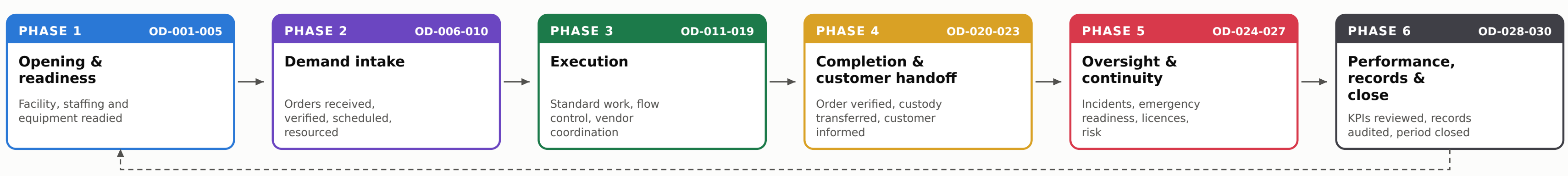
Operations Department (OD) — Complete SOP Set

Archetype: RECREATION_FACILITIES · Recreation Facilities

Tier: Free (entire Operations department) · Modules: 30 · Standard: locked 13-section

Contents

FIGURE 1 — OPERATIONS WORKFLOW



Six phases · 30 modules · one continuous operating cycle, closing back into Phase 1 the next operating day.

Modules

- OD-001 — Daily Operations Opening Procedure
- OD-002 — Shift Handover & Briefing
- OD-003 — Staffing & Coverage Verification
- OD-004 — Work Area Readiness & Housekeeping Inspection
- OD-005 — Operational Equipment Availability Check
- OD-006 — Customer Order / Work Request Intake
- OD-007 — Order Verification & Acceptance Review
- OD-008 — Job Scheduling & Sequencing
- OD-009 — Resource & Capacity Allocation
- OD-010 — Incoming Material / Supply Verification
- OD-011 — Standard Work Execution & Process Adherence
- OD-012 — Work-in-Progress Tracking & Status Update
- OD-013 — Operational Handoff Between Work Stages
- OD-014 — Output Monitoring & Throughput Review
- OD-015 — Bottleneck Identification & Response
- OD-016 — Rework & Nonconforming Work Handling
- OD-017 — Schedule Deviation & Change Management
- OD-018 — Subcontractor & Vendor Coordination
- OD-019 — Interdepartmental Coordination Review
- OD-020 — Job / Order Completion Verification
- OD-021 — Delivery / Service Turnover
- OD-022 — Customer Communication & Status Notification
- OD-023 — Customer Feedback & Complaint Intake
- OD-024 — Operational Incident Reporting & Response
- OD-025 — Emergency & Business Continuity Readiness Check
- OD-026 — Regulatory, License & Permit Currency Verification
- OD-027 — Operational Risk Review
- OD-028 — Operational KPI Review
- OD-029 — Operational Records Retention & Documentation Audit
- OD-030 — End-of-Shift / End-of-Day Operations Closeout

Phase 1 — Opening & readiness

OD-001 — Daily Operations Opening Procedure

Estimated completion time: 30–60 minutes per facility/shift

> Provided for general informational and operational purposes as part of the Recreation Facilities archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To establish a consistent facility and shift start-up sequence so that every recreation facility opens in a known, ready state — power, lighting, access control, guest-service points, and public-area readiness confirmed — before any guest, member, or player is admitted.

2. Scope

Covers the opening readiness sequence and shift sign-on for the operating day at a single facility or activity zone, including facility walk-through, systems activation, and the readiness sign-off that authorizes opening. Excludes work-area housekeeping (see OD-004), equipment availability and functional readiness of rides/machines/apparatus (see OD-005), and safety-specific readiness inspections (see SD-001).

3. Responsibilities

- Opening Duty Manager — owns the opening sequence, authorizes the facility to open, and signs the readiness record.
- Shift Supervisor — executes the facility walk-through, activates operating systems, and confirms staff sign-on and role coverage.
- Guest Services / Front-of-House Attendant — readies admission, point-of-sale, and guest contact points and reports status to the Shift Supervisor.

4. Required PPE & Lockout/Tagout

- Standard facility PPE: closed-toe non-slip footwear; high-visibility vest where the walk-through crosses vehicle, cart, or ride-path zones; gloves where handling exterior gates or wet surfaces.
- Lockout/Tagout: Not applicable to this administrative opening procedure — any energized equipment start-up or de-energization is handled under OD-005. Do not clear or bypass an existing tag; report it and hold.

5. Regulatory References

- OSHA General Duty Clause, 29 U.S.C. §654(a)(1) — duty to provide a workplace free of recognized hazards.
- OSHA 29 CFR 1910.36 & 1910.37 — means of egress design, access, and marking (confirm exits/lighting clear at opening).

- OSHA 29 CFR 1910.22 — walking-working surfaces, general condition on the opening walk-through.
- ADA Title III, 28 CFR Part 36 — readiness of accessible entrances, routes, and guest facilities at a public accommodation.
- Member-specific example only (not the governing frame): state amusement-ride bulletins (e.g., a state amusement ride & device safety act) where the facility operates such devices.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

7. Step-by-Step Procedure

1. Shift Supervisor confirms staff sign-on: verify each opening staff member is present, clocked in, and assigned to a covered role; note any gap for the Opening Duty Manager.
2. Unlock and secure primary access points and perimeter gates in sequence; confirm access-control systems and entry/exit turnstiles or doors are powered and functioning.
3. Activate facility systems: general and egress lighting, HVAC/ventilation, public address/announcement system, and posted operating-hours signage.
4. Ready guest-service points: power up point-of-sale terminals, admission/check-in stations, and communication radios; confirm cash floats and daily rate/tee-time/lane/session boards match the schedule.
5. Confirm accessible entrances, routes, and public restrooms are open, lit, and unobstructed per ADA Title III.
6. Complete the readiness walk-through of public and activity areas, confirming egress paths are clear and marked; where housekeeping, equipment, or safety readiness items are in scope, confirm the hand-off status per OD-004, OD-005, and SD-001 rather than re-inspecting here.
7. Collect status confirmations from each functional area; the Opening Duty Manager reviews open items and either authorizes opening or delays it.
8. Record the opening sequence: complete the Inspection Checklist, log open time, note any deficiencies and their disposition, and retain the signed record.

8. Decision Tree

OD-001 · OPERATIONS · RECREATION FACILITIES

Decision Tree — Daily Operations Opening Procedure

START — TO ESTABLISH A CONSISTENT FACILITY AND SHIFT START-UP SEQUENCE SO THAT EVERY RECREATION FACILITY OPENS IN A KNOWN, READY STATE — POWER, LIGHTING, ACCESS CONTROL, GUEST-SERVICE POINTS, AND PUBLIC-AREA …

Issue identified during this procedure?

Complete the checklist and close out the procedure

END — NO FINDING, ACTIVITY CONTINUES

YES

Classify severity

Assign the highest severity that applies — not the first that matches.

MINOR

DEFINITION

no safety, compliance, or service impact

ACTION

log it on the opening record with a note, continue the sequence, and route to the Shift Supervisor for same-day follow-up

ESCALATE TO

No escalation — handled at task level

Timing: resolve in the moment; work proceeds

MAJOR

DEFINITION

material risk to safety, compliance, output, or service — not an immediate hazard

ACTION

hold opening of the affected area or service point, escalate to the Opening Duty Manager (Section 3), and resolve or formally reassign before that area is opened to guests

ESCALATE TO

Opening Duty Manager

Timing: resolve before the work proceeds

CRITICAL

DEFINITION

facility cannot be safely occupied (e.g., blocked or unlit egress, loss of access control, or a hazardous condition affecting public areas)

ACTION

do not open; keep guests out, notify the Opening Duty Manager immediately and emergency services if life-safety is involved, and delay opening until cleared and re-signed

ESCALATE TO

Supervisor

Timing: immediate — halts the activity

Record the finding, the action taken, and the verification

Close the item only once the corrective action is verified and the record is complete.

ACTIVITY RELEASED / CLOSED

READING THIS TREE

- **No finding** — Activity stands. Complete the checklist and continue.
- **Minor** — Handled in place at task level; no escalation.
- **Major** — Supervisory decision required before the next stage.
- **Critical** — Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- All assigned opening roles are covered and signed on before any area opens.
- Egress paths, accessible routes, and public-area lighting confirmed operational.
- Guest-service and access-control points confirmed live before first admission.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Staff signed on and roles fully covered		
Perimeter/access points unlocked and access control live		
General and egress lighting operational		
Guest-service / POS / admission points powered and floated		
Accessible entrances, routes, and restrooms open and clear		
Egress paths clear and marked (public areas)		
Opening record completed and open time logged		

11. KPIs

- On-time open rate (facility open at scheduled hour) ≥ 98%.
- Readiness sign-off completed before published open time — 100%.
- Opening-record completion (signed, all items dispositioned) — 100%.

12. Supervisor Verification

Printed Name: ____________________ Signature: ____________________ Date: ______________

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/$99 Standard standard for RECREATION_FACILITIES.	Archetype Content Team

OD-002 — Shift Handover & Briefing

Estimated completion time: 15–30 minutes per shift change

> Provided for general informational and operational purposes as part of the Recreation Facilities archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To ensure a structured, documented transfer of operational status, open issues, and shift priorities from outgoing to incoming Operations staff so that guest service, attraction/activity availability, and facility conditions continue without gap or loss of information across the shift boundary.

2. Scope

Covers the outgoing→incoming operational handover of facility status, open guest and operational issues, cash/point-of-sale reconciliation status, staffing coverage, and shift priorities at any Recreation Facilities operation (parks, arcades, golf/country clubs, fitness centers, bowling centers, and other amusement and recreation sites). Excludes the safety pre-shift briefing, which is covered under SD-003, and maintenance-crew handover, which is covered under MD-001.

3. Responsibilities

- Outgoing Shift Supervisor — compiles and records shift status, open issues, and priorities; delivers the verbal and written handover.
- Incoming Shift Supervisor — receives, questions, and confirms the handover; assumes accountability for open items and priorities.
- Operations Duty Manager — arbitrates disputed or unresolved items and authorizes closeout when a Critical issue is present.

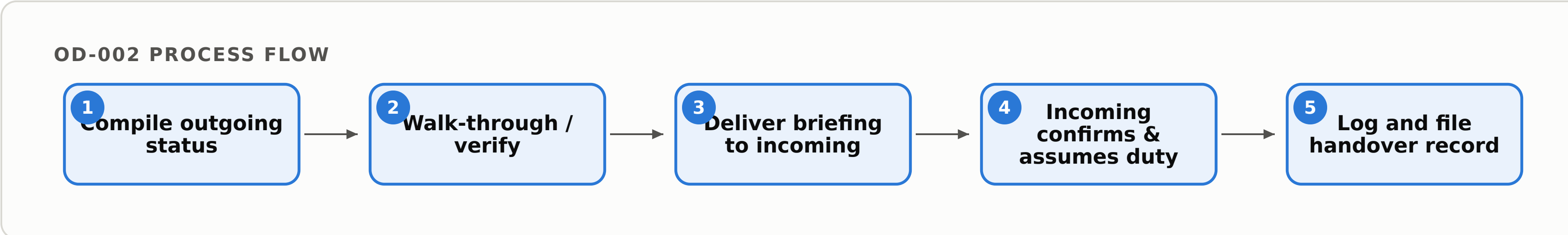
4. Required PPE & Lockout/Tagout

- Standard facility PPE per facility policy (no additional PPE required for this administrative task; walk-through of the floor follows normal facility footwear/hi-vis rules where applicable).
- Not applicable — no hazardous energy involved.

5. Regulatory References

- None sector-specific govern the handover briefing itself across all members; internal Operations policy is the governing basis. General recordkeeping and workplace communication duties apply (e.g., 29 CFR 1904 injury/illness recordkeeping where an incident is logged during handover; state consumer-protection and cash-handling record requirements where a POS reconciliation status is transferred; member-specific amusement-device or aquatic operating permits, e.g., state ride-inspection or pool-operator rules, may impose logging duties). Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow



7. Step-by-Step Procedure

1. Outgoing Supervisor compiles the shift status: attraction/activity/court/lane/course availability, guest counts vs. capacity, and any closures or restrictions in effect.
2. Record all open issues — guest complaints in progress, refunds/comps pending, lost-and-found holds, and equipment items already referred to Maintenance (referenced per MD-001, not re-logged here).
3. Note cash and POS reconciliation status, safe drops completed, and any till discrepancies carried forward.
4. Document staffing status: positions covered, call-outs, breaks pending, and any coverage gaps for the incoming shift.
5. Set and rank the incoming shift's priorities (e.g., scheduled group bookings, tournament/event blocks, peak-period staffing moves).
6. Conduct a brief joint floor walk-through with the Incoming Supervisor to verify status against actual conditions.
7. Deliver the verbal briefing; Incoming Supervisor questions each open item and confirms understanding and acceptance.
8. Both supervisors sign/initial the handover log; file the completed record per facility retention policy.

8. Decision Tree

Decision Tree — Shift Handover & Briefing

START — TO ENSURE A STRUCTURED, DOCUMENTED TRANSFER OF OPERATIONAL STATUS, OPEN ISSUES, AND SHIFT PRIORITIES FROM OUTGOING TO INCOMING OPERATIONS STAFF SO THAT GUEST SERVICE, ATTRACTION/ACTIVITY …

Issue identified during this procedure?

Complete the checklist and close out the procedure

END — NO FINDING, ACTIVITY CONTINUES

YES

Classify severity

Assign the highest severity that applies — not the first that matches.

MINOR

DEFINITION
no safety, compliance, or service impact

ACTION
Note it on the handover log and continue; assign to incoming shift's routine task list

ESCALATE TO
No escalation — handled at task level

Timing: resolve in the moment; work proceeds

MAJOR

DEFINITION
material risk to safety, compliance, output, or service — not an immediate hazard

ACTION
Hold the affected activity or transaction, escalate to the Operations Duty Manager named in Section 3, and resolve or formally assign ownership before the handover is signed off

ESCALATE TO
Operations Duty Manager named in

Timing: resolve before the work proceeds

CRITICAL

DEFINITION
an unresolved condition threatens guest safety or a required operating permit (e.g., an unlogged guest injury, an attraction/aquatic area left open without required qualified staff coverage, or an unreconciled cash discrepancy exceeding threshold)

ACTION
Do not complete handover; the Incoming Supervisor holds the affected area, and the Operations Duty Manager is notified immediately to authorize action before duty is assumed

ESCALATE TO
Supervisor

Timing: immediate — halts the activity

Record the finding, the action taken, and the verification

Close the item only once the corrective action is verified and the record is complete.

ACTIVITY RELEASED / CLOSED

READING THIS TREE

- **No finding** — Activity stands. Complete the checklist and continue.
- **Minor** — Handled in place at task level; no escalation.
- **Major** — Supervisory decision required before the next stage.
- **Critical** — Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- All open guest issues and pending refunds/comps are named with an owner on the incoming shift.
- Attraction/activity availability and any closures match the joint floor walk-through.
- Cash/POS reconciliation status and staffing coverage are documented and accepted.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Facility/activity availability status recorded and verified		
Open guest issues, refunds, and comps listed with owner		
Cash/POS reconciliation status transferred		
Staffing coverage and gaps documented		
Ranked shift priorities communicated		
Joint floor walk-through completed		
Handover log signed by both supervisors		

11. KPIs

- On-time handover completed within scheduled window ≥ 98% of shift changes.
- Open items carried without documented owner ≤ 0 per handover.
- Post-handover "missed information" incidents (reopened issue the incoming shift was unaware of) ≤ 1 per month.

12. Supervisor Verification

Printed Name: ___________________ Signature: ___________________ Date: _____________

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/$99 Standard standard for RECREATION_FACILITIES.	Archetype Content Team

OD-003 — Staffing & Coverage Verification

Estimated completion time: 20–40 minutes per operating period (pre-open and per shift change)

> Provided for general informational and operational purposes as part of the Recreation Facilities archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure confirms that every safety- and service-critical role required for the operating period is physically present, credential-current, and posted to its assigned station before the facility opens or a shift begins. It closes the gap between the published roster and who is actually on the floor at recreation venues where under-coverage of supervisory, lifeguard, ride-attendant, or emergency-response positions creates direct patron-safety exposure.

2. Scope

Covers pre-open and shift-change verification that required roles are present, qualified for the assignment, and posted to station for the operating period across attractions, activity areas, and points of guest contact. Excludes schedule and shift assignment, which is covered under HR-015, and staff competency and credentialing standards, which are covered under TR-020; this procedure verifies status against those records but does not author them.

3. Responsibilities

- Operations Supervisor (Manager on Duty) — owns the verification, resolves gaps, and authorizes open or continued operation of each area.
- Area/Zone Lead — physically confirms presence and posting of staff within an assigned zone and reports counts to the Manager on Duty.
- Attendant / Activity Staff — check in at station, present current required credentials on request, and remain at assigned post per the coverage plan.

4. Required PPE & Lockout/Tagout

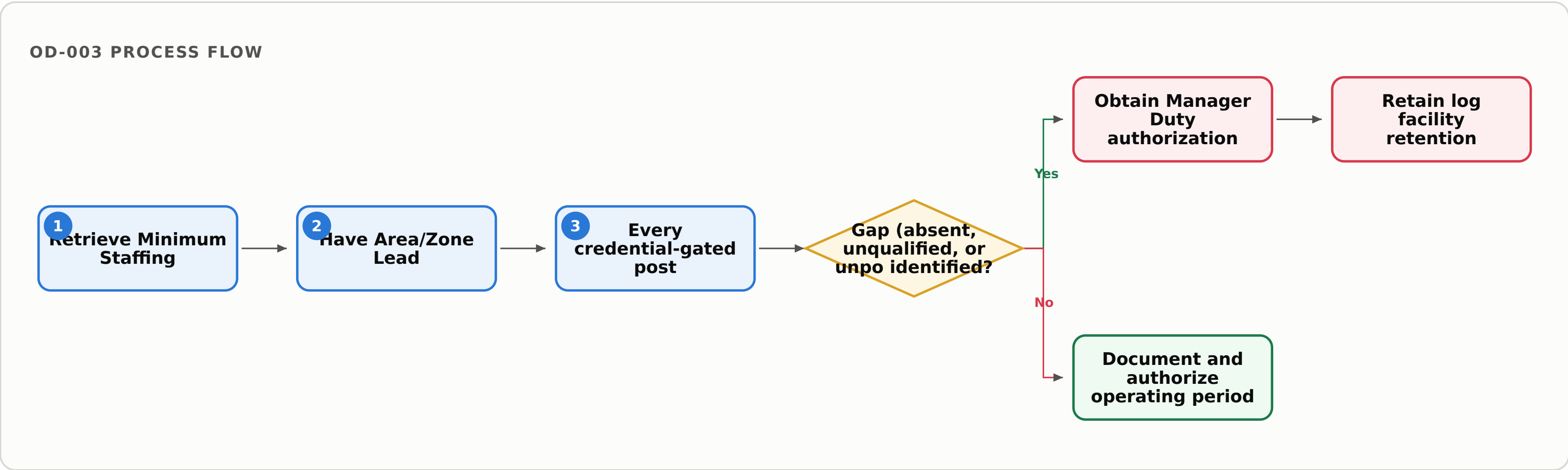
- Standard facility PPE per area (e.g., high-visibility vest for outdoor/vehicle zones, non-slip footwear on pool decks and lanes); none specific to this verification task.
- Not applicable — no hazardous energy involved.

5. Regulatory References

- 29 CFR 1904 (OSHA recordkeeping) and the General Duty Clause, Section 5(a)(1) of the OSH Act — obligation to furnish a workplace free of recognized hazards, including hazards from inadequate supervision/coverage; applicable to all covered employers.
- 29 CFR 1910.38 (Emergency Action Plans) — required trained personnel and headcount/accountability provisions applicable to all facility employers.

- Americans with Disabilities Act, Title III — accessible service coverage at places of public accommodation, which includes all members of this archetype.
- Internal policy: facility Minimum Staffing & Coverage Plan (governing frame where no sector-wide staffing ratio exists). Member-specific ratios (e.g., state bathing-code lifeguard ratios, ride-attendant minimums) apply only to the relevant service line and are treated as examples, not the governing standard.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow



7. Step-by-Step Procedure

1. Retrieve the Minimum Staffing & Coverage Plan for the operating period and the confirmed roster (from HR-015) for each zone and attraction.
2. Have each Area/Zone Lead confirm physical check-in and count actual staff present against the required count for their zone.
3. For every credential-gated post (e.g., lifeguard, first-aid/CPR responder, ride operator, range or activity monitor), confirm the assigned person's required credential is current per TR-020 records — do not re-test or re-certify here.
4. Confirm at least one certified emergency-response/first-aid responder is present and reachable per the Emergency Action Plan for each occupied area.
5. Post each confirmed, qualified staff member to their assigned station and verify accessible-service coverage points are staffed.
6. Identify any gap (absent, unqualified, or unposted role) and apply the Decision Tree; reassign, backfill, or hold the affected area accordingly.
7. Record final per-zone counts, credential-verified posts, and any gaps/actions taken on the Coverage Verification log.

8. Obtain Manager on Duty authorization to open or continue the affected areas for the operating period; retain the log per facility retention policy.

8. Decision Tree

OD-003 · OPERATIONS · RECREATION FACILITIES

Decision Tree — Staffing & Coverage Verification

START — THIS PROCEDURE CONFIRMS THAT EVERY SAFETY- AND SERVICE-CRITICAL ROLE REQUIRED FOR THE OPERATING PERIOD IS PHYSICALLY PRESENT, CREDENTIAL-CURRENT, AND POSTED TO ITS ASSIGNED STATION BEFORE THE FACILITY …

Issue identified during this procedure?

Complete the checklist and close out the procedure

END — NO FINDING, ACTIVITY CONTINUES

YES

Classify severity

Assign the highest severity that applies — not the first that matches.

MINOR

DEFINITION

no safety, compliance, or service impact

ACTION

Log the discrepancy (e.g., a non-critical support role short one person in a fully-covered zone) and continue; note for the Area/Zone Lead to backfill during the period

ESCALATE TO

No escalation — handled at task level

Timing: resolve in the moment; work proceeds

MAJOR

DEFINITION

material risk to safety, compliance, output, or service — not an immediate hazard

ACTION

Hold or reduce the affected activity, escalate to the Manager on Duty, and resolve by backfill or reassignment before that area proceeds; do not open the area until minimum coverage is restored

ESCALATE TO

Manager on Duty

Timing: resolve before the work proceeds

CRITICAL

DEFINITION

a safety-critical post (e.g., lifeguard, ride operator, sole emergency responder) is absent or lacks a current required credential while patrons have access

ACTION

Immediately close or bar access to the affected attraction/area, notify the Manager on Duty, and keep it closed until a present, qualified staff member is posted and logged

ESCALATE TO

Supervisor

Timing: immediate — halts the activity

Record the finding, the action taken, and the verification

Close the item only once the corrective action is verified and the record is complete.

ACTIVITY RELEASED / CLOSED

READING THIS TREE

- **No finding** — Activity stands. Complete the checklist and continue.
- **Minor** — Handled in place at task level; no escalation.
- **Major** — Supervisory decision required before the next stage.
- **Critical** — Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Actual per-zone headcount meets or exceeds the coverage plan for every occupied area.
- Every credential-gated post is filled by a person with a current credential confirmed against TR-020 records.
- At least one certified emergency responder is present and posted per the Emergency Action Plan.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Coverage plan and confirmed roster retrieved for the operating period		
Physical check-in confirmed; actual counts meet plan per zone		
Credential currency verified for all credential-gated posts		
Emergency responder present/reachable per EAP for each occupied area		
Accessible-service coverage points staffed		
Gaps identified, classified, and resolved or areas held/closed		
Coverage Verification log completed and MOD authorization obtained		

11. KPIs

- Operating periods opened at or above minimum coverage: ≥ 99%
- Credential-gated posts filled by credential-current staff: 100%
- Unresolved Critical coverage gaps at open: 0

12. Supervisor Verification

Printed Name: ____________________ Signature: ____________________ Date: ______________

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/$99 Standard standard for RECREATION_FACILITIES.	Archetype Content Team

OD-004 — Work Area Readiness & Housekeeping Inspection

Estimated completion time: 30–60 minutes per shift opening

> Provided for general informational and operational purposes as part of the Recreation Facilities archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To confirm that guest-facing activity areas, walkways, and staging zones are clean, hazard-free, and stocked before the facility opens for the day's operations, protecting both patron safety and service continuity across the recreation venue.

2. Scope

Covers the daily pre-opening readiness and housekeeping inspection of guest activity areas, rental/equipment counters, common walkways, restrooms, and staging zones at a recreation facility. Excludes warehouse/stockroom housekeeping (see WH-023) and maintenance-shop housekeeping (see MD-025).

3. Responsibilities

- Operations Supervisor — owns the inspection, signs off readiness, and authorizes opening; classifies and escalates findings.
- Facility Attendant — performs the walk-through, clears clutter, restocks consumables, and logs checklist items.
- Maintenance Lead — receives escalated hazards requiring repair, tag-out, or PM scheduling before areas reopen.

