ALWAYS be notified if any incident (injury or behavioral) is dealt with during the course of a class.
- I would promote that Commitment and Trust should be the themes emphasized this school year.
 - Can the instructor COMMIT to the schedule they have received?
 - Can the instructor be TRUSTED to execute the policies and procedures of OTA?
 - These are the questions that we are confronted with to provide topnotch customer service.

Thanks, **OTA**