4. Required PPE & Lockout/Tagout

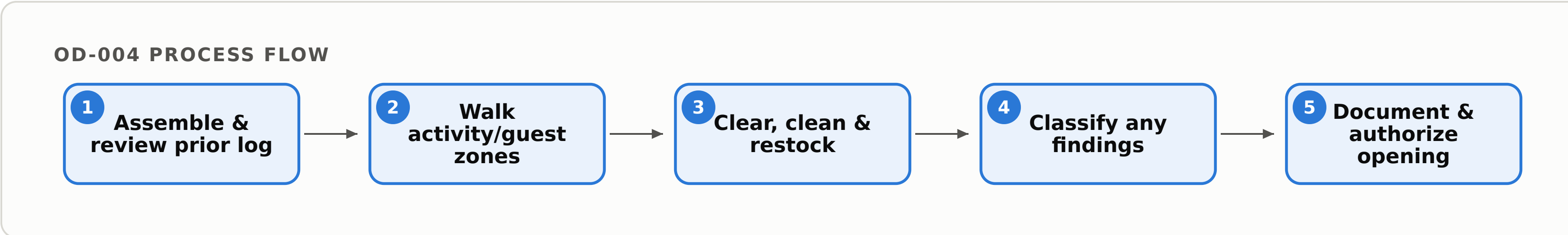
- Standard facility PPE: closed-toe non-slip footwear, cut-resistant gloves when handling rental gear or debris, high-visibility vest for outdoor/course zones where powered carts or maintenance vehicles operate.
- LOTO: Applicable only where the inspection identifies a defective powered fixture, amusement device, or service machine — do not operate; tag out and refer to Maintenance Lead. Routine housekeeping itself involves no hazardous energy.

5. Regulatory References

- 29 CFR 1910.22 (Walking-Working Surfaces — housekeeping, general condition, drainage)
- 29 CFR 1910.141 (Sanitation — cleanliness, waste, potable water, restrooms)
- 29 CFR 1910.37 (Maintenance and access of exit routes — kept clear/unobstructed)
- 29 CFR 1910.1200 (Hazard Communication — cleaning chemicals and SDS availability)
- ADA Title III accessible-route/path-of-travel obligations (28 CFR Part 36) for guest areas; member-specific regimes (e.g., state amusement-ride or aquatic codes) may apply as examples only.

- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow



7. Step-by-Step Procedure

1. Retrieve the previous shift's checklist and any open findings; note anything requiring re-verification.
2. Walk each guest-facing activity zone (lanes, courts, ranges, arcade floor, greens/paths, fitness floor) checking for spills, debris, tripping hazards, and standing water.
3. Verify all walkways, aisles, and exit routes are clear and unobstructed; reposition rental gear and furniture (from 337127-sourced seating/tables) to designated staging positions.
4. Inspect cleanliness and stock of restrooms, hydration stations, and sanitation supplies; empty waste and confirm cleaning chemicals are labeled with SDS accessible.
5. Confirm guest activity equipment (from 339920 sporting/athletic goods) staged for the day is clean, complete, and free of visible damage; set damaged items aside for referral.
6. Check signage, floor mats, wet-floor cones, and lighting in each zone are present and functional.
7. Classify any issue found per the Decision Tree; escalate as required and confirm resolution before opening.
8. Complete the Inspection Checklist, record findings and corrective actions, and obtain Supervisor Verification sign-off.

8. Decision Tree

OD-004 · OPERATIONS · RECREATION FACILITIES

Decision Tree — Work Area Readiness & Housekeeping Inspection

START — TO CONFIRM THAT GUEST-FACING ACTIVITY AREAS, WALKWAYS, AND STAGING ZONES ARE CLEAN, HAZARD-FREE, AND STOCKED BEFORE THE FACILITY OPENS FOR THE DAY'S OPERATIONS, PROTECTING BOTH PATRON SAFETY AND …

Issue identified during this procedure?

Complete the checklist and close out the procedure

END — NO FINDING, ACTIVITY CONTINUES

YES

Classify severity

Assign the highest severity that applies — not the first that matches.

MINOR

DEFINITION

no safety, compliance, or service impact

ACTION

log on the checklist with corrective note and continue the walk-through

ESCALATE TO

No escalation — handled at task level

Timing: resolve in the moment; work proceeds

MAJOR

DEFINITION

material risk to safety, compliance, output, or service — not an immediate hazard

ACTION

hold/cordon the affected zone, escalate to the Operations Supervisor, and resolve or restock before that zone opens to guests

ESCALATE TO

Operations Supervisor

Timing: resolve before the work proceeds

CRITICAL

DEFINITION

an immediate patron hazard (uncontrolled spill/wet path on a guest route, blocked exit route, damaged guest activity equipment or fixture posing injury risk)

ACTION

close and barricade the zone immediately, tag out any defective powered device, notify the Operations Supervisor and Maintenance Lead at once, and do not open the zone until cleared

ESCALATE TO

Supervisor

Timing: immediate — halts the activity

Record the finding, the action taken, and the verification

Close the item only once the corrective action is verified and the record is complete.

ACTIVITY RELEASED / CLOSED

READING THIS TREE

- **No finding** — Activity stands. Complete the checklist and continue.
- **Minor** — Handled in place at task level; no escalation.
- **Major** — Supervisory decision required before the next stage.
- **Critical** — Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- All guest-facing zones physically walked and initialed, not assumed.
- Exit routes and accessible paths confirmed clear and compliant.
- Restroom/sanitation supplies and cleaning-chemical SDS access verified.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Guest activity zones free of spills, debris, and tripping hazards		
Walkways, aisles, and exit routes clear and unobstructed		
Restrooms clean, stocked; waste emptied; sanitation supplies present		
Guest equipment/rental gear staged, clean, and undamaged		
Wet-floor cones, mats, and signage in place		
Lighting operational across all inspected zones		
Cleaning chemicals labeled with SDS accessible		

11. KPIs

- Pre-opening inspections completed before opening time: 100%
- Critical findings unresolved at opening: 0
- Guest slip/trip incidents traceable to housekeeping per quarter: ≤ 1

12. Supervisor Verification

Printed Name: ____________________ Signature: ____________________ Date: ______________

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/$99 Standard standard for RECREATION_FACILITIES.	Archetype Content Team

OD-005 — Operational Equipment Availability Check

Estimated completion time: 20–45 minutes per operating area, per shift

> Provided for general informational and operational purposes as part of the Recreation Facilities archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To confirm that the equipment, machinery, and guest-use assets required for the operating period at a recreation facility are physically present, powered/functional, and formally released for use before guests are admitted to the area, so that programmed activities open on time with no gaps in availability.

2. Scope

Covers the pre-period availability confirmation of operational equipment and guest-use assets across an operating area (attractions, game/amusement units, fitness and sports equipment, lane machinery, course maintenance and cart fleets, rental gear). Excludes equipment condition/inspection (see ED-003), preventive-maintenance status (see PM-024), and mobile handling-equipment pre-use checks (see WH-004); this procedure confirms availability only, not fitness-for-service.

3. Responsibilities

- Operations Duty Supervisor — owns the availability check for the operating area, authorizes area open, signs off availability roster.
- Area Attendant / Operator — physically locates each required asset, confirms power-up and release status, reports shortfalls or holds.
- Maintenance Lead — receives escalations on missing, out-of-service, or unreleased equipment and confirms release-for-use status back to Operations.

4. Required PPE & Lockout/Tagout

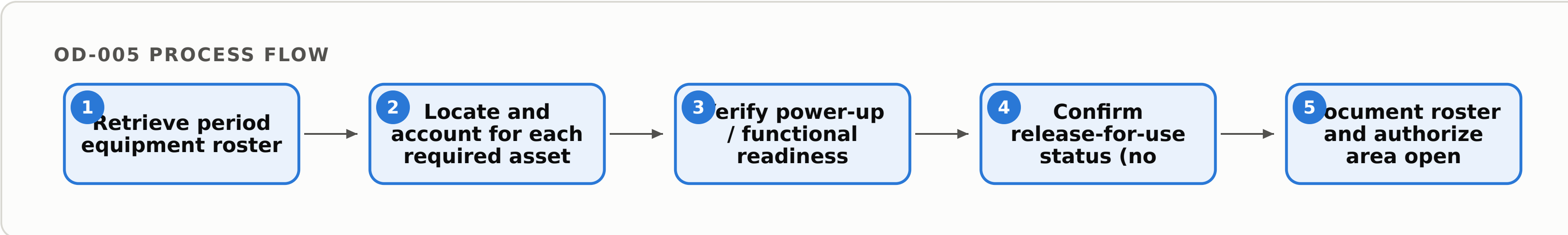
- Standard facility PPE: closed-toe footwear, high-visibility vest where powered equipment or cart/vehicle traffic is present, hearing protection where machinery noise levels require it.
- Lockout/Tagout: Not performed under this procedure. This check confirms whether an asset carries an active LOTO tag/out-of-service status; it does not apply, alter, or clear energy-isolation devices.

5. Regulatory References

- OSHA 29 CFR 1910.22 (Walking-Working Surfaces — housekeeping/access to equipment)
- OSHA 29 CFR 1910.147 (control of hazardous energy — referenced only to recognize existing lockout/tagout status; not applied here)
- ADA 2010 Standards for Accessible Design (availability of accessible equipment/features where provided to guests)
- Internal policy: facility Equipment Availability & Area-Open Authorization Standard (applies where no sector-specific standard governs)

- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow



7. Step-by-Step Procedure

1. Pull the operating-period equipment roster for the assigned area (attraction units, game/amusement machines, fitness/sports equipment, lane machinery, cart fleet, rental gear) from the shift schedule.
2. Walk the area and physically locate each listed asset; account for quantities against the roster (e.g., rental sets, cart count, playable game units).
3. Power up or activate each asset per its normal start sequence and confirm it reaches operational state (display/lights, motion, resets, dispense/return cycles as applicable).
4. Check each asset for an active out-of-service tag, hold flag, or unreleased status carried over from maintenance; do not clear or override — record only.
5. Confirm consumable/enabling items needed for availability are stocked (e.g., score-media, tokens, tees, rental accessories) so the asset can actually be offered.
6. For any asset missing, non-functional at power-up, or bearing an unreleased/hold status, mark it not-available and notify the Maintenance Lead for release confirmation.
7. Tally available vs. required counts; determine whether the area meets minimum availability to open.
8. Complete the Inspection Checklist and availability roster, obtain Duty Supervisor authorization, and record the area-open decision with time and initials.

8. Decision Tree

OD-005 · OPERATIONS · RECREATION FACILITIES

Decision Tree — Operational Equipment Availability Check

START — TO CONFIRM THAT THE EQUIPMENT, MACHINERY, AND GUEST-USE ASSETS REQUIRED FOR THE OPERATING PERIOD AT A RECREATION FACILITY ARE PHYSICALLY PRESENT, POWERED/FUNCTIONAL, AND FORMALLY RELEASED FOR USE …

Issue identified during this procedure?

Complete the checklist and close out the procedure

END — NO FINDING, ACTIVITY CONTINUES

YES

Classify severity

Assign the highest severity that applies — not the first that matches.

MINOR

DEFINITION

no safety, compliance, or service impact

ACTION

log the shortfall on the roster, redeploy a spare/substitute unit if available, and continue

ESCALATE TO

No escalation — handled at task level

Timing: resolve in the moment; work proceeds

MAJOR

DEFINITION

material risk to safety, compliance, output, or service — not an immediate hazard

ACTION

hold the affected asset out of the availability count, escalate to the Maintenance Lead named in Section 3 for release confirmation, and resolve before the area opens

ESCALATE TO

Maintenance Lead named in Section

Timing: resolve before the work proceeds

CRITICAL

DEFINITION

a required primary attraction/unit is unavailable or cannot be released, forcing a delayed or partial area open that strands guests

ACTION

do not open the affected area; immediately notify the Operations Duty Supervisor and Maintenance Lead, activate the closure/redirect plan, and post guest notice before admitting

ESCALATE TO

Supervisor

Timing: immediate — halts the activity

Record the finding, the action taken, and the verification

Close the item only once the corrective action is verified and the record is complete.

ACTIVITY RELEASED / CLOSED

READING THIS TREE

- **No finding** — Activity stands. Complete the checklist and continue.
- **Minor** — Handled in place at task level; no escalation.
- **Major** — Supervisory decision required before the next stage.
- **Critical** — Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every asset on the period roster is accounted for by physical location and count.
- Each available asset powered up to operational state and carries no active hold/out-of-service status.
- Available vs. required counts meet or exceed the area's minimum-to-open threshold.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Period equipment roster retrieved and matches area schedule		
All required assets physically located and counted		
Each asset powers up / activates to operational state		
No active out-of-service tag or unreleased hold on required assets		
Enabling consumables/accessories stocked for offered use		
Available count meets area minimum-to-open threshold		
Availability roster completed and area-open authorized		

11. KPIs

- Area on-time open rate (availability confirmed before scheduled open): ≥ 98%
- Required-asset availability at open: ≥ 95% of roster
- Unresolved Critical availability findings at open: 0

12. Supervisor Verification

Printed Name: ____________________ Signature: ____________________ Date: ______________

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/$99 Standard standard for RECREATION_FACILITIES.	Archetype Content Team

Phase 2 — Demand intake

OD-006 — Customer Order / Work Request Intake

Estimated completion time: 10–25 minutes per intake

> Provided for general informational and operational purposes as part of the Recreation Facilities archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To receive, record, and route incoming guest reservations, tee times, lane bookings, party/event requests, membership sign-ups, and facility service requests so that every request is captured accurately and assigned to the correct operational owner. Accurate intake protects revenue, prevents double-booking of finite capacity (lanes, courts, bays, ride slots, tee times), and ensures downstream scheduling and staffing are driven from a single trusted record.

2. Scope

Covers the receipt and logging of all customer orders, bookings, and work/service requests arriving by phone, walk-up counter, online booking platform, email, or third-party channel, including creation of the request record and initial routing. Excludes the assessment of whether the facility can accept or fulfill the request (acceptance/capability review), which is covered under OD-007.

3. Responsibilities

- Intake Attendant (Front Desk / Guest Services) — receives the request, verifies guest details, and creates the logged record in the booking/POS system.
- Operations Supervisor — monitors the intake queue, resolves classification and routing questions, and authorizes exceptions or holds.
- Facility Operations Manager — owns the intake system configuration, retention of records, and escalation of Critical issues.

4. Required PPE & Lockout/Tagout

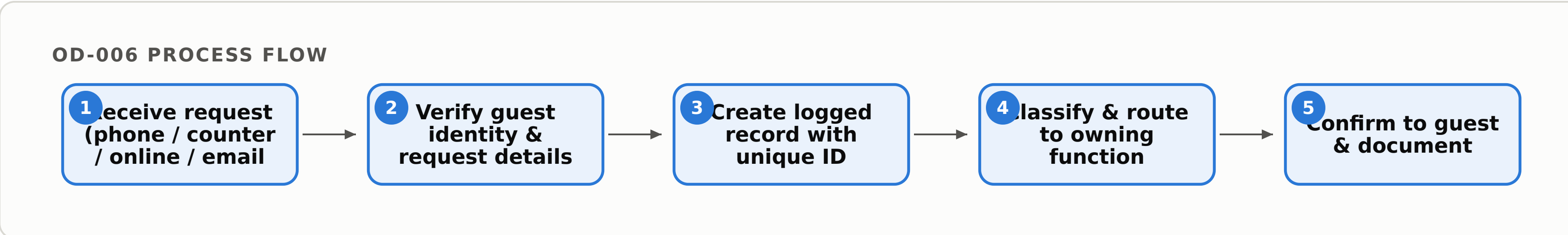
- Standard facility PPE; none specific to counter/desk intake. Where intake occurs at an active recreation surface (lane, bay, course, ride platform), wear footwear and hearing/eye protection required for that zone.
- Not applicable — no hazardous energy involved in the intake task itself.

5. Regulatory References

- ADA Title III (28 CFR Part 36) — accessible reservation and service-request practices, including holding accessible accommodations for guests who need them.
- FTC Act §5 / 16 CFR Part 429 — truthful pricing, terms, and cancellation-rights disclosure at point of order.
- PCI DSS (industry standard) where card details are captured during intake; applicable state consumer-privacy and data-breach statutes for guest PII.

- None additional sector-specific to all members; internal Guest Data & Booking Policy applies.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow



7. Step-by-Step Procedure

1. Greet the guest and identify the intake channel (phone, walk-up counter, online booking, email, or third-party partner); acknowledge the request.
2. Capture core details: guest name and contact, requested activity/service (tee time, lane, court, bay, party/event, membership, facility service request), date/time window, party size, and any accessibility needs per ADA.
3. Verify capacity availability in the booking/POS system for the requested slot; do NOT assess suitability or special-condition acceptance — that hand-off is confirmed per OD-007.
4. Disclose applicable pricing, deposit, and cancellation/refund terms clearly and truthfully before recording any commitment.
5. Where payment or a deposit is taken, process it through the approved PCI-compliant terminal or gateway; never record full card numbers in free-text notes.
6. Create the request record with a unique confirmation/work-order ID; ensure all required fields are complete and the record is not a duplicate.
7. Route the logged record to the correct owning function (scheduling, events, membership, or maintenance/service queue) and set its status.
8. Confirm details back to the guest (verbal readback and/or written confirmation) and document time, attendant, and channel on the record.

8. Decision Tree

OD-006 · OPERATIONS · RECREATION FACILITIES

Decision Tree — Customer Order / Work Request Intake

START — TO RECEIVE, RECORD, AND ROUTE INCOMING GUEST RESERVATIONS, TEE TIMES, LANE BOOKINGS, PARTY/EVENT REQUESTS, MEMBERSHIP SIGN-UPS, AND FACILITY SERVICE REQUESTS SO THAT EVERY REQUEST IS CAPTURED …

Issue identified during this procedure?

Complete the checklist and close out the procedure

END — NO FINDING, ACTIVITY CONTINUES

YES

Classify severity

Assign the highest severity that applies — not the first that matches.

MINOR

DEFINITION

no safety, compliance, or service impact

ACTION

correct the record inline (e.g., typo, contact update), note the correction, and continue

ESCALATE TO

No escalation — handled at task level

Timing: resolve in the moment; work proceeds

MAJOR

DEFINITION

material risk to safety, compliance, output, or service — not an immediate hazard

ACTION

place the request on hold in the system, escalate to the Operations Supervisor, and resolve before confirming to the guest (e.g., suspected double-booking, missing consent, unclear ADA accommodation, deposit discrepancy)

ESCALATE TO

Operations Supervisor

Timing: resolve before the work proceeds

CRITICAL

DEFINITION

a payment/PII data exposure, or a confirmed booking committing the facility beyond safe capacity or accessibility limits that could lead to guest harm or a compliance breach

ACTION

immediately stop processing, do not confirm the order, secure any exposed data, and notify the Facility Operations Manager at once

ESCALATE TO

Supervisor

Timing: immediate — halts the activity

Record the finding, the action taken, and the verification

Close the item only once the corrective action is verified and the record is complete.

ACTIVITY RELEASED / CLOSED

READING THIS TREE

- **No finding** — Activity stands. Complete the checklist and continue.
- **Minor** — Handled in place at task level; no escalation.
- **Major** — Supervisory decision required before the next stage.
- **Critical** — Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- All required guest and request fields captured and legible before record creation.
- Availability verified and no duplicate/conflicting booking exists for the slot.
- Pricing, cancellation terms, and any accessibility accommodation recorded and disclosed.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Intake channel and timestamp recorded		
Guest contact and party details complete		
Requested activity/slot and date/time captured		
Availability verified; no double-booking		
Pricing & cancellation terms disclosed		
Payment/deposit handled via approved terminal (no card data in notes)		
Unique confirmation ID assigned and routed to owner		

11. KPIs

- Intake data completeness (records with all required fields on first save) — ≥ 98%.
- Double-booking / duplicate-record rate — ≤ 1% of logged requests.
- Guest confirmation issued within intake session — ≥ 95%.

12. Supervisor Verification

Printed Name: ____________________ Signature: ____________________ Date: ______________

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/$99 Standard standard for RECREATION_FACILITIES.	Archetype Content Team

OD-007 — Order Verification & Acceptance Review

Estimated completion time: 20–45 minutes per order

> Provided for general informational and operational purposes as part of the Recreation Facilities archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To confirm that an incoming booking, group event, membership package, or service order matches the facility's stated scope, capacity, equipment specification, staffing capability, and commercial terms before the facility commits to accepting the work. This prevents overbooking, unsafe use conditions, and undeliverable promises.

2. Scope

Covers verification and formal acceptance (or decline) of customer orders and event requests across all recreation service lines — admissions, court/lane/tee-time reservations, group and party packages, equipment rentals, and instructional sessions. Excludes order logging (covered under OD-006) and scheduling/resource assignment (covered under OD-008).

3. Responsibilities

- Operations Duty Manager — reviews each order against facility capability, approves acceptance, or issues a decline; owns final sign-off.
- Front Desk / Guest Services Lead — collects order details, confirms customer requirements, and flags gaps or special requests.
- Safety & Compliance Coordinator — verifies waiver, capacity, age/height, and equipment-specification requirements against applicable standards.

4. Required PPE & Lockout/Tagout

- Standard facility PPE only; this is an administrative review conducted at the desk or office.
- Not applicable — no hazardous energy involved. (Any equipment referenced in the order is verified for readiness by Maintenance under separate procedure, not tagged out here.)

5. Regulatory References

- ADA Title III (28 CFR Part 36) — accessibility of public accommodations and recreation facilities.
- OSHA General Duty Clause, 29 U.S.C. §654(a)(1) — obligation to provide conditions free of recognized hazards to workers and, by extension, to plan safe guest activity.
- Consumer Product Safety Act / CPSC provisions applicable to recreational and athletic equipment supplied to patrons.
- Applicable state and local occupancy, licensing, and consumer-contract requirements (e.g., posted maximum occupancy; state amusement/recreation liability-waiver statutes).

- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

7. Step-by-Step Procedure

1. Retrieve the order record intake from Guest Services and confirm it has been logged per OD-006.
2. Verify scope: confirm the requested activity, headcount, date/time window, and any special requests (private area, catering, instruction, adaptive access) are clearly stated.
3. Verify specification: confirm the required equipment, lanes/courts/tees/attractions, or rental gear (sourced per 339920) and furnishings (per 337127) exist and meet the requested condition and count.
4. Confirm capability & capacity: check requested headcount against posted maximum occupancy, staffing ratios (e.g., lifeguards, ride operators, instructors), and any age/height/skill eligibility criteria.
5. Review terms: confirm pricing, deposit, cancellation policy, and that all required liability waivers and minor-consent forms are identified for collection before service.
6. Confirm accessibility: verify the facility can meet any ADA accommodation requested; note required adjustments.
7. Render decision: Operations Duty Manager accepts, conditionally accepts (with noted requirements), or declines; hand accepted orders to OD-008 for scheduling.
8. Document the outcome, decision rationale, and any conditions on the order record and complete the checklist in Section 10.

8. Decision Tree

Decision Tree — Order Verification & Acceptance Review

START — TO CONFIRM THAT AN INCOMING BOOKING, GROUP EVENT, MEMBERSHIP PACKAGE, OR SERVICE ORDER MATCHES THE FACILITY'S STATED SCOPE, CAPACITY, EQUIPMENT SPECIFICATION, STAFFING CAPABILITY, AND COMMERCIAL …

Issue identified during this procedure?

Complete the checklist and close out the procedure

END — NO FINDING, ACTIVITY CONTINUES

YES

Classify severity

Assign the highest severity that applies — not the first that matches.

MINOR

DEFINITION
no safety, compliance, or service impact

ACTION
note the discrepancy on the order record, correct it with the customer, and continue the review

ESCALATE TO
No escalation — handled at task level

Timing: resolve in the moment; work proceeds

MAJOR

DEFINITION
material risk to safety, compliance, output, or service — not an immediate hazard

ACTION
place the order on hold, escalate to the Operations Duty Manager, and resolve (adjust scope, headcount, terms, or resources) before acceptance

ESCALATE TO
Operations Duty Manager

Timing: resolve before the work proceeds

CRITICAL

DEFINITION
—

ACTION
—

ESCALATE TO
Supervisor

Timing: immediate — halts the activity

Record the finding, the action taken, and the verification

Close the item only once the corrective action is verified and the record is complete.

ACTIVITY RELEASED / CLOSED

READING THIS TREE

- **No finding** — Activity stands. Complete the checklist and continue.
- **Minor** — Handled in place at task level; no escalation.
- **Major** — Supervisory decision required before the next stage.
- **Critical** — Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Requested scope and headcount reconciled against posted occupancy and staffing ratios.
- Equipment/facility specification confirmed available and in serviceable condition.
- All required waivers, consents, and accessibility accommodations identified before acceptance.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Order scope, date, and headcount clearly stated		
Requested equipment/facility available and specified correctly		
Headcount within posted occupancy and staffing ratios		
Eligibility criteria (age/height/skill) confirmed applicable		
Required waivers and minor-consent forms identified		
ADA accommodation requests addressable		
Terms (price, deposit, cancellation) confirmed and recorded		

11. KPIs

- Orders verified before acceptance: 100%.
- Acceptance-review completion within 1 business day of intake: ≥ 95%.
- Post-acceptance rework due to missed capability/capacity conflict: ≤ 2% of accepted orders.

12. Supervisor Verification

Printed Name: ____________________ Signature: ____________________ Date: ______________

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/$99 Standard standard for RECREATION_FACILITIES.	Archetype Content Team

OD-008 — Job Scheduling & Sequencing

Estimated completion time: 30–60 minutes per scheduling cycle (daily or shift-based)

> Provided for general informational and operational purposes as part of the Recreation Facilities archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To place accepted bookings, reservations, and operational activities into the facility operating schedule in a sequence that honors priority tiers, due dates/start times, and posted capacity limits — so that patrons, tee times, lanes, courts, ride cycles, party rooms, and program blocks are served in a predictable, non-conflicting order.

2. Scope

Covers sequencing and time-slotting of accepted work into the operating schedule across bookable assets (e.g., tee sheets, lane blocks, court/field reservations, ride operating rotations, arcade event bookings, class/program slots). Excludes assignment of specific staff or equipment to scheduled work, which is covered under OD-009, and preventive/corrective maintenance windows, which are covered under PM-008.

3. Responsibilities

- Operations Supervisor — owns the master operating schedule; approves priority ordering and resolves slot conflicts.
- Scheduling Coordinator — enters accepted work into the schedule, applies priority/due-date rules, flags overbookings.
- Duty/Floor Manager — validates the posted schedule against real-time capacity and staffing before the operating period opens.

4. Required PPE & Lockout/Tagout

- Standard facility PPE (task is administrative; use appropriate footwear if verifying schedule on the operating floor).
- Not applicable — no hazardous energy involved. Scheduling shall not release a slot on any asset held under LOTO per PM-008.

5. Regulatory References

- None sector-specific to schedule construction; internal operating policy applies. Adjacent obligations that constrain the schedule for every member of the span include the Americans with Disabilities Act (28 CFR Part 36) accessible-reservation and equal-opportunity requirements, and posted maximum-occupancy/capacity limits enforced under the locally adopted fire code (e.g., NFPA 101 Life Safety Code / IFC as adopted by the Authority Having Jurisdiction). Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

7. Step-by-Step Procedure

1. Pull the queue of accepted bookings/reservations from intake (tee times, lane/court blocks, ride rotations, program/class slots, party bookings) with their requested dates and times.
2. Assign each item a priority tier per house rules (e.g., prepaid/member/ADA-accommodation requests, then time-sensitive due dates, then standard walk-in/open slots).
3. Confirm each item's hard due date or fixed start time; separate fixed-time items from flexible items that may be sequenced within a window.
4. Slot fixed-time items first against the correct asset and its posted capacity and operating hours; do not exceed posted maximum occupancy for any space.
5. Sequence flexible items around fixed items to minimize idle asset time, honoring priority tier order.
6. Detect conflicts (double-booked asset, capacity exceeded, item outside operating hours, held asset per PM-008) and resolve using Section 8.
7. Confirm the published schedule leaves feasible turnover/changeover gaps between consecutive slots on each asset; do not resolve staffing feasibility here (route to OD-009).
8. Publish the finalized operating schedule and record the scheduling run, priority decisions, and any conflicts resolved in the operations log.

8. Decision Tree

OD-008 · OPERATIONS · RECREATION FACILITIES

Decision Tree — Job Scheduling & Sequencing

START — TO PLACE ACCEPTED BOOKINGS, RESERVATIONS, AND OPERATIONAL ACTIVITIES INTO THE FACILITY OPERATING SCHEDULE IN A SEQUENCE THAT HONORS PRIORITY TIERS, DUE DATES/START TIMES, AND POSTED CAPACITY …

Issue identified during this procedure?

Complete the checklist and close out the procedure

END — NO FINDING, ACTIVITY CONTINUES

YES

Classify severity

Assign the highest severity that applies — not the first that matches.

MINOR

DEFINITION

no safety, compliance, or service impact

ACTION

adjust the slot, log the change note in the schedule record, and continue

ESCALATE TO

No escalation — handled at task level

Timing: resolve in the moment; work proceeds

MAJOR

DEFINITION

material risk to safety, compliance, output, or service — not an immediate hazard

ACTION

hold the affected booking out of the published schedule, escalate to the Operations Supervisor, and resolve (re-slot, re-prioritize, or notify patron) before the schedule is published

ESCALATE TO

Operations Supervisor

Timing: resolve before the work proceeds

CRITICAL

DEFINITION

a slot places patrons on an asset held under LOTO/out-of-service (PM-008) or exceeds posted maximum occupancy/capacity for a space

ACTION

immediately remove the slot from the schedule, block the asset/space in the system, and notify the Duty/Floor Manager and Operations Supervisor before any patron is admitted to it

ESCALATE TO

Supervisor

Timing: immediate — halts the activity

Record the finding, the action taken, and the verification

Close the item only once the corrective action is verified and the record is complete.

ACTIVITY RELEASED / CLOSED

READING THIS TREE

- **No finding** — Activity stands. Complete the checklist and continue.
- **Minor** — Handled in place at task level; no escalation.
- **Major** — Supervisory decision required before the next stage.
- **Critical** — Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every accepted item is slotted with a confirmed priority tier and due date/start time.
- No asset is double-booked and no space exceeds posted capacity in the published schedule.
- No slot is placed on an asset flagged out-of-service per PM-008.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
All accepted-queue items appear in the published schedule		
Priority tiers applied per house rules		
Fixed due dates/start times honored		
No asset double-booked; capacity limits respected		
No slots on out-of-service assets (PM-008)		
Turnover/changeover gaps present between consecutive slots		
Scheduling run and conflict resolutions logged		

11. KPIs

- On-time slot fulfillment (bookings started within window): ≥ 95%
- Scheduling conflicts published to patrons (double-books/capacity breaches): 0
- Asset idle time within operating hours: ≤ 10%

12. Supervisor Verification

Printed Name: ___________________ Signature: ___________________ Date: _____________

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/$99 Standard standard for RECREATION_FACILITIES.	Archetype Content Team

OD-009 — Resource & Capacity Allocation

Estimated completion time: 30–60 minutes per operating day (or per shift block during peak season)

> Provided for general informational and operational purposes as part of the Recreation Facilities archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To match confirmed people, equipment, and physical space to each block of scheduled recreation activity so that no session, ride cycle, tee time, lane, court, or attraction is committed beyond its real, verified capacity. This prevents overbooking, protects guest safety, and keeps assets available where demand actually falls.

2. Scope

Covers the allocation and confirmation of instructors/attendants, mobile and fixed equipment (e.g., sporting goods, carts, rental gear), and bookable space against the published activity schedule for a Recreation Facilities operation. Excludes whether staff are actually present and clocked in for their assignment (staffing presence — see OD-003) and the ordering/sequencing of the schedule itself (schedule sequence — see OD-008).

3. Responsibilities

- Operations Supervisor (OD) — owns the allocation plan; confirms real capacity against demand and authorizes final resource assignments per block.
- Facility Attendant / Activity Lead — reports on-hand equipment counts, space readiness, and reservation loads; flags shortfalls to the Operations Supervisor.
- Maintenance Lead — confirms which equipment and spaces are in-service (not down for repair) so only serviceable capacity is allocated.

4. Required PPE & Lockout/Tagout

- Standard facility PPE (closed-toe footwear, high-visibility vest where allocation involves the active floor, ride deck, cart yard, or driving range).
- Lockout/Tagout not applicable to the allocation task itself; equipment already tagged out of service by the Maintenance Lead must be excluded from allocated capacity.

5. Regulatory References

- OSHA General Duty Clause, 29 U.S.C. §654(a)(1) — obligation to keep the workplace free of recognized hazards, including hazards from over-allocating space/equipment beyond safe limits.
- Applicable local fire/building code maximum-occupancy limits enforced by the AHJ (fire marshal / building official) — governs how many guests may be allocated to any enclosed space.

- ADA Title III, 28 CFR Part 36 — reserve and allocate accessible spaces, equipment, and reasonable accommodations for guests with disabilities.
- Manufacturer capacity ratings and operating manuals for allocated equipment (e.g., posted ride/attraction rider limits, cart load ratings, equipment-per-guest ratios) — treated as binding operating limits.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

7. Step-by-Step Procedure

1. Pull the confirmed activity blocks (sessions, tee times, lane/court reservations, ride cycles, party rooms) for the operating period from the reservation/booking system.
2. Inventory available people by assignment type and available bookable spaces; record on-hand serviceable equipment counts (rental sporting goods, carts, lane/court gear) from the Activity Lead.
3. Obtain the in-service list from the Maintenance Lead and remove any tagged-out equipment or closed space from allocatable capacity.
4. Compare demand to the posted maximum occupancy, manufacturer capacity ratings, and required equipment-per-guest / attendant-per-guest ratios for each block.
5. Assign resources to each block, keeping every assignment at or below the governing limit; hold a documented reserve for accessible accommodations (ADA) and for walk-in/peak surge.
6. Confirm capacity is real — cross-check that each allocated space is open, each allocated unit is in-service, and each assignment does not double-book a person, unit, or space across overlapping blocks.
7. Publish the confirmed allocation to the operating team and flag any block where demand exceeds real capacity to the Operations Supervisor for resolution (defer, cap, or move demand — sequencing handled per OD-008).
8. Document the final allocation, capacity figures used, exclusions, and any shortfalls in the daily allocation record.

8. Decision Tree

OD-009 · OPERATIONS · RECREATION FACILITIES

Decision Tree — Resource & Capacity Allocation

START — TO MATCH CONFIRMED PEOPLE, EQUIPMENT, AND PHYSICAL SPACE TO EACH BLOCK OF SCHEDULED RECREATION ACTIVITY SO THAT NO SESSION, RIDE CYCLE, TEE TIME, LANE, COURT, OR ATTRACTION IS COMMITTED BEYOND ITS REAL …

Issue identified during this procedure?

Complete the checklist and close out the procedure

END — NO FINDING, ACTIVITY CONTINUES

YES

Classify severity

Assign the highest severity that applies — not the first that matches.

MINOR

DEFINITION

no safety, compliance, or service impact

ACTION

Log the discrepancy (e.g., small equipment count variance) in the allocation record and continue; reconcile at end of block

ESCALATE TO

No escalation — handled at task level

Timing: resolve in the moment; work proceeds

MAJOR

DEFINITION

material risk to safety, compliance, output, or service — not an immediate hazard

ACTION

Hold the affected block's allocation, escalate to the Operations Supervisor, and rebalance resources within limits before the block opens to guests

ESCALATE TO

Operations Supervisor

Timing: resolve before the work proceeds

CRITICAL

DEFINITION

a block is allocated above posted maximum occupancy or above a manufacturer-rated equipment/attendant ratio, creating a guest-safety exposure

ACTION

Immediately cap or suspend that block's bookings, notify the Operations Supervisor and Maintenance Lead, and do not open the block until allocation is confirmed within limits

ESCALATE TO

Supervisor

Timing: immediate — halts the activity

Record the finding, the action taken, and the verification

Close the item only once the corrective action is verified and the record is complete.

ACTIVITY RELEASED / CLOSED

READING THIS TREE

- **No finding** — Activity stands. Complete the checklist and continue.
- **Minor** — Handled in place at task level; no escalation.
- **Major** — Supervisory decision required before the next stage.
- **Critical** — Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every allocated space and equipment unit verified in-service (not tagged out) before assignment.
- No block allocated above posted maximum occupancy or manufacturer capacity/ratio ratings.
- No person, equipment unit, or space double-booked across overlapping blocks.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Confirmed demand pulled for all activity blocks in period		
On-hand serviceable equipment counts reconciled with Maintenance in-service list		
Each block allocated at or below posted maximum occupancy		
Equipment-per-guest / attendant-per-guest ratios met per manufacturer & policy		
ADA accessible space/equipment reserve allocated		
No double-booked person, unit, or space across overlaps		
Final allocation published and documented		

11. KPIs

- Blocks allocated within capacity limits: 100%.
- Overbooking/double-booking incidents per operating period: 0.
- Allocation plan published before block open time: ≥ 98% on time.

12. Supervisor Verification

Printed Name: ____________________ Signature: ____________________ Date: ______________

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/$99 Standard standard for RECREATION_FACILITIES.	Archetype Content Team

OD-010 — Incoming Material / Supply Verification

Estimated completion time: 20–45 minutes per delivery

> Provided for general informational and operational purposes as part of the Recreation Facilities archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To confirm that inbound materials and supplies — such as sporting and athletic goods, guest-area furnishings, and commercial/service machinery and their parts — match the purchase order in item, quantity, and condition before they are accepted into facility inventory, so that defective or short shipments are caught at intake rather than at point of use by guests or staff.

2. Scope

Covers verification of all inbound supplier deliveries received at any Recreation Facilities operating location against the originating purchase order, including item identity, quantity, and visible condition. Excludes spec-conformance testing, which is covered under QC-003; putaway, which is covered under WH-006; and dock count, which is covered under SH-008.

3. Responsibilities

- Receiving Attendant — physically inspects the shipment, matches it to the PO/packing slip, records item, quantity, and condition findings.
- Operations Supervisor — resolves discrepancies, authorizes acceptance or rejection, and initiates supplier claims.
- Inventory Coordinator — reconciles verified receipts to the inventory/procurement record and files documentation.

4. Required PPE & Lockout/Tagout

- Standard facility PPE: work gloves and closed-toe footwear; use of a hand truck or cart per safe-lifting practice for bulk or heavy items (furnishings, machinery crates).
- Not applicable — no hazardous energy involved. Do not energize, assemble, or operate any received machinery during verification.

5. Regulatory References

- None sector-specific to incoming-material verification across all recreation members; internal procurement and inventory-control policy applies. General workplace obligations apply during handling (e.g., OSHA 29 CFR 1910 general-industry provisions for materials handling and walking-working surfaces). Product-specific consumer-safety expectations from suppliers (e.g., CPSC requirements on consumer sporting/athletic goods) should be captured on receiving records where flagged by the supplier. Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

7. Step-by-Step Procedure

1. Retrieve the open purchase order and the supplier packing slip; confirm the delivery is addressed to this facility.
2. Confirm supplier identity and PO number on the packing slip match the facility's open order record.
3. Match each line item received (e.g., athletic/sporting goods, guest furniture, machinery parts) to the PO by description, model, and SKU.
4. Verify quantity received against quantity ordered for each line; note overages, shortages, and back-ordered items.
5. Inspect exterior and visible condition — crushed cartons, water/impact damage, broken seals, exposed sharp edges, missing hardware kits — without operating or assembling equipment.
6. Segregate any damaged, unordered, or mismatched items into the receiving hold area pending Supervisor decision.
7. Assign disposition (Accept / Hold / Reject) and route accepted items for putaway per WH-006.
8. Complete the Inspection Checklist, sign the receiving record, and forward to the Inventory Coordinator for reconciliation and filing.

8. Decision Tree

OD-010 · OPERATIONS · RECREATION FACILITIES

Decision Tree — Incoming Material / Supply Verification

START — TO CONFIRM THAT INBOUND MATERIALS AND SUPPLIES — SUCH AS SPORTING AND ATHLETIC GOODS, GUEST-AREA FURNISHINGS, AND COMMERCIAL/SERVICE MACHINERY AND THEIR PARTS — MATCH THE PURCHASE ORDER IN ITEM …

Issue identified during this procedure?

Complete the checklist and close out the procedure

END — NO FINDING, ACTIVITY CONTINUES

YES

Classify severity

Assign the highest severity that applies — not the first that matches.

MINOR

DEFINITION

no safety, compliance, or service impact

ACTION

e.g., minor carton scuff, small count variance within tolerance — log on the receiving record, note the exception, and continue

ESCALATE TO

No escalation — handled at task level

Timing: resolve in the moment; work proceeds

MAJOR

DEFINITION

material risk to safety, compliance, output, or service — not an immediate hazard

ACTION

e.g., short/over shipment, wrong model, or damaged furnishings/goods — move the affected items to the receiving hold area, escalate to the Operations Supervisor, and resolve (supplier claim, replacement, or return) before those items are accepted or reconciled

ESCALATE TO

Operations Supervisor

Timing: resolve before the work proceeds

CRITICAL

DEFINITION

a received item shows damage or tampering that could injure a guest or staff member if placed in service (e.g., cracked/frayed athletic equipment, broken furniture welds, machinery arriving with a compromised safety component)

ACTION

quarantine and tag the item as DO NOT USE, reject the affected line, and immediately notify the Operations Supervisor and the supplier before any acceptance

ESCALATE TO

Supervisor

Timing: immediate — halts the activity

Record the finding, the action taken, and the verification

Close the item only once the corrective action is verified and the record is complete.

ACTIVITY RELEASED / CLOSED

READING THIS TREE

- **No finding** — Activity stands. Complete the checklist and continue.
- **Minor** — Handled in place at task level; no escalation.
- **Major** — Supervisory decision required before the next stage.
- **Critical** — Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- PO number, supplier, and destination confirmed before inspection begins.
- Every line item matched to PO by description and quantity.
- All visible-condition exceptions recorded with photos where applicable.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Packing slip / PO number matches open order		
Item identity matches PO (description, model, SKU)		
Quantity received equals quantity ordered		
Cartons/pallets free of external damage or tampering		
Sporting/athletic goods free of visible defects (cracks, frays)		
Furnishings free of structural damage (welds, joints, fasteners)		
Machinery/parts complete with hardware kits and undamaged safety components		

11. KPIs

- Receiving verification accuracy (verified receipts with no downstream discrepancy) ≥ 98%
- Deliveries verified within same operating day of arrival ≥ 95%
- Discrepancies logged and escalated within 24 hours of receipt 100%

12. Supervisor Verification

Printed Name: ____________________ Signature: ____________________ Date: ______________

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/$99 Standard standard for RECREATION_FACILITIES.	Archetype Content Team

Phase 3 — Execution

OD-011 — Standard Work Execution & Process Adherence

Estimated completion time: 20–45 minutes per shift-cycle or activity area

> Provided for general informational and operational purposes as part of the Recreation Facilities archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure ensures that recreation operations staff perform each guest-facing and back-of-house activity to the facility's documented method — opening sequences, activity set-ups, equipment staging, and turnover — so that work is consistent, repeatable, and any departure from the defined method is caught and recorded.

2. Scope

Covers execution of standard operating methods across all activity areas (attractions, ride cycles, lanes, courts, tee stations, arcade banks, fitness floors) and the identification and logging of deviations from those methods. Excludes in-process quality checks, which are covered under QC-007, and safe-work method definition, which is covered under SD-005.

3. Responsibilities

- Operations Attendant — performs each activity to the posted defined method; identifies and reports deviations at the point they occur.
- Operations Supervisor — verifies method adherence across assigned areas, receives escalations, and authorizes corrective holds.
- Duty Manager — owns final disposition of Major and Critical deviations and any hold or reopen decision affecting guests.

4. Required PPE & Lockout/Tagout

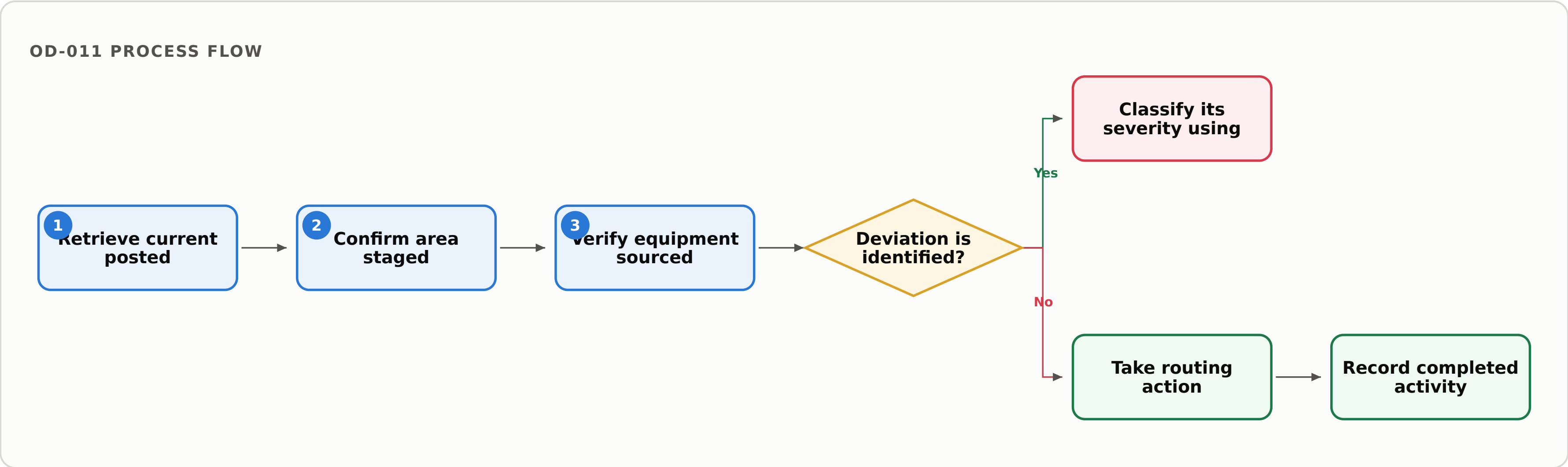
- Standard facility PPE per activity area (closed-toe footwear, high-visibility vest where ground vehicles or ride paths operate, gloves for equipment handling).
- Lockout/Tagout not performed under this procedure; where a deviation involves hazardous energy, follow the facility LOTO program and hand off to Maintenance — do not author energy isolation here.

5. Regulatory References

- OSHA General Duty Clause, 29 U.S.C. §654(a)(1) — obligation to furnish a workplace free of recognized hazards, applicable to every member of the span.
- 29 CFR 1910.147 (Control of Hazardous Energy) and 29 CFR 1910.132 (PPE) — where equipment or energized systems are involved in the activity.
- Americans with Disabilities Act Title III (28 CFR Part 36) — service-access consistency in public accommodations across all recreation facility types.

- Member-specific examples only (not the governing frame): state amusement-ride inspection codes (e.g., for parks/rides), state pool/aquatic codes (e.g., for aquatic centers).
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow



7. Step-by-Step Procedure

1. Retrieve the current posted defined method (SOP card, opening checklist, or activity run sheet) for the assigned activity area and confirm it is the current revision.
2. Confirm the area is staged to method: equipment positioned, guest queue/flow markers in place, consumables and rental/loaner gear stocked, signage displayed.
3. Verify equipment sourced from institutional and athletic-goods suppliers is present, matched, and configured to the method (e.g., correct lane/court/rental unit counts, machine settings).
4. Execute the activity following each method step in the defined sequence, without shortcutting or reordering steps.
5. Observe actual performance against the defined method as work proceeds; note any departure in cycle, setup, or turnover.
6. When a deviation is identified, classify its severity using the Decision Tree (Section 8) before continuing.
7. Take the routing action for that severity; do not resume affected work until Major/Critical items are cleared by the named role.
8. Record the completed activity, any deviations, classifications, and dispositions in the shift adherence log and close out the checklist (Section 10).

8. Decision Tree

OD-011 · OPERATIONS · RECREATION FACILITIES

Decision Tree — Standard Work Execution & Process Adherence

START — THIS PROCEDURE ENSURES THAT RECREATION OPERATIONS STAFF PERFORM EACH GUEST-FACING AND BACK-OF-HOUSE ACTIVITY TO THE FACILITY'S DOCUMENTED METHOD — OPENING SEQUENCES, ACTIVITY SET-UPS, EQUIPMENT …

Issue identified during this procedure?

Complete the checklist and close out the procedure

END — NO FINDING, ACTIVITY CONTINUES

YES

Classify severity

Assign the highest severity that applies — not the first that matches.

MINOR

DEFINITION

no safety, compliance, or service impact

ACTION

log the deviation on the shift adherence log, note the corrective action taken, and continue the activity

ESCALATE TO

No escalation — handled at task level

Timing: resolve in the moment; work proceeds

MAJOR

DEFINITION

material risk to safety, compliance, output, or service — not an immediate hazard

ACTION

hold the affected activity or area, escalate to the Operations Supervisor named in Section 3, resolve and re-confirm method adherence before reopening the area to guests

ESCALATE TO

Operations Supervisor named in Se

Timing: resolve before the work proceeds

CRITICAL

DEFINITION

a defined-method departure that exposes guests to injury or non-compliant operation (e.g., an attraction, aquatic area, or equipment station run outside its method with guests present)

ACTION

stop the activity immediately, clear guests from the affected area, notify the Duty Manager at once, and keep the area closed until formally re-authorized

ESCALATE TO

Supervisor

Timing: immediate — halts the activity

Record the finding, the action taken, and the verification

Close the item only once the corrective action is verified and the record is complete.

ACTIVITY RELEASED / CLOSED

READING THIS TREE

- **No finding** — Activity stands. Complete the checklist and continue.
- **Minor** — Handled in place at task level; no escalation.
- **Major** — Supervisory decision required before the next stage.
- **Critical** — Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Current-revision defined method confirmed before execution.
- Area staging and equipment configuration verified to method prior to guest access.
- All identified deviations classified and dispositioned in the shift adherence log.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Current-revision defined method retrieved and confirmed		
Area staged to method (equipment, flow, signage, consumables)		
Equipment/rental units matched and configured to method		
Activity executed in defined step sequence		
Deviations identified and classified per Section 8		
Major/Critical items escalated to named role and resolved		
Shift adherence log completed and checklist closed out		

11. KPIs

- Method-adherence rate (activities executed to defined method) ≥ 98%.
- Deviations logged with classification and disposition = 100% of those identified.
- Unresolved Critical deviations at close of shift = 0.

12. Supervisor Verification

Printed Name: ____________________ Signature: ____________________ Date: ______________

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/$99 Standard standard for RECREATION_FACILITIES.	Archetype Content Team

OD-012 — Work-in-Progress Tracking & Status Update

Estimated completion time: 15–30 minutes per shift update cycle

> Provided for general informational and operational purposes as part of the Recreation Facilities archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To ensure the current status of every active job — attraction/equipment readiness prep, guest-area setups, court/lane/tee resets, and open service tickets — is recorded accurately and made visible to the operations team so hand-offs between shifts and stations occur without gaps.

2. Scope

Covers the logging, status classification, and shift-to-shift visibility of active operational jobs across recreation facility areas (rides, arcade banks, courses, courts, lanes, fitness floors, and shared amenities). Excludes throughput/utilization measurement, which is covered under OD-014, and quality/spec conformance data, which is covered under QC-027.

3. Responsibilities

- Operations Supervisor — owns the WIP board/log, verifies each status entry at shift open and close, and authorizes reprioritization of active jobs.
- Floor/Area Attendant — records real-time status changes for jobs in their assigned area and flags stalls or blockers.
- Shift Lead — reconciles the WIP log at hand-off, confirms carryover jobs are visible to the incoming crew, and escalates unresolved items.

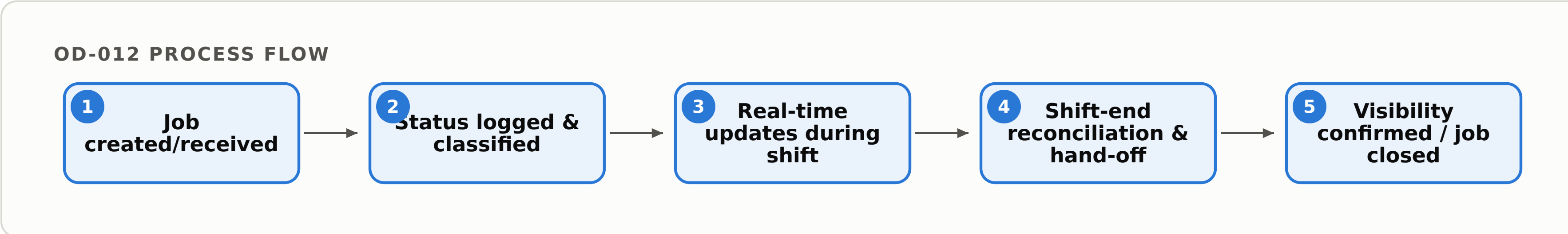
4. Required PPE & Lockout/Tagout

- Standard facility PPE per assigned area (closed-toe footwear; hi-vis where the service line operates in vehicle or ride-path zones).
- Not applicable — this is a records and coordination task involving no hazardous energy. Any physical equipment work referenced in a status entry must follow its own LOTO procedure.

5. Regulatory References

- None sector-specific to WIP status recordkeeping; internal operations policy applies. General workplace obligations apply to every member of the span: OSHA General Duty Clause, 29 U.S.C. §654(a)(1); OSHA recordkeeping, 29 CFR 1904, where a status entry references a recordable event; and ADA Title III, 28 CFR Part 36, where a job affects the readiness of guest-accessible areas or accessible equipment (e.g., accessible lift or ride-transfer readiness). Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow



7. Step-by-Step Procedure

1. At shift open, open the WIP board/log and confirm all carryover jobs from the prior shift are listed with a current status.
2. Log each new active job as it arises — attraction/court/lane/floor prep, setup, reset, or open service ticket — with area, owner, and start time.
3. Assign each job a standard status: Not Started, In Progress, Blocked/On Hold, or Ready/Complete.
4. Update status in real time as jobs advance; record the reason and responsible role whenever a job is set to Blocked/On Hold.
5. Verify each "Ready/Complete" entry reflects actual operational readiness of the area or equipment before it is marked visible to guests.
6. At shift end, the Shift Lead reconciles the log — every job either closed or carried forward with a note for the incoming crew.
7. Confirm the incoming crew can see all open and carryover jobs on the shared board/log before hand-off is accepted.
8. Record the reconciliation (date, time, outgoing and incoming Shift Leads) in the WIP log or shift report.

8. Decision Tree

OD-012 · OPERATIONS · RECREATION FACILITIES

Decision Tree — Work-in-Progress Tracking & Status Update

START — TO ENSURE THE CURRENT STATUS OF EVERY ACTIVE JOB — ATTRACTION/EQUIPMENT READINESS PREP, GUEST-AREA SETUPS, COURT/LANE/TEE RESETS, AND OPEN SERVICE TICKETS — IS RECORDED ACCURATELY AND MADE VISIBLE …

Issue identified during this procedure?

Complete the checklist and close out the procedure

END — NO FINDING, ACTIVITY CONTINUES

YES

Classify severity

Assign the highest severity that applies — not the first that matches.

MINOR

DEFINITION

no safety, compliance, or service impact

ACTION

correct the entry in the WIP log, note the change, and continue

ESCALATE TO

No escalation — handled at task level

Timing: resolve in the moment; work proceeds

MAJOR

DEFINITION

material risk to safety, compliance, output, or service — not an immediate hazard

ACTION

hold the affected job in Blocked/On Hold, escalate to the Operations Supervisor named in Section 3, and resolve the status discrepancy before the job is marked Ready or handed off

ESCALATE TO

Operations Supervisor named in Se

Timing: resolve before the work proceeds

CRITICAL

DEFINITION

an area or attraction shown as "Ready" is in fact not operationally safe or accessible for guests, or a hand-off occurred with an unrecorded open job creating a guest-exposure gap

ACTION

immediately remove the item from guest availability, notify the Operations Supervisor and Shift Lead, and correct the record before any further status is published

ESCALATE TO

Supervisor

Timing: immediate — halts the activity

Record the finding, the action taken, and the verification

Close the item only once the corrective action is verified and the record is complete.

ACTIVITY RELEASED / CLOSED

READING THIS TREE

- **No finding** — Activity stands. Complete the checklist and continue.
- **Minor** — Handled in place at task level; no escalation.
- **Major** — Supervisory decision required before the next stage.
- **Critical** — Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every active job has an owner, area, and current status at all times.
- All Blocked/On Hold entries carry a reason and responsible role.
- Shift-end reconciliation completed and signed by both outgoing and incoming Shift Leads.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
All carryover jobs listed at shift open		
Each active job has area, owner, and start time		
Status classification applied to every job		
Blocked/On Hold entries include reason and role		
"Ready/Complete" verified against actual readiness		
Shift-end reconciliation recorded		
Incoming crew confirmed visibility of open jobs		

11. KPIs

- WIP status accuracy at hand-off (entries matching actual state) — ≥ 98%
- Jobs carried over without a status note — 0 per shift
- Shift-end reconciliations completed on time — 100%

12. Supervisor Verification

Printed Name: ____________________ Signature: ____________________ Date: ______________

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/$99 Standard standard for RECREATION_FACILITIES.	Archetype Content Team

OD-013 — Operational Handoff Between Work Stages

Estimated completion time: 15–30 minutes per handoff

> Provided for general informational and operational purposes as part of the Recreation Facilities archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To ensure that when active work areas, guest-serving zones, or task ownership pass from one crew, stage, or shift to the next, all conditions — equipment status, area readiness, open issues, and guest activity — are transferred completely so that no gap in supervision, safety, or service occurs at a recreation facility.

2. Scope

Covers the controlled transfer of a work area, service station, activity zone, or task ownership between crews, work stages, or operating shifts at any recreation facility (e.g., ride/attraction area, game floor, course grounds, fitness floor, lane bank, or activity area). Excludes the shift handover briefing process, which is covered under OD-002, and stage quality release/sign-off, which is covered under QC-013.

3. Responsibilities

- Operations Supervisor (Outgoing) — compiles handoff record, confirms area/equipment status, and physically walks the receiving party through the zone before releasing ownership.
- Operations Supervisor / Crew Lead (Incoming) — verifies received conditions, accepts or rejects the handoff, and does not assume responsibility until acceptance is confirmed.
- Duty Manager — resolves disputed or incomplete handoffs and authorizes continued operation when open issues exist.

4. Required PPE & Lockout/Tagout

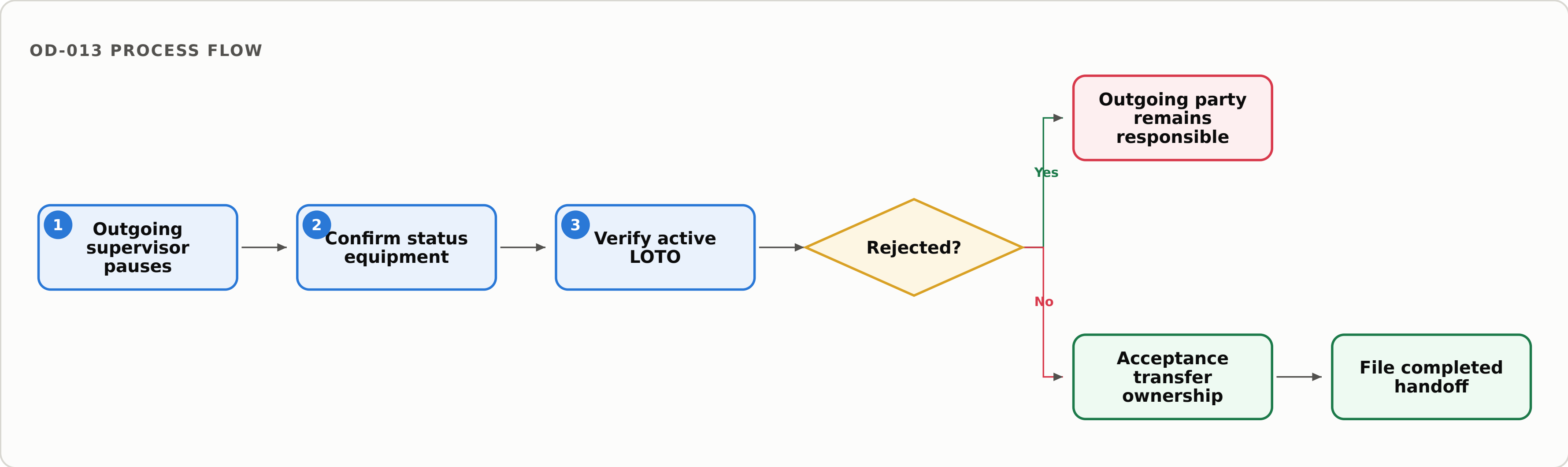
- Standard facility PPE appropriate to the zone (closed-toe footwear, high-visibility vest where grounds/vehicle traffic applies, gloves where cleaning/mechanical touchpoints apply).
- Lockout/Tagout: Applicable only where the handoff includes energized attractions, machinery, or maintenance-held equipment — confirm any active LOTO tags remain in place and are transferred by name to the incoming party; otherwise not applicable.

5. Regulatory References

- 29 CFR 1910.147 (Control of Hazardous Energy / LOTO) — where mechanical or energized equipment is part of the transferred zone.
- 29 CFR 1910.22 (Walking-Working Surfaces) and 29 CFR 1910.38 (Emergency Action Plans) — general-industry conditions and emergency readiness that must remain uninterrupted across the handoff.
- OSHA General Duty Clause, 29 U.S.C. §654(a)(1) — obligation to maintain a hazard-free environment through the transfer.

- Internal operations policy governs handoff documentation where no sector-specific standard applies (e.g., state amusement-ride inspection regimes apply only to certain members).
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow



7. Step-by-Step Procedure

1. Outgoing supervisor pauses non-essential activity and compiles the handoff record: current guest activity, equipment/attraction status, open work orders, held items, and any active safety conditions.
2. Confirm status of all equipment and furnishings in the zone (per 339920 sporting/athletic goods, 337127 institutional furniture) — note any out-of-service, tagged, or damaged items and their location.
3. Verify any active LOTO tags, held maintenance, or restricted areas are documented by item and by responsible name.
4. Conduct a joint physical walkthrough of the zone with the incoming supervisor, pointing out each open issue, guest count, and any staging or reset in progress.
5. Incoming supervisor reviews the handoff record against observed conditions and asks clarifying questions.
6. Incoming supervisor accepts (signs/confirms) or rejects the handoff; if rejected, the outgoing party remains responsible until conditions are corrected or the Duty Manager arbitrates.
7. On acceptance, transfer ownership of keys, radios, access, and control of the zone; update the operations log with time and both names.
8. File the completed handoff record and route any unresolved open items to the appropriate queue per the Decision Tree below.

8. Decision Tree

OD-013 · OPERATIONS · RECREATION FACILITIES

Decision Tree — Operational Handoff Between Work Stages

START — TO ENSURE THAT WHEN ACTIVE WORK AREAS, GUEST-SERVING ZONES, OR TASK OWNERSHIP PASS FROM ONE CREW, STAGE, OR SHIFT TO THE NEXT, ALL CONDITIONS — EQUIPMENT STATUS, AREA READINESS, OPEN ISSUES, AND GUEST …

Issue identified during this procedure?

Complete the checklist and close out the procedure

END — NO FINDING, ACTIVITY CONTINUES

YES

Classify severity

Assign the highest severity that applies — not the first that matches.

MINOR

DEFINITION

no safety, compliance, or service impact

ACTION

log the item on the handoff record, note it for the incoming crew, and continue the transfer

ESCALATE TO

No escalation — handled at task level

Timing: resolve in the moment; work proceeds

MAJOR

DEFINITION

material risk to safety, compliance, output, or service — not an immediate hazard

ACTION

hold the handoff for the affected zone, escalate to the Duty Manager (Section 3), and resolve or formally accept with mitigation before ownership transfers

ESCALATE TO

Duty Manager

Timing: resolve before the work proceeds

CRITICAL

DEFINITION

an unsupervised or unsafe condition would be left with active guests present (e.g., an energized attraction, open water/course hazard, or activity zone left without qualified staff)

ACTION

do not release ownership; stop or restrict guest activity in the zone immediately, retain outgoing coverage, and notify the Duty Manager at once

ESCALATE TO

Supervisor

Timing: immediate — halts the activity

Record the finding, the action taken, and the verification

Close the item only once the corrective action is verified and the record is complete.

ACTIVITY RELEASED / CLOSED

READING THIS TREE

- **No finding** — Activity stands. Complete the checklist and continue.
- **Minor** — Handled in place at task level; no escalation.
- **Major** — Supervisory decision required before the next stage.
- **Critical** — Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Handoff record complete and matches observed zone conditions.
- All open work orders, held items, and active tags accounted for and named.
- Incoming supervisor has formally accepted ownership with time logged.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Handoff record compiled and current		
Equipment/furnishing status confirmed and noted		
Active LOTO / held / restricted items documented by name		
Joint walkthrough completed with incoming party		
Incoming acceptance recorded with timestamp		
Keys, radios, and access transferred		
Open items routed to correct queue		

11. KPIs

- Handoff records completed and signed: 100% of transfers.
- Handoffs rejected for incomplete conditions: ≤ 5% of transfers.
- Coverage gaps (zone left without accepted ownership): 0 incidents per quarter.

12. Supervisor Verification

Printed Name: ____________________ Signature: ____________________ Date: ______________

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/$99 Standard standard for RECREATION_FACILITIES.	Archetype Content Team

OD-014 — Output Monitoring & Throughput Review

Estimated completion time: 30–60 minutes per monitoring cycle (per shift or per operating day)

> Provided for general informational and operational purposes as part of the Recreation Facilities archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

Establish a consistent method for tracking the rate and volume of guest-facing operational output — admissions, rounds, lanes, court/floor sessions, ride cycles, or check-ins — against the planned operating capacity, so staffing and asset availability can be adjusted in real time to meet demand safely.

2. Scope

Covers routine monitoring of throughput and output volume across all revenue-generating activity areas during operating hours at a recreation facility. Excludes formal KPI review and target-setting, which is covered under OD-028, and process capability analysis, which is covered under QC-026.

3. Responsibilities

- Operations Supervisor — owns the monitoring cycle; compares actual throughput to plan and authorizes real-time staffing or capacity adjustments.
- Activity Area Attendant — records raw output counts (admissions, rounds, lanes, sessions, cycles) at assigned stations and reports anomalies.
- Facility Duty Manager — reviews consolidated throughput against plan, resolves escalations, and signs off the monitoring record.

4. Required PPE & Lockout/Tagout

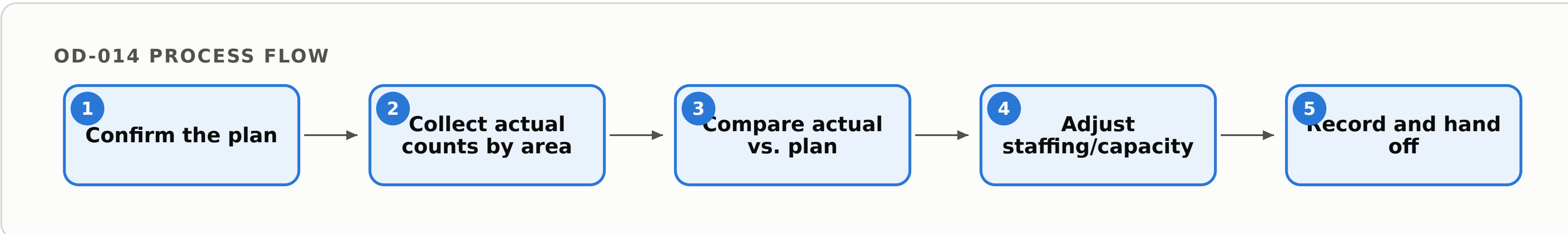
- Standard facility PPE for the areas walked during monitoring (closed-toe footwear; high-visibility vest where crossing active play, ride, or vehicle/cart paths).
- Not applicable — no hazardous energy is controlled by this task. Any equipment fault observed during monitoring is handed off to the maintenance function, not addressed here.

5. Regulatory References

- OSHA General Duty Clause, 29 U.S.C. §654(a)(1) — duty to maintain a workplace free of recognized hazards, including those arising from overcrowding or under-staffing at capacity.
- 29 CFR 1910.36–.37 — means of egress capacity and maintenance, which throughput/occupancy limits directly support.
- NFPA 101 Life Safety Code (as adopted by local AHJ) — occupant load limits that cap allowable throughput in assembly and activity spaces.

- Americans with Disabilities Act (ADA) Title III, 28 CFR Part 36 — accessible service capacity must be preserved as throughput is managed (e.g., accessible lanes, tee times, ride/attraction access).
- Internal policy applies where no sector-specific throughput standard exists.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow



7. Step-by-Step Procedure

1. At shift start, confirm the day's operating plan: planned open hours, capacity per area (occupant load, lane/court count, tee-time grid, ride cycle rate, machine count), and expected volume by time block.
2. Verify each counting source is functioning — turnstiles, POS admission tallies, lane/bay assignment board, tee sheet, or manual clickers — and reset or note any that are offline.
3. At each defined interval (e.g., hourly), collect actual output counts from each activity area via the Activity Area Attendant.
4. Compute running rate (units per hour) and cumulative volume for each area and compare against the planned figure for that time block.
5. Flag any area running above safe capacity or materially below plan; classify per Section 8.
6. Authorize real-time adjustments within scope — reallocate staff, open/close lanes or courts, adjust queue metering, throttle admissions to occupant load — and log the action taken.
7. Confirm accessible-service capacity remains available while adjusting throughput.
8. Record all interval readings, variances, and actions on the monitoring log and hand the completed record to the Facility Duty Manager for sign-off.

8. Decision Tree

OD-014 · OPERATIONS · RECREATION FACILITIES

Decision Tree — Output Monitoring & Throughput Review

START — ESTABLISH A CONSISTENT METHOD FOR TRACKING THE RATE AND VOLUME OF GUEST-FACING OPERATIONAL OUTPUT — ADMISSIONS, ROUNDS, LANES, COURT/FLOOR SESSIONS, RIDE CYCLES, OR CHECK-INS — AGAINST THE PLANNED …

Issue identified during this procedure?

Complete the checklist and close out the procedure

END — NO FINDING, ACTIVITY CONTINUES

YES

Classify severity

Assign the highest severity that applies — not the first that matches.

MINOR

DEFINITION

no safety, compliance, or service impact

ACTION

Note the variance on the monitoring log, apply a routine adjustment (e.g., minor staff reallocation), and continue the cycle

ESCALATE TO

No escalation — handled at task level

Timing: resolve in the moment; work proceeds

MAJOR

DEFINITION

material risk to safety, compliance, output, or service — not an immediate hazard

ACTION

Hold further intake into the affected area, escalate to the Operations Supervisor, and resolve the staffing or capacity shortfall before allowing throughput to resume to planned levels

ESCALATE TO

Operations Supervisor

Timing: resolve before the work proceeds

CRITICAL

DEFINITION

occupant load or egress capacity exceeded in an activity area, creating an overcrowding/egress hazard

ACTION

Immediately meter or halt admissions to that area, direct guests to disperse to within limits, and notify the Facility Duty Manager; do not resume normal throughput until the area is confirmed within occupant load

ESCALATE TO

Supervisor

Timing: immediate — halts the activity

Record the finding, the action taken, and the verification

Close the item only once the corrective action is verified and the record is complete.

ACTIVITY RELEASED / CLOSED

READING THIS TREE

- **No finding** — Activity stands. Complete the checklist and continue.
- **Minor** — Handled in place at task level; no escalation.
- **Major** — Supervisory decision required before the next stage.
- **Critical** — Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- All counting sources verified operational at shift start.
- Actual vs. plan computed for every activity area at each interval.
- No activity area operating above its posted occupant load / capacity.
- Accessible-service capacity confirmed available throughout the cycle.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Operating plan and per-area capacities confirmed for the shift		
All counting/tally sources functional or noted as offline		
Interval counts collected from every active area		
Rate and cumulative volume computed vs. plan		
No area exceeding occupant load / posted capacity		
Accessible-service capacity preserved during adjustments		
Monitoring log completed and submitted for sign-off		

11. KPIs

- Monitoring interval compliance (readings taken on schedule) ≥ 95%
- Occupant-load exceedances during operating hours = 0
- Throughput variance from plan within ±10% of planned volume per time block

12. Supervisor Verification

Printed Name: ___________________ Signature: ___________________ Date: _____________

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/$99 Standard standard for RECREATION_FACILITIES.	Archetype Content Team

OD-015 — Bottleneck Identification & Response

Estimated completion time: 45–90 minutes per assessment cycle (excluding sustained monitoring)

> Provided for general informational and operational purposes as part of the Recreation Facilities archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure establishes how Operations detects and responds to constraints that slow guest flow, activity turnover, or service delivery across a recreation facility — congestion at entry, check-in, equipment issue points, activity stations, or attractions — so that guest wait times and idle capacity are minimized and safety is preserved.

2. Scope

Covers real-time and recurring identification of operational bottlenecks (guest queuing, staffing coverage at service points, equipment/lane/bay/course availability, and flow chokepoints) and the immediate response to relieve them. Excludes schedule change, which is covered under OD-017, and capacity allocation, which is covered under OD-009.

3. Responsibilities

- Operations Duty Manager — owns the shift-level bottleneck assessment, authorizes response actions, and classifies severity.
- Floor/Activity Supervisor — monitors assigned service points, reports emerging constraints, and executes approved relief actions.
- Guest Services Lead — tracks queue and wait-time indicators at guest-facing points and communicates delays to guests.

4. Required PPE & Lockout/Tagout

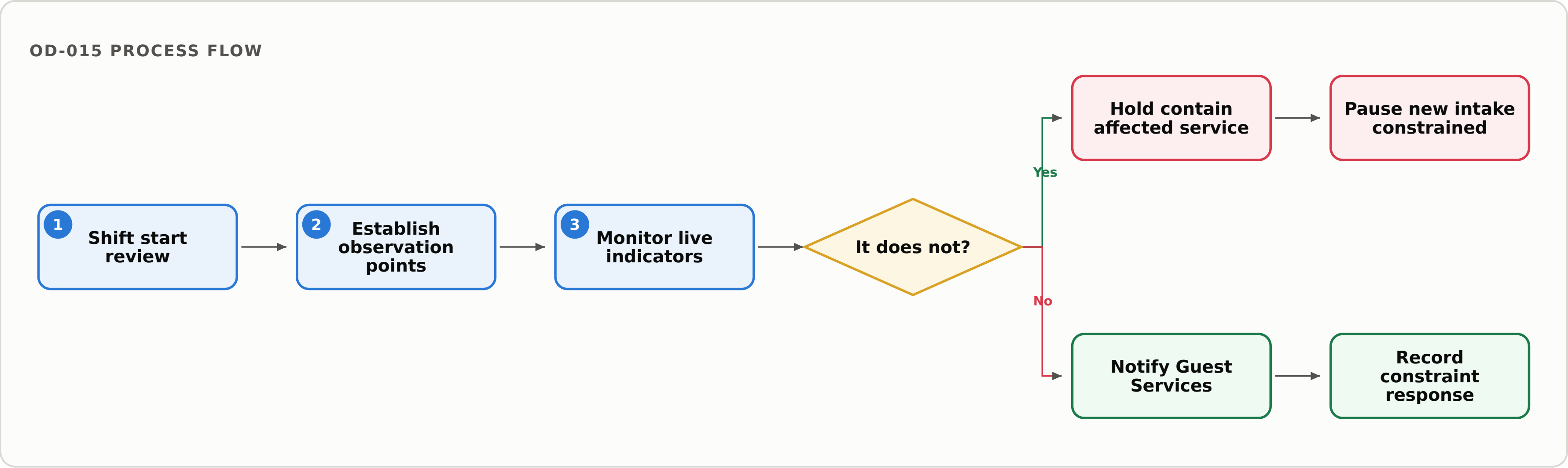
- Standard facility PPE (non-slip footwear, high-visibility vest where operating near vehicle paths, ride platforms, or maintenance zones).
- Lockout/Tagout not applicable to this monitoring/coordination task; where a bottleneck traces to a piece of equipment requiring service, LOTO is performed under the applicable maintenance procedure — not here.

5. Regulatory References

- OSHA General Duty Clause, 29 U.S.C. §654(a)(1) — obligation to maintain a workplace free of recognized hazards, including crowd/queue conditions.
- OSHA 29 CFR 1910.36–.37 — means of egress and exit route accessibility (bottlenecks must never obstruct egress).
- Americans with Disabilities Act (ADA) Title III, 28 CFR Part 36 — accessible routes and queuing must be preserved during response actions.
- Applicable state and local occupancy/fire-code crowd limits (e.g., amusement-ride or assembly-occupancy rules) as an example of member-specific overlays.

- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow



7. Step-by-Step Procedure

1. At shift start, review baseline throughput targets and the prior shift's bottleneck log for recurring chokepoints (entry, check-in, equipment issue, lanes/bays/stations, attraction load zones).
2. Establish observation points and confirm each Floor/Activity Supervisor knows the wait-time and queue-length triggers for their area.
3. Monitor live indicators throughout the shift: queue length, guest wait time, service-point cycle time, idle stations/lanes/bays, and staff coverage at each point.
4. When an indicator crosses its trigger, identify the constraint's root point — is it staffing coverage, equipment availability, guest routing, or a supply of consumables/rental items (sourced from sporting-goods and machinery suppliers)?
5. Classify severity per Section 8 and select the relief response (reopen an idle station, redeploy staff to the constrained point, open an overflow queue lane, or reroute guest flow).
6. Execute the approved response and confirm the indicator returns toward baseline within the recovery window; if it does not, re-classify.
7. Notify Guest Services Lead of any guest-facing delay so wait-time communication stays accurate; coordinate any resulting capacity change through OD-009 (do not adjust capacity here).
8. Record the constraint, response, and recovery time in the bottleneck log and flag recurring items for the next planning cycle.

8. Decision Tree

OD-015 · OPERATIONS · RECREATION FACILITIES

Decision Tree — Bottleneck Identification & Response

START — THIS PROCEDURE ESTABLISHES HOW OPERATIONS DETECTS AND RESPONDS TO CONSTRAINTS THAT SLOW GUEST FLOW, ACTIVITY TURNOVER, OR SERVICE DELIVERY ACROSS A RECREATION FACILITY — CONGESTION AT ENTRY …

Issue identified during this procedure?

Complete the checklist and close out the procedure

END — NO FINDING, ACTIVITY CONTINUES

YES

Classify severity

Assign the highest severity that applies — not the first that matches.

MINOR

DEFINITION
no safety, compliance, or service impact

ACTION
log the constraint and note the relief action taken; continue monitoring

ESCALATE TO
No escalation — handled at task level

Timing: resolve in the moment; work proceeds

MAJOR

DEFINITION
material risk to safety, compliance, output, or service — not an immediate hazard

ACTION
hold or contain the affected service point (e.g., pause new intake into the constrained queue), escalate to the Operations Duty Manager, apply relief and confirm recovery before resuming normal flow

ESCALATE TO
Operations Duty Manager

Timing: resolve before the work proceeds

CRITICAL

DEFINITION
a bottleneck creates a crowd-crush, blocked egress, or overloaded attraction/load-zone condition endangering guests

ACTION
immediately stop intake at the affected point, clear/relieve the congestion, and notify the Operations Duty Manager and, where egress or ride safety is involved, emergency response and the facility safety authority at once

ESCALATE TO
Supervisor

Timing: immediate — halts the activity

Record the finding, the action taken, and the verification

Close the item only once the corrective action is verified and the record is complete.

ACTIVITY RELEASED / CLOSED

READING THIS TREE

- **No finding** — Activity stands. Complete the checklist and continue.
- **Minor** — Handled in place at task level; no escalation.
- **Major** — Supervisory decision required before the next stage.
- **Critical** — Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every crossed indicator trigger has a logged response and recovery time.
- No relief action obstructs egress routes or ADA-accessible paths.
- Recurring chokepoints from the log are flagged for planning (OD-009 / OD-017) rather than repeatedly patched.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Baseline throughput targets reviewed at shift start		
Wait-time/queue triggers confirmed with each service point		
Live indicators monitored across all guest-facing points		
Constraint root point correctly identified before response		
Relief actions preserved egress and accessible routes		
Recovery verified within window for each response		
Bottleneck log completed and recurring items flagged		

11. KPIs

- Average guest wait time at monitored points ≤ 10 minutes during peak.
- Bottleneck recovery time (trigger to baseline) ≤ 15 minutes for Minor/Major events.
- 100% of crossed triggers logged with response and recovery time.

12. Supervisor Verification

Printed Name: ____________________ Signature: ____________________ Date: ______________

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/$99 Standard standard for RECREATION_FACILITIES.	Archetype Content Team

OD-016 — Rework & Nonconforming Work Handling

Estimated completion time: 30–90 minutes per nonconformance event (excluding queued re-run time)

> Provided for general informational and operational purposes as part of the Recreation Facilities archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure defines how Operations staff identify, physically segregate, and re-run guest-facing work products, rental units, prepared play surfaces, and serviced equipment that fail to meet the facility's operating specification, so that nonconforming items never reach a guest and corrected work is verified before release.

2. Scope

Covers detection, containment, tagging, and re-execution of nonconforming operational output — including reset play areas, cleaned/inspected rental gear, groomed surfaces, and serviced amusement or recreation equipment — from the point a defect is found through re-run and closeout. Excludes formal disposition decisions (scrap/repair/use-as-is), which are covered under QC-014, and rework authorization sign-off, which is covered under QC-016.

3. Responsibilities

- Operations Attendant — identifies nonconforming work, applies the hold tag, moves the item to the segregation area, and re-runs the task after correction.
- Operations Supervisor — reviews severity, confirms rework scope with the authorizing role (per QC-016), verifies re-run acceptance, and closes the record.
- Facility Maintenance Lead — receives items requiring physical repair before re-run and confirms mechanical/electrical readiness where the nonconformance involves serviced equipment.

4. Required PPE & Lockout/Tagout

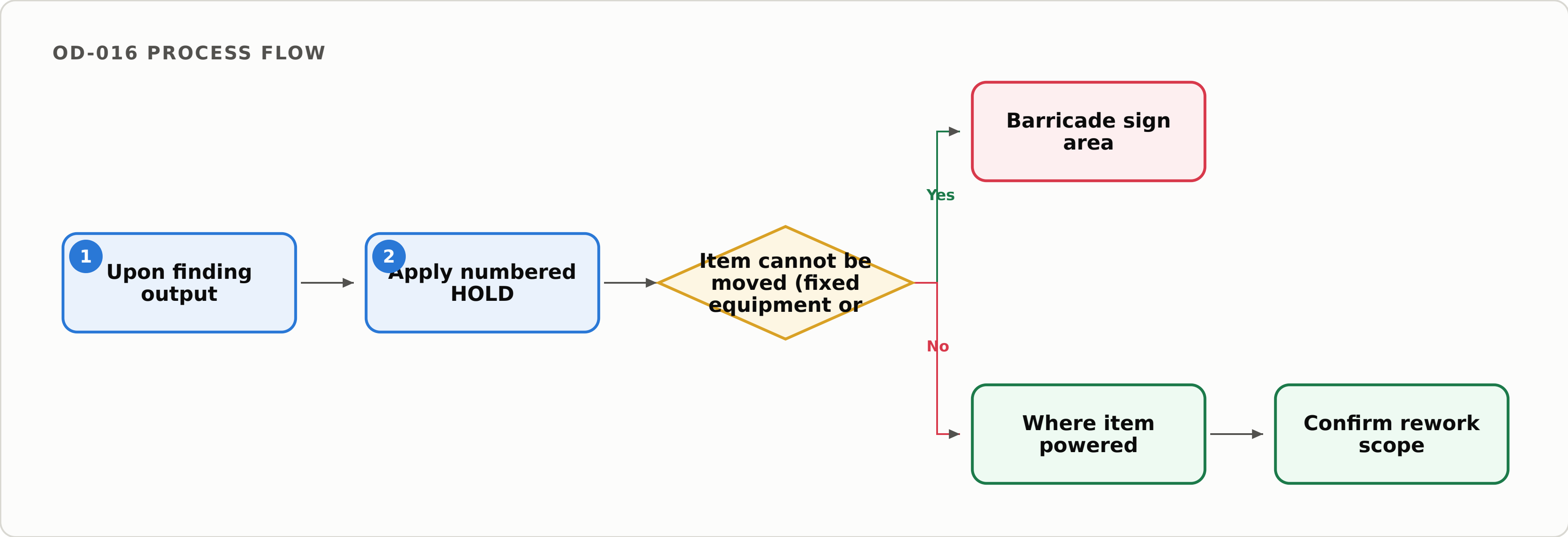
- Standard facility PPE: closed-toe footwear, task-appropriate gloves (cut-resistant or chemical-resistant when handling cleaning agents or rental gear), and eye protection when inspecting powered equipment.
- Lockout/Tagout required where the nonconforming item is powered amusement/recreation equipment or a service machine (e.g., ball retrieval, cart, or grooming machinery); isolate hazardous energy before physical rework. Not applicable to non-powered work products (e.g., a reset seating area).

5. Regulatory References

- OSHA 29 CFR 1910.147 (The Control of Hazardous Energy / Lockout-Tagout) — where powered equipment is serviced during rework

- OSHA 29 CFR 1910.22 (Walking-Working Surfaces) — segregation and staging of held items to avoid trip/obstruction hazards
- OSHA 29 CFR 1910.1200 (Hazard Communication) — where rework involves cleaning chemicals or solvents
- Manufacturer operating specifications for serviced equipment and rental units (internal policy incorporates these as the conformance baseline); member-specific regimes (e.g., state amusement-ride inspection rules) apply as examples only, not as the governing frame.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow



7. Step-by-Step Procedure

1. Upon finding output that fails spec (visible damage, missed cleaning/reset step, out-of-tolerance surface prep, or failed function check), stop use of the item immediately.
2. Apply a numbered "HOLD – DO NOT USE" tag recording finder, date/time, and the defect observed.
3. Move the item to the designated segregation area, physically separated from ready-for-guest inventory; if the item cannot be moved (fixed equipment or play surface), barricade and sign the area.
4. Where the item is powered equipment requiring physical work, apply Lockout/Tagout per Section 4 before any correction.
5. Confirm the rework scope and authorization with the Operations Supervisor before starting corrective work (authorization handled per QC-016).
6. Perform the correction — re-clean, re-reset, re-groom, or re-service using the applicable manufacturer/operating spec; route items needing repair to the Facility Maintenance Lead.

7. Re-run the original acceptance check that the item first failed; the item releases only when it passes. If it cannot be brought to spec, route to formal disposition per QC-014.
8. Record the hold tag number, defect, corrective action, re-run result, and releasing initials in the nonconformance log.

8. Decision Tree

Decision Tree — Rework & Nonconforming Work Handling

START — THIS PROCEDURE DEFINES HOW OPERATIONS STAFF IDENTIFY, PHYSICALLY SEGREGATE, AND RE-RUN GUEST-FACING WORK PRODUCTS, RENTAL UNITS, PREPARED PLAY SURFACES, AND SERVICED EQUIPMENT THAT FAIL TO MEET THE …

Issue identified during this procedure?

Complete the checklist and close out the procedure

END — NO FINDING, ACTIVITY CONTINUES

YES

Classify severity

Assign the highest severity that applies — not the first that matches.

MINOR

DEFINITION

no safety, compliance, or service impact — e.g., cosmetic blemish on a rental unit

ACTION

log it, correct at point of use, and continue; note in the nonconformance log

ESCALATE TO

No escalation — handled at task level

Timing: resolve in the moment; work proceeds

MAJOR

DEFINITION

material risk to safety, compliance, output, or service — not an immediate hazard

ACTION

hold and segregate the affected item, escalate to the Operations Supervisor, and complete verified re-run before the item returns to guest availability

ESCALATE TO

Operations Supervisor

Timing: resolve before the work proceeds

CRITICAL

DEFINITION

a nonconforming item that could cause guest injury if used (e.g., a structurally compromised rental unit, an out-of-tolerance powered amusement/recreation unit, or a hazardous play surface)

ACTION

immediately remove from all use, apply Lockout/Tagout where powered, barricade the area, and notify the Operations Supervisor and Facility Maintenance Lead at once; do not release until re-run passes and authorization is confirmed

ESCALATE TO

Supervisor

Timing: immediate — halts the activity

Record the finding, the action taken, and the verification

Close the item only once the corrective action is verified and the record is complete.

ACTIVITY RELEASED / CLOSED

READING THIS TREE

- **No finding** — Activity stands. Complete the checklist and continue.
- **Minor** — Handled in place at task level; no escalation.
- **Major** — Supervisory decision required before the next stage.
- **Critical** — Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every held item carries a completed, numbered hold tag before segregation.
- Segregation area contains no items that have been released to ready inventory.
- Re-run acceptance check matches the original failed criterion and is documented.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Nonconforming item removed from guest availability		
Hold tag applied, numbered, and legible		
Item in designated segregation area or barricaded if fixed		
LOTO applied where powered equipment is reworked		
Rework scope confirmed with Supervisor (per QC-016)		
Re-run of original failed check passed		
Nonconformance log entry completed		

11. KPIs

- Held items re-run and released or routed to disposition within one operating shift ≥ 95%
- Nonconforming items reaching a guest after tagging = 0
- Repeat nonconformance on the same item/task after re-run ≤ 5%

12. Supervisor Verification

Printed Name: ____________________ Signature: ____________________ Date: ______________

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/$99 Standard standard for RECREATION_FACILITIES.	Archetype Content Team

OD-017 — Schedule Deviation & Change Management

Estimated completion time: 30–90 minutes per change event (longer for multi-day program shifts)

> Provided for general informational and operational purposes as part of the Recreation Facilities archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure defines how the operations team absorbs schedule changes, delays, and priority shifts — such as weather closures, staffing gaps, ride/lane/court downtime, tee-time or booking conflicts, and event reschedules — without losing control of standing commitments to guests, members, and internal teams. It preserves an accurate, reconciled operating schedule at all times.

2. Scope

Covers detection, classification, approval, and re-sequencing of any deviation to the published operating or reservation schedule at a recreation facility. Excludes bottleneck/throughput response, which is covered under OD-015, and guest/member notification, which is covered under OD-022.

3. Responsibilities

- Operations Supervisor — owns the master schedule; classifies deviations, approves re-sequencing, and authorizes commitment changes.
- Shift Lead / Duty Manager — detects deviations on the floor, contains affected activities, and executes approved changes.
- Scheduling Coordinator — maintains the booking/reservation system of record, logs every change, and reconciles staffing coverage against the revised schedule.

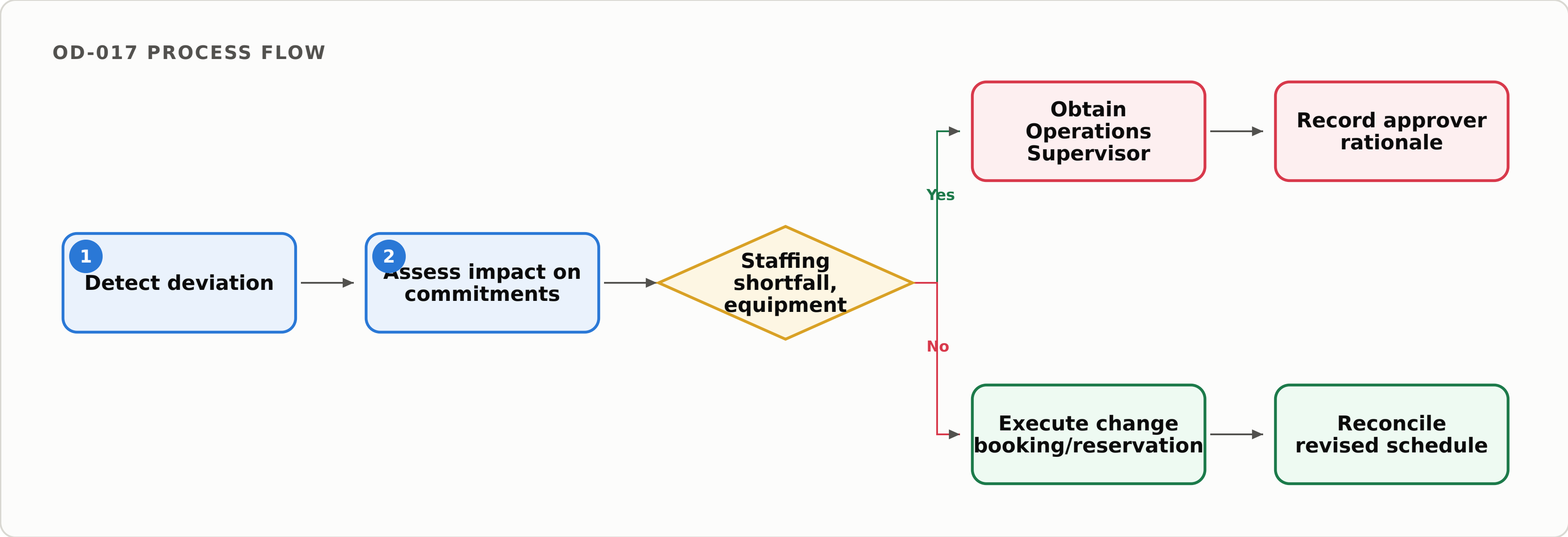
4. Required PPE & Lockout/Tagout

- Standard facility PPE per assigned area (this task is primarily coordination and records; PPE applies only if the responder enters an operating activity zone).
- Not applicable — no hazardous energy involved. Where a deviation is triggered by equipment downtime, physical lockout/tagout is performed under the applicable maintenance procedure, not here; this procedure records the schedule impact only.

5. Regulatory References

- None sector-specific governs schedule management across all members; internal operations policy applies. Applicable general frames: OSHA General Duty Clause, 29 U.S.C. §654(a)(1) (safe conditions maintained despite schedule pressure); ADA Title III, 28 CFR Part 36 (equal access and reasonable modification when reschedules affect accommodation commitments); and applicable state/local consumer-protection rules on honoring booked reservations (e.g., prepaid tee times, lane bookings, class registrations, or admission windows). Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow



7. Step-by-Step Procedure

1. Detect the deviation and capture the trigger (weather, staffing shortfall, equipment downtime, overbooking, priority event insertion) with time stamp and affected activity/area.
2. Freeze the affected slice of the schedule — do not accept new bookings against the impacted resource (ride, lane, court, tee block, class, or attraction) until the change is approved.
3. Assess the impact on standing commitments: list confirmed reservations, prepaid registrations, member obligations, and staffing coverage tied to the affected window.
4. Classify severity using the Decision Tree (Section 8) and route accordingly.
5. Develop the re-sequencing option: shift, compress, relocate, substitute resource, or reschedule; verify staffing coverage and any accommodation obligations remain satisfiable.
6. Obtain Operations Supervisor approval before altering any published commitment; record approver and rationale.
7. Execute the change in the booking/reservation system of record; trigger notification hand-off per OD-022 (do not author notification steps here).
8. Reconcile the revised schedule against staffing and resource availability, then document the full change record (trigger, classification, decision, approver, timestamps) in the schedule change log.

8. Decision Tree

OD-017 · OPERATIONS · RECREATION FACILITIES

Decision Tree — Schedule Deviation & Change Management

START — THIS PROCEDURE DEFINES HOW THE OPERATIONS TEAM ABSORBS SCHEDULE CHANGES, DELAYS, AND PRIORITY SHIFTS — SUCH AS WEATHER CLOSURES, STAFFING GAPS, RIDE/LANE/COURT DOWNTIME, TEE-TIME OR BOOKING CONFLICTS …

Issue identified during this procedure?

Complete the checklist and close out the procedure

END — NO FINDING, ACTIVITY CONTINUES

YES

Classify severity

Assign the highest severity that applies — not the first that matches.

MINOR

DEFINITION

no safety, compliance, or service impact

ACTION

log the deviation in the schedule change log, apply the routine re-sequence, and continue operations

ESCALATE TO

No escalation — handled at task level

Timing: resolve in the moment; work proceeds

MAJOR

DEFINITION

material risk to safety, compliance, output, or service — not an immediate hazard

ACTION

hold the affected schedule slice (no new bookings, no commitment changes released), escalate to the Operations Supervisor named in Section 3, and reconcile staffing/commitments before the revised schedule is published

ESCALATE TO

Operations Supervisor named in Se

Timing: resolve before the work proceeds

CRITICAL

DEFINITION

a deviation that forces breach of a safety-critical staffing minimum, an ADA accommodation commitment, or mass cancellation of prepaid/confirmed activities (e.g., unplanned closure of a full attraction, lane bank, course, or class block)

ACTION

immediately suspend affected bookings, notify the Operations Supervisor and Duty Manager, and do not resume commitments until coverage and compliance are restored

ESCALATE TO

Supervisor

Timing: immediate — halts the activity

Record the finding, the action taken, and the verification

Close the item only once the corrective action is verified and the record is complete.

ACTIVITY RELEASED / CLOSED

READING THIS TREE

No finding — Activity stands. Complete the checklist and continue.

Minor — Handled in place at task level; no escalation.

Major — Supervisory decision required before the next stage.

Critical — Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every deviation has a time-stamped trigger and a recorded classification.
- No commitment change is published without Operations Supervisor approval.
- Revised schedule reconciled against confirmed reservations and staffing coverage.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Deviation trigger logged with timestamp		
Affected schedule slice frozen before changes		
Standing commitments (bookings/registrations) identified		
Severity classified per Decision Tree		
Supervisor approval recorded for commitment changes		
Staffing coverage reconciled to revised schedule		
Change record complete in system of record		

11. KPIs

- Deviations logged within 15 minutes of detection: ≥ 95%
- Commitment changes with recorded supervisor approval: 100%
- Prepaid/confirmed activities honored or rescheduled (not lost): ≥ 98%

12. Supervisor Verification

Printed Name: ____________________ Signature: ____________________ Date: ______________

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/$99 Standard standard for RECREATION_FACILITIES.	Archetype Content Team

OD-018 — Subcontractor & Vendor Coordination

Estimated completion time: 45–90 minutes per vendor engagement cycle (excluding contract lead time)

> Provided for general informational and operational purposes as part of the Recreation Facilities archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To coordinate external subcontractors and vendors who perform part of the recreation facility's operation — including equipment installers, amusement/fitness/turf specialists, food and beverage concessionaires, cleaning services, and parts suppliers — so that scheduling, documentation, and scope handoffs align with facility operating hours and guest service standards.

2. Scope

Covers vendor selection intake, credential and insurance verification, scheduling, on-site access coordination, scope confirmation, and close-out documentation for external providers across the facility. Excludes contractor maintenance supervision (day-to-day oversight of maintenance work), which is covered under MD-018, and contractor safety (site safety orientation and hazard controls), which is covered under SD-023.

3. Responsibilities

- Operations Coordinator — issues vendor requests, verifies credentials and insurance certificates, schedules on-site windows around operating hours, and maintains the vendor file.
- Facility Operations Manager — approves vendor scope and cost, resolves scheduling conflicts, and authorizes on-site access.
- Duty Supervisor — confirms vendor sign-in/sign-out, validates that delivered work or goods match the agreed scope, and logs close-out.

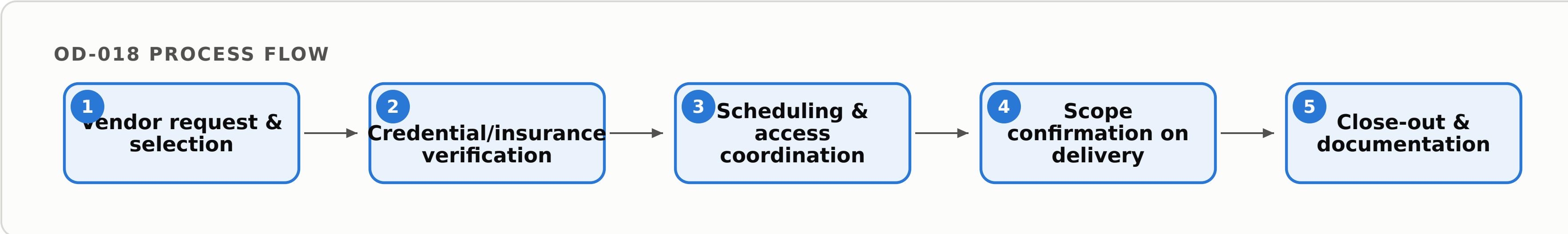
4. Required PPE & Lockout/Tagout

- Standard facility PPE for the coordinator when escorting vendors through operational areas (closed-toe footwear, high-visibility vest where the service line operates ride, turf, or maintenance zones).
- Not applicable — coordination is an administrative function involving no hazardous energy. Any LOTO required for vendor work is executed under MD-018/SD-023.

5. Regulatory References

- None sector-specific to vendor coordination itself; internal procurement and access-control policy applies. General obligations that hold across all members include OSHA 29 CFR 1910.147 (multi-employer/contractor coordination context, applied via MD-018/SD-023), ADA Title III (28 CFR Part 36) for public-accommodation continuity during vendor activity, and applicable state and local business licensing/permitting verification for engaged vendors (e.g., food-service permits for concessionaires, electrical/mechanical licenses for equipment installers). Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow



7. Step-by-Step Procedure

1. Initiate the vendor request specifying the operational need (e.g., ride/lane/turf parts from sporting-goods or commercial-machinery suppliers, furniture replacement, concession restock) and target completion window.
2. Confirm the vendor is on the approved list or route a new vendor for Facility Operations Manager approval, capturing scope and cost.
3. Verify current certificate of insurance, required licenses/permits, and W-9 or equivalent; flag any expired or missing document and hold engagement until resolved.
4. Schedule the on-site window to avoid peak guest hours and coordinate delivery/access points; notify the Duty Supervisor of date, time, and areas affected.
5. On arrival, log vendor sign-in and confirm the safety orientation handoff is complete per SD-023 before any work proceeds.
6. Upon completion or delivery, have the Duty Supervisor verify that goods or services match the agreed scope, quantity, and condition (reconcile against purchase order or work order).
7. Log vendor sign-out, note any deviations, and route invoices for approval against confirmed scope.
8. File all documentation (COI, permits, work/purchase order, delivery confirmation, sign-in/out) in the vendor file and update the vendor performance record.

8. Decision Tree

OD-018 · OPERATIONS · RECREATION FACILITIES

Decision Tree — Subcontractor & Vendor Coordination

START — TO COORDINATE EXTERNAL SUBCONTRACTORS AND VENDORS WHO PERFORM PART OF THE RECREATION FACILITY'S OPERATION — INCLUDING EQUIPMENT INSTALLERS, AMUSEMENT/FITNESS/TURF SPECIALISTS, FOOD AND BEVERAGE …

Issue identified during this procedure?

Complete the checklist and close out the procedure

END — NO FINDING, ACTIVITY CONTINUES

YES

Classify severity

Assign the highest severity that applies — not the first that matches.

MINOR

DEFINITION

no safety, compliance, or service impact

ACTION

Log the discrepancy in the vendor file (e.g., minor short-ship, cosmetic packaging damage) and continue; note for next reorder

ESCALATE TO

No escalation — handled at task level

Timing: resolve in the moment; work proceeds

MAJOR

DEFINITION

material risk to safety, compliance, output, or service — not an immediate hazard

ACTION

Hold the affected engagement, escalate to the Facility Operations Manager (e.g., expired insurance certificate, missing permit, scope mismatch), and resolve before the vendor work or delivery is accepted

ESCALATE TO

Facility Operations Manager

Timing: resolve before the work proceeds

CRITICAL

DEFINITION

an uninsured or unlicensed vendor begins work in a guest-accessible area, or delivered equipment/goods fail acceptance in a way that endangers guests

ACTION

Stop the vendor activity immediately, remove the affected item/area from guest access, and notify the Facility Operations Manager and (where applicable) SD-023 safety lead at once

ESCALATE TO

Supervisor

Timing: immediate — halts the activity

Record the finding, the action taken, and the verification

Close the item only once the corrective action is verified and the record is complete.

ACTIVITY RELEASED / CLOSED

READING THIS TREE

- **No finding** — Activity stands. Complete the checklist and continue.
- **Minor** — Handled in place at task level; no escalation.
- **Major** — Supervisory decision required before the next stage.
- **Critical** — Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Insurance certificate and required licenses verified current before scheduling.
- On-site window confirmed against operating hours and communicated to Duty Supervisor.
- Delivered goods/services reconciled against purchase or work order at handoff.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Vendor on approved list or approved by Operations Manager		
Certificate of insurance current and on file		
Required licenses/permits verified		
On-site window scheduled outside peak guest hours		
Sign-in/sign-out completed and logged		
Goods/services reconciled against order		
Documentation filed in vendor record		

11. KPIs

- Vendor credential verification completed before scheduling — 100% of engagements.
- On-time vendor arrival within scheduled window — ≥ 90%.
- Delivery/scope discrepancies resolved before invoice approval — 100%.

12. Supervisor Verification

Printed Name: ___________________ Signature: ___________________ Date: _____________

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/$99 Standard standard for RECREATION_FACILITIES.	Archetype Content Team

OD-019 — Interdepartmental Coordination Review

Estimated completion time: 45–90 minutes per coordination cycle (weekly or per major schedule change)

> Provided for general informational and operational purposes as part of the Recreation Facilities archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure aligns Operations with the other departments that touch the same guest-facing work — Maintenance, Guest Services/Front Desk, Food & Beverage or Pro Shop retail, and Programming/Events — so that facility hours, activity schedules, capacity limits, and equipment availability are consistent across every team before guests arrive. It prevents conflicts such as an area booked for an event while it is queued for maintenance.

2. Scope

Covers the recurring cross-department review conducted by Operations to reconcile schedules, capacity, staffing hand-offs, and shared-space use across all departments touching the same recreation activity or facility zone. Excludes the equipment maintenance scheduling itself (owned by the Maintenance module) and guest-incident response procedures; this module only confirms hand-offs are acknowledged, not their internal steps.

3. Responsibilities

- Operations Manager (or Duty Manager) — chairs the review, reconciles conflicting schedules, and owns the final aligned operating plan for the period.
- Shift Supervisor / Area Lead — reports floor-level constraints (equipment down, staffing gaps, capacity limits) for each activity area and confirms hand-off readiness.
- Department Liaisons (Maintenance, Guest Services, Retail/F&B, Programming) — bring their department's commitments and flag any dependency on Operations.

4. Required PPE & Lockout/Tagout

- Standard facility PPE only if the review includes a walk-through of active activity areas (closed-toe footwear; hi-vis where the review crosses maintenance zones).
- Not applicable — no hazardous energy involved. This is an administrative coordination task; any equipment lockout referenced belongs to the Maintenance procedure.

5. Regulatory References

- OSHA General Duty Clause, 29 USC 654(a)(1) — obligation to keep the workplace free of recognized hazards, which coordination directly supports (e.g., not scheduling guests into an area with pending safety work).

- OSHA 29 CFR 1910.38 — Emergency Action Plans; coordinated schedules must preserve documented evacuation and occupancy assumptions.
- Americans with Disabilities Act, 28 CFR Part 36 — accessibility of guest programs and facilities across all departments' offerings.
- Applicable state and local occupancy/fire-code capacity limits enforced by the authority having jurisdiction (e.g., building/fire marshal), which govern shared-space use for every facility member.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

7. Step-by-Step Procedure

1. Convene the review with a liaison present (or written input) from each department touching the upcoming operating period; confirm the period covered (day, week, or event window).
2. Collect each department's committed schedule: facility hours, activity/lane/court/tee-time bookings, event programming, retail/F&B service windows, and any Maintenance closures or equipment-availability notes.
3. Overlay all inputs onto a single master schedule and identify conflicts — double-booked spaces, activities scheduled against pending maintenance closures, or capacity that exceeds posted occupancy limits.
4. Confirm each inter-department hand-off is acknowledged by both sides (e.g., area released by Maintenance before it opens, staffing transferred between Guest Services and Programming, deliveries staged before service).
5. Verify shared capacity limits align with occupancy/fire-code and staffing ratios for each area; adjust bookings where a limit is exceeded.
6. Resolve conflicts by adjusting schedules with liaison agreement; classify and escalate any unresolved conflict per Section 8.
7. Publish the reconciled operating plan to all departments and confirm receipt from each liaison.
8. Document the review — attendees, conflicts found, resolutions, and open items — in the coordination log and retain per facility records policy.

8. Decision Tree

OD-019 · OPERATIONS · RECREATION FACILITIES

Decision Tree — Interdepartmental Coordination Review

START — THIS PROCEDURE ALIGNS OPERATIONS WITH THE OTHER DEPARTMENTS THAT TOUCH THE SAME GUEST-FACING WORK — MAINTENANCE, GUEST SERVICES/FRONT DESK, FOOD & BEVERAGE OR PRO SHOP RETAIL, AND PROGRAMMING/EVENTS …

Issue identified during this procedure?

Complete the checklist and close out the procedure

END — NO FINDING, ACTIVITY CONTINUES

YES

Classify severity

Assign the highest severity that applies — not the first that matches.

MINOR

DEFINITION

no safety, compliance, or service impact

ACTION

Note the discrepancy in the coordination log, adjust the master schedule, and continue the review

ESCALATE TO

No escalation — handled at task level

Timing: resolve in the moment; work proceeds

MAJOR

DEFINITION

material risk to safety, compliance, output, or service — not an immediate hazard

ACTION

Hold the affected booking or activity from publication, escalate to the Operations Manager named in Section 3, and resolve the conflict with the responsible liaison before the plan is published

ESCALATE TO

Operations Manager named in Secti

Timing: resolve before the work proceeds

CRITICAL

DEFINITION

a facility zone or activity would open to guests while under maintenance closure, over posted occupancy, or without a confirmed safety/staffing hand-off

ACTION

Immediately remove that item from the operating plan, keep the area closed to guests, and notify the Operations Manager and affected Department Liaison before any opening decision

ESCALATE TO

Supervisor

Timing: immediate — halts the activity

Record the finding, the action taken, and the verification

Close the item only once the corrective action is verified and the record is complete.

ACTIVITY RELEASED / CLOSED

READING THIS TREE

- **No finding** — Activity stands. Complete the checklist and continue.
- **Minor** — Handled in place at task level; no escalation.
- **Major** — Supervisory decision required before the next stage.
- **Critical** — Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every department touching the period has provided input and confirmed receipt of the published plan.
- No scheduled activity overlaps a maintenance closure or exceeds posted occupancy limits.
- All inter-department hand-offs are acknowledged in writing by both sides.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Input received from all touching departments		
Master schedule reconciled with no double-booked spaces		
Activities checked against maintenance closures		
Capacity/occupancy limits verified per area		
All hand-offs acknowledged by both sides		
Aligned plan published and receipt confirmed		
Coordination log completed and retained		

11. KPIs

- Schedule conflicts reaching guests (published errors): 0 per period.
- Departments confirming receipt of aligned plan: 100% before period start.
- Coordination reviews completed on schedule: ≥ 95% of planned cycles.

12. Supervisor Verification

Printed Name: ____________________ Signature: ____________________ Date: ______________

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/$99 Standard standard for RECREATION_FACILITIES.	Archetype Content Team

Phase 4 — Completion & customer handoff

OD-020 — Job / Order Completion Verification

Estimated completion time: 15–40 minutes per job/order, depending on scope

> Provided for general informational and operational purposes as part of the Recreation Facilities archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To confirm that a completed work job or guest service order — such as a ride/attraction setup, court or lane reset, course grooming, game or amusement device servicing, or rental turnover — has been finished to the documented specification before the affected area or equipment is handed back to operations for guest use.

2. Scope

Covers verification that assigned work matches the work order, that reusable equipment and play areas are returned to serviceable condition, and that supporting records are completed. Excludes final safety/spec-conformance inspection, which is covered under QC-012, and formal customer-facing release, which is covered under QC-013.

3. Responsibilities

- Operations Supervisor — owns the verification, confirms work matches the order, authorizes internal close-out, and escalates unresolved findings.
- Attraction/Facility Attendant (or Grounds/Lane/Court Technician) — presents completed work, demonstrates function, and corrects Minor items.
- Maintenance Lead — receives escalated equipment findings and coordinates repair or tag-out before the area returns to service.

4. Required PPE & Lockout/Tagout

- Standard facility PPE: closed-toe footwear, gloves and eye protection where servicing equipment or handling cleaning agents; hi-visibility vest where verifying grounds or vehicle/ride paths.
- LOTO applicable only where verification requires access to hazardous energy (rides, powered amusement devices, machinery); confirm energy-isolating devices remain locked/tagged per facility LOTO program until verification is complete. Otherwise not applicable.

5. Regulatory References

- OSHA General Duty Clause, 29 U.S.C. §654(a)(1) (obligation to provide a workplace free of recognized hazards).
- 29 CFR 1910.147 (Control of Hazardous Energy) — where verification involves powered equipment.
- 29 CFR 1910.22 (Walking-Working Surfaces) — condition of guest and work areas.
- 29 CFR 1910.1200 (Hazard Communication) — where cleaning/servicing chemicals are used.

- Internal Operations policy governs completion criteria and hand-off; member-specific regimes (e.g., state amusement-ride inspection statutes, ASTM F24 ride standards, or state pool/aquatic codes) may apply to individual facilities as examples only.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

7. Step-by-Step Procedure

1. Retrieve the work order or service ticket and the applicable completion specification (setup sheet, grooming standard, reset checklist, or service card).
2. Confirm the assigned scope matches what was requested — correct area, equipment unit, count, and configuration.
3. Perform a walk-down of the completed work; where equipment or amusement devices are involved, verify guarding, fasteners, and safety restraints are in place and confirm a functional test cycle was completed.
4. Compare condition of returned equipment, play surfaces, or grounds against the acceptance criteria, including cleanliness, alignment, inventory/parts sourced per specification, and absence of visible damage.
5. Verify supporting consumables and components used meet spec (e.g., rated sporting/athletic equipment, seating/furniture units, or serviceable machinery parts).
6. Classify any deviation using the Decision Tree (Section 8) and route accordingly.
7. Once no unresolved Major/Critical findings remain, complete the Inspection Checklist (Section 10).
8. Record the verification, sign off, and hand the job to final inspection per QC-012.

8. Decision Tree

Decision Tree — Job / Order Completion Verification

START — TO CONFIRM THAT A COMPLETED WORK JOB OR GUEST SERVICE ORDER — SUCH AS A RIDE/ATTRACTION SETUP, COURT OR LANE RESET, COURSE GROOMING, GAME OR AMUSEMENT DEVICE SERVICING, OR RENTAL TURNOVER — HAS BEEN …

Issue identified during this procedure?

Complete the checklist and close out the procedure

END — NO FINDING, ACTIVITY CONTINUES

YES

Classify severity

Assign the highest severity that applies — not the first that matches.

MINOR

DEFINITION

no safety, compliance, or service impact

ACTION

log on the work order, note corrective action, and continue verification

ESCALATE TO

No escalation — handled at task level

Timing: resolve in the moment; work proceeds

MAJOR

DEFINITION

material risk to safety, compliance, output, or service — not an immediate hazard

ACTION

hold the affected area/equipment from return-to-service, escalate to the Operations Supervisor (or Maintenance Lead for equipment defects), and resolve before proceeding

ESCALATE TO

Operations Supervisor

Timing: resolve before the work proceeds

CRITICAL

DEFINITION

a guest-facing safety hazard remains (e.g., unrestrained ride/amusement device, unguarded machinery, unsafe play surface, or missing safety-critical component)

ACTION

immediately stop the hand-off, keep the equipment locked/tagged out or barrier the area, and notify the Operations Supervisor and Maintenance Lead before any release

ESCALATE TO

Supervisor

Timing: immediate — halts the activity

Record the finding, the action taken, and the verification

Close the item only once the corrective action is verified and the record is complete.

ACTIVITY RELEASED / CLOSED

READING THIS TREE

- **No finding** — Activity stands. Complete the checklist and continue.
- **Minor** — Handled in place at task level; no escalation.
- **Major** — Supervisory decision required before the next stage.
- **Critical** — Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Work order scope confirmed against the completion specification.
- Functional test / operational readiness confirmed where equipment is involved.
- Equipment, surfaces, and areas confirmed clean and free of visible damage.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Work order scope matches requested job/order		
Completion specification / setup sheet met		
Equipment functional test completed (where applicable)		
Safety restraints, guarding, and fasteners in place		
Play area / grounds / surfaces clean and undamaged		
Components and consumables sourced to spec		
Supporting records completed and legible		

11. KPIs

- Jobs verified before hand-off: ≥ 99%
- Verification rework rate (returned by QC-012): ≤ 3%
- Unresolved Critical findings released to service: 0

12. Supervisor Verification

Printed Name: ____________________ Signature: ____________________ Date: ______________

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/$99 Standard standard for RECREATION_FACILITIES.	Archetype Content Team

OD-021 — Delivery / Service Turnover

Estimated completion time: 10–30 minutes per turnover (varies by activity type and party size)

> Provided for general informational and operational purposes as part of the Recreation Facilities archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure governs the final release of a completed recreational activity, rental, or reserved amenity to the guest or the next scheduled party — ensuring the guest receives the promised service, understands operating and safety instructions, and that any issued equipment or reserved space is transferred in a safe, ready condition.

2. Scope

Covers the customer-facing turnover point at the end of a booked or walk-up activity across recreation venues (rounds, court/lane/bay time, ride cycles, rental returns, class conclusion, and reservation hand-offs to the following party). Excludes loading/dispatch of goods (see SH-014) and capture of formal proof of delivery/receipt (see SH-024).

3. Responsibilities

- Operations Attendant — conducts the turnover, delivers the guest instruction/safety briefing, and confirms issued equipment or space is returned/ready.
- Shift Supervisor — resolves disputes, authorizes exceptions, and signs off on turnovers flagged with findings.
- Guest Services Lead — verifies booking/eligibility status and coordinates the hand-off between departing and arriving parties.

4. Required PPE & Lockout/Tagout

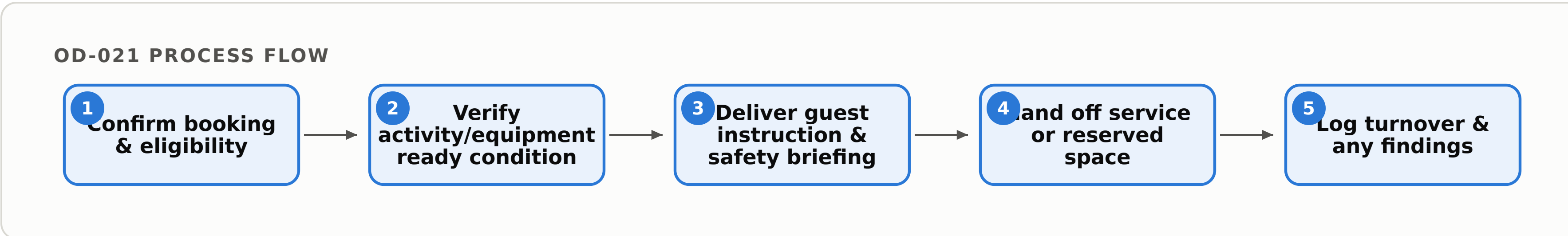
- Standard facility PPE (closed-toe footwear, gloves when handling rental equipment or wet/soiled items; high-visibility vest where the turnover occurs on a cart path, ride platform, or vehicle staging area).
- Lockout/Tagout not applicable to the turnover interaction itself; any powered ride, machine, or vehicle taken out of service is tagged out under the applicable maintenance procedure before release is completed.

5. Regulatory References

- OSHA General Duty Clause, 29 U.S.C. §654(a)(1) — obligation to furnish a workplace/service environment free of recognized hazards to workers and, by extension, guests present.
- ADA Title III, 28 CFR Part 36 — equal access and effective communication in the delivery of recreation services and facilities.
- Applicable state/local consumer-protection and facility-licensing rules governing disclosure of service terms and safety instructions (e.g., state amusement-ride inspection statutes, aquatic-facility codes where applicable).

- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow



7. Step-by-Step Procedure

1. Confirm the reservation, session, or walk-up ticket matches the guest/party at the turnover point and that eligibility (waiver on file, age/height/skill requirement, membership status) is satisfied.
2. Inspect the issued equipment or reserved space (lane, bay, court, cart, ride vehicle, class area) for cleanliness, function, and safe condition before release; do not release anything found deficient.
3. Deliver the required guest instruction and safety briefing appropriate to the activity — operating instructions, boundaries, time limits, and emergency procedures — and confirm guest understanding.
4. Provide any ancillary items promised with the service (scorecards, rental accessories, protective gear per 339920), confirming each is present and serviceable.
5. Physically hand off the equipment or open the reserved space to the guest, or transition the space to the next scheduled party; confirm the departing party has removed personal belongings.
6. Address any guest question, discrepancy, or service concern at the point of turnover before the guest departs the desk/staging area.
7. Where a hand-off to the next party occurs, verify the space/furnishings (seating, tables per 337127; machines per 333318) are reset and ready for the incoming reservation.
8. Log the completed turnover — time, guest/party, equipment issued, briefing delivered, and any findings — in the operations record and complete the checklist below.

8. Decision Tree

OD-021 · OPERATIONS · RECREATION FACILITIES

Decision Tree — Delivery / Service Turnover

START — THIS PROCEDURE GOVERNS THE FINAL RELEASE OF A COMPLETED RECREATIONAL ACTIVITY, RENTAL, OR RESERVED AMENITY TO THE GUEST OR THE NEXT SCHEDULED PARTY — ENSURING THE GUEST RECEIVES THE PROMISED …

Issue identified during this procedure?

Complete the checklist and close out the procedure

END — NO FINDING, ACTIVITY CONTINUES

YES

Classify severity

Assign the highest severity that applies — not the first that matches.

MINOR

DEFINITION

no safety, compliance, or service impact

ACTION

note it in the operations log (e.g., cosmetic scuff on a rental item, minor scorecard shortage) and continue the turnover

ESCALATE TO

No escalation — handled at task level

Timing: resolve in the moment; work proceeds

MAJOR

DEFINITION

material risk to safety, compliance, or service — not an immediate hazard

ACTION

hold the turnover for the affected item or space, escalate to the Shift Supervisor, and resolve (swap equipment, complete missing briefing, correct booking discrepancy) before the guest is released

ESCALATE TO

Shift Supervisor

Timing: resolve before the work proceeds

CRITICAL

DEFINITION

releasing a guest to a defective ride vehicle, non-functioning safety restraint, unsafe court/lane surface, or ineligible participant (failed waiver/age/height requirement) that could cause serious injury

ACTION

stop the turnover immediately, remove the equipment or space from service, and notify the Shift Supervisor and facility risk manager before any release proceeds

ESCALATE TO

Supervisor

Timing: immediate — halts the activity

Record the finding, the action taken, and the verification

Close the item only once the corrective action is verified and the record is complete.

ACTIVITY RELEASED / CLOSED

READING THIS TREE

- **No finding** — Activity stands. Complete the checklist and continue.
- **Minor** — Handled in place at task level; no escalation.
- **Major** — Supervisory decision required before the next stage.
- **Critical** — Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Booking/eligibility confirmed against ticket, reservation, or membership before release.
- Issued equipment and reserved space inspected and confirmed safe and serviceable.
- Required guest safety/operating briefing delivered and understanding confirmed.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Reservation/ticket/membership matches guest or party		
Eligibility met (waiver, age/height/skill requirement)		
Issued equipment inspected — clean, complete, functional		
Reserved space/vehicle/lane confirmed safe and ready		
Guest instruction & safety briefing delivered and understood		
Ancillary items provided and serviceable		
Turnover logged in operations record		

11. KPIs

- On-time turnover to next scheduled party ≥ 95% within 5 minutes of scheduled slot.
- Guest-reported turnover/service complaints ≤ 2% of turnovers.
- Safety-briefing completion rate = 100% of applicable activities.

12. Supervisor Verification

Printed Name: ____________________ Signature: ____________________ Date: ______________

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/$99 Standard standard for RECREATION_FACILITIES.	Archetype Content Team

OD-022 — Customer Communication & Status Notification

Estimated completion time: 10–30 minutes per notification cycle; ongoing across the service or booking lifecycle

> Provided for general informational and operational purposes as part of the Recreation Facilities archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To keep guests, members, and booking parties reliably informed of the status of their reservation, session, or service — including confirmations, delays, closures, schedule changes, and completion — so expectations are managed and service disruptions are communicated promptly and consistently.

2. Scope

Covers outbound status communication for bookings, memberships, events, tee times, lane/court/attraction reservations, and facility-wide notices (weather holds, ride/lane/course closures, capacity limits, completion of requested service). Excludes complaint intake, which is covered under OD-023, and quality complaint investigation, which is covered under QC-021.

3. Responsibilities

- Guest Services Lead — owns the notification workflow, approves the content of facility-wide notices, and verifies each message before release.
- Front Desk / Booking Attendant — issues confirmations, delay/change notices, and completion messages for individual reservations using approved templates.
- Operations Supervisor — provides operational status inputs (closures, delays, capacity changes) and authorizes Critical guest notifications.

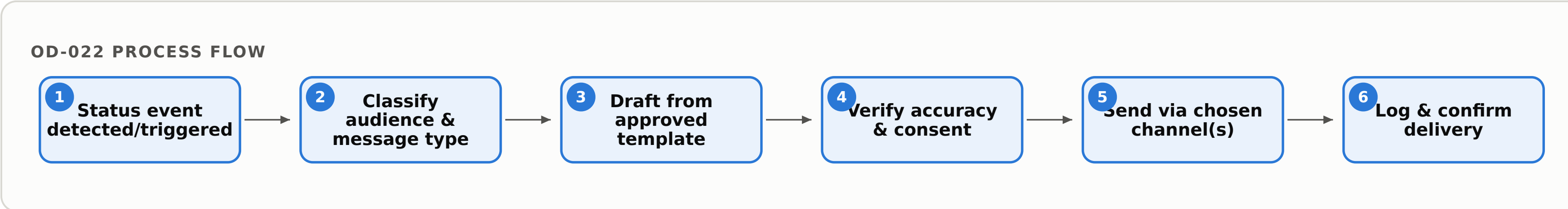
4. Required PPE & Lockout/Tagout

- Standard facility PPE only; this is a communications/coordination task performed at a workstation or on the floor.
- Not applicable — no hazardous energy involved.

5. Regulatory References

- Telephone Consumer Protection Act (47 U.S.C. §227) and FCC rules governing automated calls/texts to customers.
- CAN-SPAM Act (15 U.S.C. §7701 et seq.) governing commercial email content and opt-out.
- FTC Act §5 (15 U.S.C. §45) prohibiting deceptive or unfair representations in customer communications; applicable state consumer-protection and refund-disclosure statutes (e.g., rain-check/refund terms where posted).
- ADA Title III (42 U.S.C. §12181 et seq.) — effective communication and accessible notice to guests with disabilities.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow



7. Step-by-Step Procedure

1. Identify the triggering event (booking confirmed, delay, weather/attraction closure, capacity change, requested service completed) and record the time it occurred.
2. Determine the affected audience — individual reservation, event party, membership segment, or full facility — and pull current contact records and opt-in/opt-out status.
3. Select the approved template matching the message type; do not free-write status content that alters refund, rain-check, or safety representations.
4. Populate the template with accurate specifics: what changed, new time/status, guest options (rebook, refund per policy, wait), and expected next update.
5. Verify accuracy against the operational source (Operations Supervisor input or booking system) and confirm the channel respects each contact's consent (call/text/email preference).
6. Release the notification through the approved channel(s); for facility-wide notices, post to on-site signage and digital channels simultaneously for consistency.
7. Confirm delivery/receipt where the system supports it, and send the completion or "all-clear" message when the status resolves.
8. Log each notification (event, audience, channel, timestamp, sender) in the guest communication record.

8. Decision Tree

Decision Tree — Customer Communication & Status Notification

START — TO KEEP GUESTS, MEMBERS, AND BOOKING PARTIES RELIABLY INFORMED OF THE STATUS OF THEIR RESERVATION, SESSION, OR SERVICE — INCLUDING CONFIRMATIONS, DELAYS, CLOSURES, SCHEDULE CHANGES, AND COMPLETION …

Issue identified during this procedure?

Complete the checklist and close out the procedure

END — NO FINDING, ACTIVITY CONTINUES

YES

Classify severity

Assign the highest severity that applies — not the first that matches.

MINOR

DEFINITION
no safety, compliance, or service impact — e.g., minor wording typo, wrong salutation

ACTION
correct the template entry, note it in the communication log, and continue

ESCALATE TO
No escalation — handled at task level

Timing: resolve in the moment; work proceeds

MAJOR

DEFINITION
material risk to compliance, output, or service — not an immediate hazard — e.g., message sent to opted-out contacts, wrong refund/rain-check terms stated, notice missed an affected party

ACTION
hold further sends on that template, escalate to the Guest Services Lead, issue a corrected notice, and resolve consent/content before proceeding

ESCALATE TO
Guest Services Lead

Timing: resolve before the work proceeds

CRITICAL

DEFINITION
a safety-related closure, evacuation, or attraction/lane/course shutdown is NOT communicated to affected guests, or a materially false status is broadcast facility-wide

ACTION
immediately halt the erroneous message, notify the Operations Supervisor, and issue a corrected safety notice across all channels without delay

ESCALATE TO
Supervisor

Timing: immediate — halts the activity

Record the finding, the action taken, and the verification

Close the item only once the corrective action is verified and the record is complete.

ACTIVITY RELEASED / CLOSED

READING THIS TREE

- **No finding** — Activity stands. Complete the checklist and continue.
- **Minor** — Handled in place at task level; no escalation.
- **Major** — Supervisory decision required before the next stage.
- **Critical** — Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Message content matches verified operational status and current policy terms.
- Recipient list reflects current consent/opt-out and includes all affected parties.
- Accessible-format alternative available for guests requiring it (ADA Title III).
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Triggering event and timestamp recorded		
Correct audience identified and contact list current		
Approved template used without unauthorized content changes		
Consent/opt-out status honored for each channel		
Refund/rain-check/status representations accurate		
Delivery confirmed and completion/all-clear sent		
Notification logged in guest communication record		

11. KPIs

- Status notifications issued within 15 minutes of triggering event ≥ 95%.
- Consent/opt-out compliance on outbound messages = 100%.
- Guest-reported "not informed" incidents per 1,000 bookings ≤ 2.

12. Supervisor Verification

Printed Name: ____________________ Signature: ____________________ Date: ______________

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/$99 Standard standard for RECREATION_FACILITIES.	Archetype Content Team

OD-023 — Customer Feedback & Complaint Intake

Estimated completion time: 10–20 minutes per feedback or complaint intake; ongoing during operating hours

> Provided for general informational and operational purposes as part of the Recreation Facilities archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To provide a consistent method for capturing, logging, and routing customer feedback and complaints received at a recreation facility, so that every guest concern — from a course, arcade floor, fitness area, lane, or attraction queue — is recorded, acknowledged, and directed to the correct owner without loss or delay.

2. Scope

Covers intake, logging, acknowledgement, and routing of all guest feedback and complaints received in person, by phone, by email, or via web/comment card at the facility. Excludes quality complaint investigation, which is covered under QC-021, and corrective action, which is covered under QC-019.

3. Responsibilities

- Guest Services Associate — receives feedback/complaints, records intake details, issues initial acknowledgement to the guest.
- Operations Duty Manager — reviews logged items, classifies severity, assigns routing to the responsible department or owner.
- Records/Compliance Coordinator — maintains the feedback log, enforces retention and privacy handling, monitors closure and reporting.

4. Required PPE & Lockout/Tagout

- Standard facility PPE only; no specialized PPE required for intake work at a service counter or desk.
- Not applicable — no hazardous energy involved.

5. Regulatory References

- None sector-specific to feedback intake governs every member of this archetype uniformly; internal guest-relations and records policy applies. Generally applicable frames include the Americans with Disabilities Act (accessible complaint channels), FTC and state consumer-protection/unfair-practices rules, and state data-privacy and record-retention statutes governing guest personal information. Member-specific safety-incident reporting (e.g., state amusement-ride injury reporting where an attraction is operated) applies only where that service line exists. Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

7. Step-by-Step Procedure

1. Greet the guest (or open the channel) and acknowledge the feedback or complaint promptly; thank them for reporting it.
2. Capture the guest's contact preference and consent to follow up; record only the personal data needed for resolution.
3. Record the intake details: date/time, channel, location within the facility (course hole, lane, arcade zone, fitness area, attraction/queue), and a factual description in the guest's words.
4. Note any immediate safety element (injury, hazard, equipment condition) without investigating — flag it for escalation.
5. Assign a unique log reference and enter it in the feedback/complaint log.
6. Classify severity using Section 8 and route to the responsible owner or department.
7. Issue an acknowledgement to the guest with the log reference and expected next contact; hand off any quality investigation to QC-021 and corrective action to QC-019 by reference.
8. Confirm the entry is complete and legible, then close out the intake record; verify no required field is blank.

8. Decision Tree

OD-023 · OPERATIONS · RECREATION FACILITIES

Decision Tree — Customer Feedback & Complaint Intake

START — TO PROVIDE A CONSISTENT METHOD FOR CAPTURING, LOGGING, AND ROUTING CUSTOMER FEEDBACK AND COMPLAINTS RECEIVED AT A RECREATION FACILITY, SO THAT EVERY GUEST CONCERN — FROM A COURSE, ARCADE FLOOR …

Issue identified during this procedure?

Complete the checklist and close out the procedure

END — NO FINDING, ACTIVITY CONTINUES

YES

Classify severity

Assign the highest severity that applies — not the first that matches.

MINOR

DEFINITION

no safety, compliance, or service impact — e.g., a suggestion, minor amenity comment

ACTION

log it, route to the relevant department queue, and continue intake

ESCALATE TO

No escalation — handled at task level

Timing: resolve in the moment; work proceeds

MAJOR

DEFINITION

material risk to safety, compliance, output, or service — not an immediate hazard — e.g., repeated service failure, a billing/refund dispute, a partially blocked access route

ACTION

place the intake on hold, escalate to the Operations Duty Manager named in Section 3, and obtain a routing decision before closing the record

ESCALATE TO

Operations Duty Manager named in

Timing: resolve before the work proceeds

CRITICAL

DEFINITION

a reported guest injury, an active hazard (fall, equipment failure, unsafe crowding), or an allegation of discrimination or a data breach

ACTION

stop and notify the Operations Duty Manager immediately, secure the affected area or account, preserve all details, and trigger incident-reporting per facility policy before continuing other intake

ESCALATE TO

Supervisor

Timing: immediate — halts the activity

Record the finding, the action taken, and the verification

Close the item only once the corrective action is verified and the record is complete.

ACTIVITY RELEASED / CLOSED

READING THIS TREE

- **No finding** — Activity stands. Complete the checklist and continue.
- **Minor** — Handled in place at task level; no escalation.
- **Major** — Supervisory decision required before the next stage.
- **Critical** — Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every received item is logged with a unique reference before the guest leaves or the channel closes.
- Acknowledgement issued to the guest with expected next-contact timeframe.
- Severity classified and routing owner assigned by the Operations Duty Manager.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Intake channel, date/time, and facility location recorded		
Guest contact preference and consent captured		
Factual description entered in guest's words		
Unique log reference assigned and entered		
Severity classified and routing owner assigned		
Acknowledgement issued to guest		
No required field left blank; entry legible		

11. KPIs

- Feedback/complaints logged with complete required fields ≥ 98%
- Guest acknowledgement issued within 1 business day ≥ 95%
- Critical items escalated to Operations Duty Manager same day 100%

12. Supervisor Verification

Printed Name: ____________________ Signature: ____________________ Date: ______________

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/$99 Standard standard for RECREATION_FACILITIES.	Archetype Content Team

Phase 5 — Oversight & continuity

OD-024 — Operational Incident Reporting & Response

Estimated completion time: 30–60 minutes per incident (initial report to classification); response resolution varies by severity.

> Provided for general informational and operational purposes as part of the Recreation Facilities archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To establish a consistent method for documenting, classifying, and responding to operational incidents and near-misses at a recreation facility — such as guest service disruptions, crowd-flow bottlenecks, access-control failures, capacity overruns, and lost-and-found events — so that patterns are captured, service continuity is restored, and recurrence is prevented.

2. Scope

Covers front-of-house and back-of-house operational incidents and near-misses affecting service delivery, patron flow, admissions/scheduling, and facility operations across attractions, ranges, lanes, courts, arcades, and course play. Excludes safety incident reporting (injuries, exposures, harm to persons), which is covered under SD-018, and equipment breakdown/mechanical failure, which is covered under MD-009.

3. Responsibilities

- Operations Supervisor / Duty Manager — receives incident reports, classifies severity, authorizes containment, and closes out records.
- Floor / Attendant Staff (attraction operator, range/lane/court attendant, arcade or front-desk staff) — identifies incidents and near-misses, initiates the report, and takes first-response containment.
- Operations Manager — reviews Major and Critical incidents, approves corrective actions, and owns trend analysis.

4. Required PPE & Lockout/Tagout

- Standard facility PPE per work area (high-visibility vest where directing patron flow; no specialized PPE required for reporting itself).
- Not applicable — no hazardous energy involved. (If an incident reveals an energized-equipment hazard, stop and hand off to MD-009.)

5. Regulatory References

- None sector-specific to operational (non-safety, non-equipment) incident reporting across all recreation facility members; internal policy applies. General recordkeeping and reporting obligations may attach (e.g., OSHA 29 CFR 1904 where an operational incident later meets a recordable-injury threshold — route to SD-018; state consumer-protection and refund-disclosure rules where service disruption triggers patron remedies; PCI-DSS record handling where an incident touches payment data). Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

7. Step-by-Step Procedure

1. On identifying an operational incident or near-miss, ensure patrons and staff are clear of the affected area or activity and take immediate containment action (e.g., pause a session, reroute flow, close a lane/court/hole to play).
2. Confirm the incident is operational — not a personal-injury/harm event (route to SD-018) and not an equipment mechanical failure (route to MD-009).
3. Record the incident on the Operational Incident Log: date/time, location/activity, staff on duty, patrons affected, description, and whether it was an actual incident or a near-miss.
4. Notify the Operations Supervisor / Duty Manager without delay for any incident with active patron impact.
5. Classify severity using Section 8 (Minor / Major / Critical).
6. Execute the response appropriate to the classification — continue, contain and escalate, or invoke full escalation and notification.
7. Restore normal service and confirm the affected activity or area is operating as expected before releasing it back to patrons.
8. Complete the incident record with root cause, corrective action, and sign-off; forward Major/Critical records to the Operations Manager for trend review.

8. Decision Tree

OD-024 · OPERATIONS · RECREATION FACILITIES

Decision Tree — Operational Incident Reporting & Response

START — TO ESTABLISH A CONSISTENT METHOD FOR DOCUMENTING, CLASSIFYING, AND RESPONDING TO OPERATIONAL INCIDENTS AND NEAR-MISSES AT A RECREATION FACILITY — SUCH AS GUEST SERVICE DISRUPTIONS, CROWD-FLOW …

Issue identified during this procedure?

Complete the checklist and close out the procedure

END — NO FINDING, ACTIVITY CONTINUES

YES

Classify severity

Assign the highest severity that applies — not the first that matches.

MINOR

DEFINITION

no safety, compliance, or service impact

ACTION

log it on the Operational Incident Log with a note and continue normal operations; review in weekly trend summary

ESCALATE TO

No escalation — handled at task level

Timing: resolve in the moment; work proceeds

MAJOR

DEFINITION

material risk to safety, compliance, output, or service — not an immediate hazard

ACTION

hold or contain the affected activity or area (pause the session, close the lane/court/hole, restrict the entry point), escalate to the Operations Supervisor / Duty Manager, and resolve and verify before returning the activity to patrons

ESCALATE TO

Operations Supervisor / Duty Mana

Timing: resolve before the work proceeds

CRITICAL

DEFINITION

mass service failure endangering patron welfare — e.g., loss of access control or crowd-flow breakdown at a full-capacity attraction, failure of admissions/headcount control causing overcrowding, or a security/lost-child event

ACTION

immediately halt intake to the affected area, initiate evacuation or crowd-dispersal per facility plan, and notify the Operations Manager and, where required, local authorities

ESCALATE TO

Supervisor

Timing: immediate — halts the activity

Record the finding, the action taken, and the verification

Close the item only once the corrective action is verified and the record is complete.

ACTIVITY RELEASED / CLOSED

READING THIS TREE

- **No finding** — Activity stands. Complete the checklist and continue.
- **Minor** — Handled in place at task level; no escalation.
- **Major** — Supervisory decision required before the next stage.
- **Critical** — Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every incident and near-miss is logged within one shift of identification.
- Severity classification is confirmed by the Operations Supervisor / Duty Manager.
- Corrective action is documented and verified before the affected activity reopens.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Incident/near-miss logged with time, location, and description		
Correctly scoped as operational (not SD-018 or MD-009)		
Affected activity/area contained during response		
Severity classified and confirmed by Duty Manager		
Patrons notified/rerouted as needed		
Root cause and corrective action recorded		
Major/Critical records forwarded for trend review		

11. KPIs

- Incident logging timeliness: ≥ 95% logged within one shift.
- Near-miss capture ratio: ≥ 3 near-misses reported per actual incident (proactive reporting culture).
- Repeat operational incidents (same root cause within 90 days): ≤ 5%.

12. Supervisor Verification

Printed Name: ____________________ Signature: ____________________ Date: ______________

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/$99 Standard standard for RECREATION_FACILITIES.	Archetype Content Team

OD-025 — Emergency & Business Continuity Readiness Check

Estimated completion time: 2–4 hours

> Provided for general informational and operational purposes as part of the Recreation Facilities archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure verifies that the recreation facility can respond to a disruptive event (severe weather, utility loss, closure order, IT/POS outage, or supply interruption) and resume guest-facing operations in an orderly, documented way. It confirms that plans, contacts, resources, and recovery triggers are current and usable — before an incident occurs.

2. Scope

Covers the periodic readiness verification of business-continuity documentation, emergency contact rosters, resumption checklists, and continuity resources across Operations for a recreation facility (e.g., amusement park, arcade, golf/country club, fitness center, bowling center). Excludes the conduct of emergency drills and live emergency response, which are covered under SD-015 and SD-016, and backup power systems, which are covered under ED-027.

3. Responsibilities

- Operations Manager — owns this readiness check, schedules it, approves the continuity plan revision, and signs off on findings.
- Facility Operations Lead — walks the facility, confirms continuity resources and postings on site, and verifies staff role assignments.
- Records/Compliance Coordinator — maintains the continuity plan, contact rosters, vendor recovery agreements, and the completed checklist file.

4. Required PPE & Lockout/Tagout

- Standard facility PPE (closed-toe footwear, high-visibility vest where the walkthrough enters grounds, ride/course, or maintenance areas).
- Not applicable — no hazardous energy involved. This is a documentation and readiness verification task; do not operate or de-energize equipment during the check.

5. Regulatory References

- OSHA 29 CFR 1910.38 (Emergency Action Plans) and 29 CFR 1910.157(c) (fire-related response readiness) — applicable to all fixed-facility employers in this archetype.
- NFPA 101 Life Safety Code (means of egress, occupancy, and emergency planning provisions adopted by state/local authorities having jurisdiction).
- Americans with Disabilities Act (ADA) Title III accessibility of egress and emergency information for public accommodations.

- Member-specific example only, not the governing frame: state amusement-ride or aquatic-facility continuity rules (e.g., ASTM F24 ride-operations references) where such a service line operates.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

7. Step-by-Step Procedure

1. Retrieve the current Business Continuity Plan, emergency contact roster, and resumption checklists from the Records/Compliance Coordinator; confirm revision dates are within the review interval.
2. Verify the contact roster lists current staff, key managers, the AHJ/local emergency services, insurers, and critical vendors (utilities, POS/IT provider, and continuity suppliers for essential guest and facility items).
3. Walk the facility with the Facility Operations Ly Lead to confirm posted evacuation/shelter information, assembly points, and that continuity resources (first-aid stock, signage, manual guest-tracking/rain-check tools, cash-handling fallback) are present and in date.
4. Confirm resumption triggers and criteria are defined for each disruption type — who declares resumption, what conditions must be met, and the order in which service lines (rides, courses, courts, lanes, arcade floor) restart.
5. Test at least one contact/recovery pathway (e.g., call-tree message, POS/IT provider recovery-support number, or vendor emergency reorder line) and record the result and response time.
6. Verify continuity supply arrangements for essential inbound items are documented — sporting/athletic goods (339920), guest furniture/fixtures (337127), and service machinery/parts (333318) — with named vendors and lead times.
7. Classify each gap using the Decision Tree in Section 8 and record it on the Inspection Checklist.
8. Update the continuity plan revision, obtain Operations Manager sign-off, and file the completed checklist and findings with the Records/Compliance Coordinator.

8. Decision Tree

OD-025 · OPERATIONS · RECREATION FACILITIES

Decision Tree — Emergency & Business Continuity Readiness Check

START — THIS PROCEDURE VERIFIES THAT THE RECREATION FACILITY CAN RESPOND TO A DISRUPTIVE EVENT (SEVERE WEATHER, UTILITY LOSS, CLOSURE ORDER, IT/POS OUTAGE, OR SUPPLY INTERRUPTION) AND RESUME GUEST-FACING …

Issue identified during this procedure?

Complete the checklist and close out the procedure

END — NO FINDING, ACTIVITY CONTINUES

YES

Classify severity

Assign the highest severity that applies — not the first that matches.

MINOR

DEFINITION

no safety, compliance, or service impact

ACTION

log it on the checklist, note a correction owner and target date, and continue the review

ESCALATE TO

No escalation — handled at task level

Timing: resolve in the moment; work proceeds

MAJOR

DEFINITION

material risk to safety, compliance, output, or service — not an immediate hazard

ACTION

hold the affected section of the continuity plan as "not verified," escalate to the Operations Manager, and correct it (update roster, restore missing resource, define missing trigger) before the plan is approved as ready

ESCALATE TO

Operations Manager

Timing: resolve before the work proceeds

CRITICAL

DEFINITION

the facility has no usable, current plan to safely evacuate/shelter guests and resume operations, leaving guests exposed during a disruption

ACTION

immediately notify the Operations Manager and senior facility management, restrict any customer-facing release of the plan as "ready," and remediate before the facility is represented as continuity-ready

ESCALATE TO

Supervisor

Timing: immediate — halts the activity

Record the finding, the action taken, and the verification

Close the item only once the corrective action is verified and the record is complete.

ACTIVITY RELEASED / CLOSED

READING THIS TREE

- **No finding** — Activity stands. Complete the checklist and continue.
- **Minor** — Handled in place at task level; no escalation.
- **Major** — Supervisory decision required before the next stage.
- **Critical** — Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Continuity plan and rosters confirmed current and version-controlled.
- Posted emergency information and continuity resources verified present on the facility walkthrough.
- At least one contact/recovery pathway tested with a recorded result.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Business Continuity Plan current and within review interval		
Emergency/vendor contact roster verified and reachable		
Posted evacuation/shelter info and assembly points present		
Continuity resources on site and in date (first-aid, signage, manual fallback tools)		
Resumption triggers/criteria defined per disruption type		
Continuity supply arrangements documented (339920/337127/333318)		
Completed check filed and plan revision signed off		

11. KPIs

- Continuity plan review currency: 100% reviewed within the last 12 months.
- Contact roster accuracy: ≥ 98% of tested contacts reachable.
- Critical findings open at close-out: 0.

12. Supervisor Verification

Printed Name: ____________________ Signature: ____________________ Date: ______________

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/$99 Standard standard for RECREATION_FACILITIES.	Archetype Content Team

OD-026 — Regulatory, License & Permit Currency Verification

Estimated completion time: 2–4 hours per verification cycle (quarterly), plus renewal-driven follow-ups

> Provided for general informational and operational purposes as part of the Recreation Facilities archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To confirm that every operating license, permit, and registration required to lawfully run the facility — business, occupancy, and activity-specific authorizations — is current, unexpired, and properly displayed or filed, preventing lapses that could force a shutdown or trigger penalties.

2. Scope

Covers the inventory, expiry tracking, renewal confirmation, and evidence-of-currency verification of all non-safety operating credentials for the facility (e.g., business license, certificate of occupancy, food/beverage permits, liquor license, amusement/device operating permits, seasonal use permits). Excludes safety regulatory compliance, which is covered under SD-028, and permit-to-work authorizations, which are covered under MD-007.

3. Responsibilities

- Operations Manager — owns the credential register, authorizes renewals, and signs off on verification cycles.
- Compliance Coordinator — executes the verification, contacts issuing authorities, and maintains renewal evidence.
- Front Desk / Facility Administrator — confirms physical posting/display of required credentials at the point of public access.

4. Required PPE & Lockout/Tagout

- Standard facility PPE (none specific to this administrative task).
- Not applicable — no hazardous energy involved.

5. Regulatory References

- Local business licensing and permitting ordinances (municipal/county business license, certificate of occupancy) — applicable to every fixed-location member of the span.
- State and local sales/use tax registration and, where applicable, admissions/amusement tax registration.
- Activity- and member-specific regimes appear as examples only, e.g., state liquor/alcoholic-beverage control permits (clubs, F&B outlets), state amusement-device or ride operating permits (parks, arcades), and public accommodation registrations — none of these govern the full span.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

7. Step-by-Step Procedure

1. Retrieve the facility credential register listing every required license, permit, and registration with issuing authority, number, issue date, and expiry date.
2. Cross-check the register against the facility's active operations (each service line, F&B outlet, and public-access activity) to confirm no required credential is missing.
3. For each credential, obtain current status directly from the issuing authority (online portal lookup, renewal notice, or written confirmation) — not solely from an internal copy.
4. Flag any credential expiring within 90 days, expired, suspended, or under review; record the exact expiry date and renewal window.
5. Confirm renewal fees are paid and applications submitted for any credential inside its renewal window; obtain confirmation/receipt numbers.
6. Verify that credentials required to be publicly posted are displayed, legible, and current at the designated point of access with the Facility Administrator.
7. Route any classified issue per Section 8 and confirm resolution before closing the cycle.
8. Record the verification date, findings, evidence links, and next review date in the credential register and archive supporting documents.

8. Decision Tree

OD-026 · OPERATIONS · RECREATION FACILITIES

Decision Tree — Regulatory, License & Permit Currency Verification

START — TO CONFIRM THAT EVERY OPERATING LICENSE, PERMIT, AND REGISTRATION REQUIRED TO LAWFULLY RUN THE FACILITY — BUSINESS, OCCUPANCY, AND ACTIVITY-SPECIFIC AUTHORIZATIONS — IS CURRENT, UNEXPIRED, AND PROPERLY …

Issue identified during this procedure?

Complete the checklist and close out the procedure

END — NO FINDING, ACTIVITY CONTINUES

YES

Classify severity

Assign the highest severity that applies — not the first that matches.

MINOR

DEFINITION

no safety, compliance, or service impact

ACTION

Log the discrepancy (e.g., clerical mismatch in register, missing internal copy) in the credential register and continue; correct at next update

ESCALATE TO

No escalation — handled at task level

Timing: resolve in the moment; work proceeds

MAJOR

DEFINITION

material risk to safety, compliance, output, or service — not an immediate hazard

ACTION

Hold the affected credential item, escalate to the Operations Manager, initiate renewal or correction, and resolve before the next verification cycle closes

ESCALATE TO

Operations Manager

Timing: resolve before the work proceeds

CRITICAL

DEFINITION

a required operating credential is expired, suspended, or revoked and the associated activity is currently operating without authorization

ACTION

Suspend the affected activity/service line immediately, notify the Operations Manager and executive ownership, and contact the issuing authority the same day to remediate before resuming

ESCALATE TO

Supervisor

Timing: immediate — halts the activity

Record the finding, the action taken, and the verification

Close the item only once the corrective action is verified and the record is complete.

ACTIVITY RELEASED / CLOSED

READING THIS TREE

- **No finding** — Activity stands. Complete the checklist and continue.
- **Minor** — Handled in place at task level; no escalation.
- **Major** — Supervisory decision required before the next stage.
- **Critical** — Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every active service line and public-access activity maps to a credential entry in the register.
- Current status for each credential is confirmed from the issuing authority, not an internal copy alone.
- All publicly required credentials are displayed, legible, and current.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Credential register complete and matches active operations		
Business license current and unexpired		
Certificate of occupancy current for the facility		
Tax/registration filings (sales/use, admissions where applicable) current		
Activity/device or F&B/liquor permits current (where applicable)		
Issuing-authority status confirmed for each credential		
Required credentials posted, legible, and current at public access point		

11. KPIs

- Credential currency rate: 100% of required credentials current at each cycle.
- Lapse incidents: 0 expired credentials on an actively operating service line.
- Renewal lead time: renewals initiated ≥ 60 days before expiry, ≥ 95% of the time.

12. Supervisor Verification

Printed Name: ___________________ Signature: ___________________ Date: _____________

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/$99 Standard standard for RECREATION_FACILITIES.	Archetype Content Team

OD-027 — Operational Risk Review

Estimated completion time: 3–5 hours per review cycle (quarterly recommended)

> Provided for general informational and operational purposes as part of the Recreation Facilities archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To conduct a structured periodic review of operational risks and the controls that mitigate them across guest-facing and back-of-house operations, so that the facility maintains a current, prioritized risk register and confirms that existing controls remain effective and assigned.

2. Scope

Covers the periodic identification, scoring, and control-effectiveness review of operational risks (staffing gaps, throughput/capacity failures, cash-handling and admissions exposure, equipment-availability risk, vendor/supply disruption, and business-continuity events) at a single recreation facility. Excludes safety hazard/risk assessment, which is covered under SD-004, and quality preventive action, which is covered under QC-020.

3. Responsibilities

- Operations Manager — owns the risk register, chairs the review, and approves final risk ratings and control assignments.
- Duty/Shift Supervisor — supplies frontline input on operational failures, near-misses, and control breakdowns observed during shifts.
- Facility Administrator (Records/Compliance) — maintains the risk register documentation, tracks action-item closure, and archives review records per retention policy.

4. Required PPE & Lockout/Tagout

- Standard facility PPE only if the review includes a physical walk-through of operating areas (closed-toe footwear, high-visibility vest where required in equipment or vehicle zones); none required for the desk-based portion.
- Not applicable — no hazardous energy involved. This is an administrative review; do not perform equipment isolation under this procedure.

5. Regulatory References

- None sector-specific to all recreation facility types; internal risk-management policy applies as the governing frame. General federal recordkeeping applies where relevant (e.g., OSHA 29 CFR 1904 injury/illness recordkeeping as a data input; ADA Title III readily-achievable-access obligations as an operational-risk input; state and local occupancy/assembly and licensing conditions as applicable).
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

7. Step-by-Step Procedure

1. Schedule the review at the defined interval (quarterly recommended) and notify the Operations Manager, Duty/Shift Supervisor, and Facility Administrator; assemble prior register, incident logs, near-miss reports, and equipment-availability data.
2. Review each existing risk entry: staffing/coverage, guest throughput and capacity limits, cash/admissions handling, equipment and asset availability, vendor and supply-chain disruption, weather/seasonality, and business continuity.
3. Identify new or emerging risks raised by the Duty/Shift Supervisor from shift observations and near-miss reports since the last review.
4. Score each risk on likelihood (1–5) and impact (1–5) using the internal matrix; calculate the composite rating and classify Minor / Major / Critical.
5. For each risk, review the assigned control(s) for effectiveness — confirm the control still exists, is owned, and is operating; flag controls that are missing, unassigned, or ineffective.
6. Assign or reassign a control owner and a corrective action with a due date for every Major and Critical risk; note residual risk after control.
7. Route any risk requiring a physical safety assessment to SD-004 and any risk requiring a quality corrective/preventive action to QC-020 — do not resolve those here.
8. Update the risk register, record review date, participants, and decisions, obtain Operations Manager approval, and archive the signed record with the Facility Administrator.

8. Decision Tree

Decision Tree — Operational Risk Review

START — TO CONDUCT A STRUCTURED PERIODIC REVIEW OF OPERATIONAL RISKS AND THE CONTROLS THAT MITIGATE THEM ACROSS GUEST-FACING AND BACK-OF-HOUSE OPERATIONS, SO THAT THE FACILITY MAINTAINS A CURRENT, PRIORITIZED …

Issue identified during this procedure?

Complete the checklist and close out the procedure

END — NO FINDING, ACTIVITY CONTINUES

YES

Classify severity

Assign the highest severity that applies — not the first that matches.

MINOR

DEFINITION

no safety, compliance, or service impact

ACTION

Log the risk in the register with its score and continue the review; assign a control owner during normal cycle

ESCALATE TO

No escalation — handled at task level

Timing: resolve in the moment; work proceeds

MAJOR

DEFINITION

material risk to safety, compliance, output, or service — not an immediate hazard

ACTION

Hold the affected operational activity pending a documented control, escalate to the Operations Manager named in Section 3, and confirm a corrective action with owner and due date before the review is closed

ESCALATE TO

Operations Manager named in Secti

Timing: resolve before the work proceeds

CRITICAL

DEFINITION

an unmitigated risk that could cause a mass-casualty guest event, facility-wide operational shutdown, or loss of operating license/insurance coverage

ACTION

Suspend the affected activity immediately, notify the Operations Manager and facility ownership without delay, and trigger the business-continuity/insurance-notification process before any further operation

ESCALATE TO

Supervisor

Timing: immediate — halts the activity

Record the finding, the action taken, and the verification

Close the item only once the corrective action is verified and the record is complete.

ACTIVITY RELEASED / CLOSED

READING THIS TREE

- **No finding** — Activity stands. Complete the checklist and continue.
- **Minor** — Handled in place at task level; no escalation.
- **Major** — Supervisory decision required before the next stage.
- **Critical** — Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every register entry has a current likelihood, impact, and composite score.
- Every Major and Critical risk has a named control owner and a dated corrective action.
- Cross-references to SD-004 (safety) and QC-020 (quality) are recorded where routed, not duplicated.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Prior register and incident/near-miss inputs assembled		
All existing risks reviewed and re-scored this cycle		
New/emerging risks captured from shift input		
Control effectiveness confirmed or flagged for each risk		
Owners and due dates assigned to all Major/Critical risks		
Cross-referrals to SD-004 / QC-020 logged		
Register approved and archived with review record		

11. KPIs

- Review completed on schedule (interval adherence) — 100% of scheduled cycles.
- Major/Critical risks with an assigned owner and due date — 100%.
- Overdue corrective actions carried to next cycle — ≤ 10%.

12. Supervisor Verification

Printed Name: ___________________ Signature: ___________________ Date: _____________

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/$99 Standard standard for RECREATION_FACILITIES.	Archetype Content Team

Phase 6 — Performance, records & close

OD-028 — Operational KPI Review

Estimated completion time: 60–90 minutes per review cycle

> Provided for general informational and operational purposes as part of the Recreation Facilities archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure defines how the Operations team reviews operating performance — guest throughput, attraction/activity uptime, staffing coverage, and service turnaround — against defined operational targets at a recreation facility, so that shortfalls are identified and corrected before they degrade guest experience or safety readiness.

2. Scope

Covers the periodic review of operations-level performance measures for a recreation facility (e.g., a theme park, arcade, golf course, fitness center, or bowling center). Excludes maintenance KPI reviews (see MD-030), quality/conformance KPI reviews (see QC-030), and safety KPI reviews (see SD-030); this module addresses operations measures only.

3. Responsibilities

- Operations Manager — owns the KPI review, sets/confirms targets, approves corrective actions, and signs off the cycle.
- Operations Supervisor / Shift Lead — compiles source data (attendance logs, activity-area throughput, incident and downtime records), presents variances, and executes assigned corrective actions.
- Facility Coordinator / Analyst — validates data integrity, reconciles counts against point-of-entry and scheduling systems, and maintains the KPI record archive.

4. Required PPE & Lockout/Tagout

- Standard facility PPE only when the reviewer walks operating areas to verify data (closed-toe footwear, high-visibility vest where required near active attractions or carts).
- Not applicable — no hazardous energy involved. This is an administrative review; do not enter guarded/energized equipment zones (defer to MD-030 and Maintenance for any equipment access).

5. Regulatory References

- None sector-specific govern operational KPI review across all recreation facility types; internal operations policy is the governing basis. Data-handling of guest and employee information must follow applicable privacy and recordkeeping law (e.g., state data-privacy statutes; OSHA 29 CFR 1904 injury/illness records where incident metrics are cited); ADA (42 U.S.C. §12181 et seq., Title III) accessibility-of-service considerations may inform service-level targets. Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

7. Step-by-Step Procedure

1. Confirm the current review period and pull the approved operational target set (throughput per activity area, attraction/activity uptime %, staffing coverage ratio, average wait/turnaround time, guest complaint rate).
2. Collect source data for each measure from point-of-entry/admission systems, activity-area counters, scheduling/timekeeping records, and the operations incident log.
3. Validate data integrity: reconcile attendance and throughput counts against entry-gate or POS totals; flag gaps, duplicates, or manual overrides for the Facility Coordinator.
4. Calculate actual-vs-target variance for each KPI and mark direction (favorable/unfavorable) and magnitude.
5. Analyze root drivers of any unfavorable variance (staffing, weather/seasonality, equipment availability handed off per MD-030, demand spikes).
6. Assign corrective actions with owners and due dates for each Major/Critical variance; confirm cross-department hand-offs are logged, not duplicated here.
7. Review findings with the Operations Manager and obtain sign-off on targets carried forward or adjusted.
8. Document the completed review, variances, actions, and approvals in the KPI record archive; retain per internal retention policy.

8. Decision Tree

OD-028 · OPERATIONS · RECREATION FACILITIES

Decision Tree — Operational KPI Review

START — THIS PROCEDURE DEFINES HOW THE OPERATIONS TEAM REVIEWS OPERATING PERFORMANCE — GUEST THROUGHPUT, ATTRACTION/ACTIVITY UPTIME, STAFFING COVERAGE, AND SERVICE TURNAROUND — AGAINST DEFINED …

Issue identified during this procedure?

Complete the checklist and close out the procedure

END — NO FINDING, ACTIVITY CONTINUES

YES

Classify severity

Assign the highest severity that applies — not the first that matches.

MINOR

DEFINITION

no safety, compliance, or service impact

ACTION

log the variance in the KPI record with a note, continue the review, and monitor next cycle

ESCALATE TO

No escalation — handled at task level

Timing: resolve in the moment; work proceeds

MAJOR

DEFINITION

material risk to safety, compliance, output, or service — not an immediate hazard

ACTION

hold the affected metric line pending validation, escalate to the Operations Manager (Section 3), assign a dated corrective action, and resolve before the review is closed

ESCALATE TO

Operations Manager

Timing: resolve before the work proceeds

CRITICAL

DEFINITION

a data or performance finding indicating an active service failure or safety-readiness gap (e.g., throughput/staffing shortfall leaving an active attraction or activity area understaffed for guest safety, or falsified/missing incident data)

ACTION

notify the Operations Manager immediately, trigger the relevant safety/maintenance hand-off (SD-030/MD-030), and suspend affected operations if guest safety is implicated before continuing the review

ESCALATE TO

Supervisor

Timing: immediate — halts the activity

Record the finding, the action taken, and the verification

Close the item only once the corrective action is verified and the record is complete.

ACTIVITY RELEASED / CLOSED

READING THIS TREE

- **No finding** — Activity stands. Complete the checklist and continue.
- **Minor** — Handled in place at task level; no escalation.
- **Major** — Supervisory decision required before the next stage.
- **Critical** — Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every KPI reconciled to at least one independent source (entry/POS, scheduling, or incident log).
- All unfavorable variances have a documented root-cause note.
- Every Major/Critical finding has a named owner and due date.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Current approved target set retrieved for the review period		
Throughput/attendance data reconciled to entry/POS totals		
Staffing coverage ratios verified against schedule records		
Uptime/availability figures cross-checked (hand-off to MD-030 noted)		
Variance calculations complete and direction-flagged		
Corrective actions assigned with owner and due date		
Review documented and archived per retention policy		

11. KPIs

- Attraction/activity area uptime (operational availability): ≥ 95% of scheduled operating hours.
- Staffing coverage vs. plan during operating hours: ≥ 98%.
- KPI review completed and signed within 3 business days of period close: 100%.

12. Supervisor Verification

Printed Name: ____________________ Signature: ____________________ Date: ______________

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/$99 Standard standard for RECREATION_FACILITIES.	Archetype Content Team

OD-029 — Operational Records Retention & Documentation Audit

Estimated completion time: 3–5 hours per audit cycle (quarterly)

> Provided for general informational and operational purposes as part of the Recreation Facilities archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To confirm that operational records — attendance and admission logs, daily opening/closing checklists, ride/game/court/lane operation logs, equipment run-hour and cycle records, and facility usage documentation — are complete, accurate, legible, and retained for the required period so the facility can demonstrate operational compliance and reconstruct any operating day on demand.

2. Scope

Covers the identification, completeness verification, accuracy sampling, retention-period confirmation, and secure disposal authorization of Operations-department records across the facility. Excludes quality records (see QC-029), safety and incident records (see SD-029), and personnel/HR records (see HR-029); those retention regimes are owned by their respective modules and are only cross-referenced here at hand-off.

3. Responsibilities

- Operations Records Custodian — maintains the master records index and retention schedule; pulls samples and files audit results.
- Operations Supervisor — verifies completeness and accuracy of sampled records, authorizes retention holds and disposals, signs off findings.
- Facility Operations Manager — reviews audit outcomes, approves corrective actions, and owns the escalation of Critical findings.

4. Required PPE & Lockout/Tagout

- Standard facility PPE only; none required for records handling. Where physical archive areas require ladder or shelving access, follow standard facility housekeeping precautions.
- Not applicable — no hazardous energy involved.

5. Regulatory References

- IRS record-retention guidance for business books and records (26 CFR 1.6001-1) — applies to all members as taxable operating entities.
- Fair Labor Standards Act recordkeeping (29 CFR Part 516) for hours/operations records that intersect payroll timekeeping.
- General ADA Title III readily-achievable documentation expectations (28 CFR Part 36) for accessibility-related operational logs at public accommodations.
- Member-specific example only (not the governing frame): state amusement-device or aquatic-facility operating-log retention rules (e.g., ASTM F24-referenced state programs) where such a service line operates.

- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

7. Step-by-Step Procedure

1. Retrieve the master records index and retention schedule; list all Operations record types in scope (admission/attendance logs, daily open/close checklists, operation and cycle logs, usage and reservation records).
2. For the audit period, confirm that a record exists for every operating day and every operating station (ride, game bank, court, lane, or activity zone) — flag any gaps.
3. Pull a representative sample (minimum 10% or 20 records per type, whichever is greater) for accuracy review.
4. Verify each sampled record for legibility, required fields completed, correct dates, and authorized operator initials/signatures.
5. Confirm records are stored in the designated location (physical or electronic) with access controls intact and no water, tampering, or format-corruption damage.
6. Cross-check retention age against the schedule; identify records past retention eligible for disposal and records under legal/audit hold that must be preserved.
7. Authorize disposal only with Operations Supervisor sign-off; document disposal method and date.
8. Record all findings, corrective actions, and sample results in the audit report and file it in the records index.

8. Decision Tree

OD-029 · OPERATIONS · RECREATION FACILITIES

Decision Tree — Operational Records Retention & Documentation Audit

START — TO CONFIRM THAT OPERATIONAL RECORDS — ATTENDANCE AND ADMISSION LOGS, DAILY OPENING/CLOSING CHECKLISTS, RIDE/GAME/COURT/LANE OPERATION LOGS, EQUIPMENT RUN-HOUR AND CYCLE RECORDS, AND FACILITY USAGE …

Issue identified during this procedure?

Complete the checklist and close out the procedure

END — NO FINDING, ACTIVITY CONTINUES

YES

Classify severity

Assign the highest severity that applies — not the first that matches.

MINOR

DEFINITION

no safety, compliance, or service impact

ACTION

log in the audit report (e.g., a legible but unsigned non-critical log) and continue; route correction to the Operations Records Custodian at next filing

ESCALATE TO

No escalation — handled at task level

Timing: resolve in the moment; work proceeds

MAJOR

DEFINITION

material risk to safety, compliance, output, or service — not an immediate hazard

ACTION

place the affected record set on hold, do not authorize any disposal, escalate to the Operations Supervisor, and correct or reconstruct the records before the audit is closed

ESCALATE TO

Operations Supervisor

Timing: resolve before the work proceeds

CRITICAL

DEFINITION

records required by a regulator, insurer, or active claim are missing, falsified, destroyed before their retention period, or discovered under a legal hold that was not honored

ACTION

immediately freeze all disposal, preserve surrounding records, and notify the Facility Operations Manager and compliance counsel the same day

ESCALATE TO

Supervisor

Timing: immediate — halts the activity

Record the finding, the action taken, and the verification

Close the item only once the corrective action is verified and the record is complete.

ACTIVITY RELEASED / CLOSED

READING THIS TREE

- **No finding** — Activity stands. Complete the checklist and continue.
- **Minor** — Handled in place at task level; no escalation.
- **Major** — Supervisory decision required before the next stage.
- **Critical** — Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every operating day and station in the audit period is accounted for in the record set.
- Sampled records meet legibility, completeness, and authorization standards.
- Retention ages verified against schedule; no in-retention or held record marked for disposal.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Master records index current and matches record types on hand		
No missing operating days or stations in the audit period		
Sampled records legible with all required fields completed		
Operator initials/signatures present and authorized		
Storage location secure, access-controlled, and undamaged		
Retention ages verified against schedule		
Disposals authorized and documented; no held records disposed		

11. KPIs

- Record completeness rate ≥ 99% of operating days/stations accounted for.
- Sample accuracy rate ≥ 98% of sampled records passing completeness/legibility review.
- Retention compliance 100% — zero in-retention or held records disposed.

12. Supervisor Verification

Printed Name: ____________________ Signature: ____________________ Date: ______________

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/$99 Standard standard for RECREATION_FACILITIES.	Archetype Content Team

OD-030 — End-of-Shift / End-of-Day Operations Closeout

Estimated completion time: 30–75 minutes depending on facility size and attendance volume

> Provided for general informational and operational purposes as part of the Recreation Facilities archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure closes the operating period at a recreation facility by securing guest and play areas, reconciling revenue, documenting the day's activity and incidents, and preparing a written record for the next operating period. It protects assets, ensures accountability, and provides a defensible closeout record.

2. Scope

Covers all end-of-shift and end-of-day closeout activities at the facility: securing activity/play areas and equipment, reconciling point-of-sale and cash, logging attendance and incidents, and locking down the premises. Excludes facility opening procedures (see OD-001) and the person-to-person shift handover briefing (see OD-002).

3. Responsibilities

- Closing Attendant / Duty Staff — walks and secures each activity area, powers down and stows equipment, completes the checklist rows for their zone.
- Shift Supervisor (Operations) — verifies area securing, performs cash/POS reconciliation, reviews incident and attendance logs, authorizes final lockup.
- Facility Manager (or on-call Duty Manager) — receives escalations, countersigns Critical findings, holds custody of the reconciled deposit and closeout record.

4. Required PPE & Lockout/Tagout

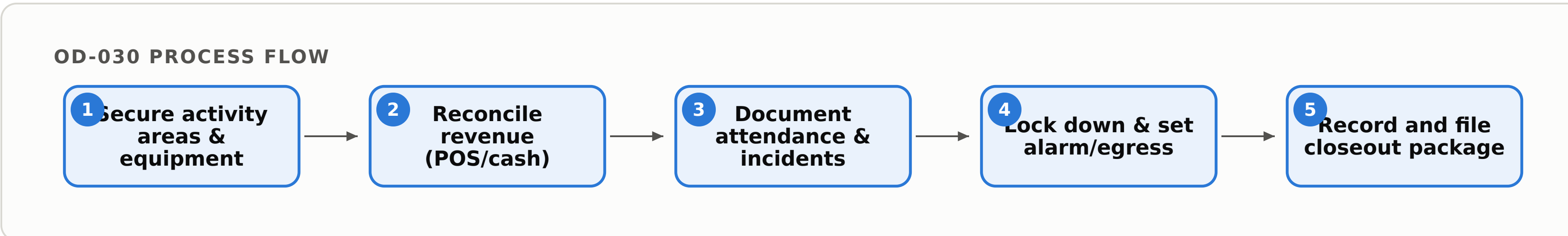
- Standard facility PPE: closed-toe footwear, gloves for handling soiled rental/athletic goods or refuse; high-visibility vest where the service line operates vehicles or a cart yard.
- Lockout/Tagout: Applicable only where powered amenity equipment is present (e.g., ride systems, pinsetters, cardio/strength machines, range ball dispensers, pool circulation pumps). De-energize and secure per manufacturer instructions; a full LOTO program applies only to equipment being serviced, not to routine power-down.

5. Regulatory References

- OSHA 29 CFR 1910.147 (control of hazardous energy) — where powered amenity equipment is de-energized/secured at close.
- OSHA 29 CFR 1910.22 (walking-working surfaces) — securing and clearing guest and staff areas.

- OSHA 29 CFR 1910.37 / 1910.36 (means of egress kept unobstructed and illuminated at lockup).
- Fair Labor Standards Act, 29 CFR 785 — accurate recording of hours worked through end of shift.
- State/local sales-tax and cash-receipt recordkeeping rules applicable to the facility's revenue; member-specific regimes (e.g., state amusement-ride or aquatic-facility codes) may add closeout logging duties.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow



7. Step-by-Step Procedure

1. Announce and clear each activity area (rides/attractions, lanes, courses, courts, gaming floor, pool/deck, fitness floor); confirm no guests remain and gates/turnstiles are closed.
2. Power down and stow amenity and rental equipment (athletic goods, carts, gaming units, cardio/strength machines) per manufacturer instructions; secure any hazardous energy where equipment is left de-energized.
3. Collect, count, and stow rental and athletic-goods inventory; note damaged or missing items for the maintenance/reorder queue.
4. Reconcile each POS terminal and cash drawer against the day's transaction report; investigate variances outside the facility tolerance.
5. Prepare the deposit, seal it, and log it; place in the safe or drop per the facility cash-custody rule.
6. Complete the attendance/utilization log and record any guest incidents, injuries, or near-misses in the incident log.
7. Set thermostats/lighting to overnight state, verify all egress paths are clear and illuminated, lock perimeter doors and gates, and arm the alarm system.
8. Compile the signed closeout package (checklist, reconciliation sheet, incident and attendance logs) and file it for the Shift Supervisor's verification and next-period reference.

8. Decision Tree

OD-030 · OPERATIONS · RECREATION FACILITIES

Decision Tree — End-of-Shift / End-of-Day Operations Closeout

START — THIS PROCEDURE CLOSES THE OPERATING PERIOD AT A RECREATION FACILITY BY SECURING GUEST AND PLAY AREAS, RECONCILING REVENUE, DOCUMENTING THE DAY'S ACTIVITY AND INCIDENTS, AND PREPARING A WRITTEN RECORD …

Issue identified during this procedure?

Complete the checklist and close out the procedure

END — NO FINDING, ACTIVITY CONTINUES

YES

Classify severity

Assign the highest severity that applies — not the first that matches.

MINOR

DEFINITION

no safety, compliance, or service impact

ACTION

log it on the closeout sheet and continue (e.g., a burnt-out sign light, one missing rental item); route to next-day operations

ESCALATE TO

No escalation — handled at task level

Timing: resolve in the moment; work proceeds

MAJOR

DEFINITION

material risk to safety, compliance, output, or service — not an immediate hazard

ACTION

hold the affected area or drawer, escalate to the Shift Supervisor, and resolve before final lockup (e.g., cash variance beyond tolerance, unsecured amenity equipment, blocked egress)

ESCALATE TO

Shift Supervisor

Timing: resolve before the work proceeds

CRITICAL

DEFINITION

an unaccounted guest left in a locked area, an unreported injury, or a failed fire/egress/security control at lockup

ACTION

do not arm and leave; keep the area open, initiate emergency/EMS or security response as applicable, and notify the Facility Manager immediately

ESCALATE TO

Supervisor

Timing: immediate — halts the activity

Record the finding, the action taken, and the verification

Close the item only once the corrective action is verified and the record is complete.

ACTIVITY RELEASED / CLOSED

READING THIS TREE

- **No finding** — Activity stands. Complete the checklist and continue.
- **Minor** — Handled in place at task level; no escalation.
- **Major** — Supervisory decision required before the next stage.
- **Critical** — Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- All activity areas confirmed guest-free and equipment secured before lockup.
- POS/cash reconciliation completed and any variance investigated and documented.
- Incident and attendance logs completed and legible.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
All activity areas cleared of guests and gated		
Amenity/rental equipment powered down and stowed		
Rental/athletic-goods inventory counted; damage noted		
POS/cash reconciled; deposit sealed and secured		
Attendance and incident logs completed		
Egress paths clear and illuminated		
Perimeter secured and alarm armed		

11. KPIs

- Cash/POS reconciliation variance ≤ $5.00 per terminal per closeout.
- Closeout completed within 75 minutes of published closing time, 95% of days.
- 100% of guest incidents logged same-day.

12. Supervisor Verification

Printed Name: ____________________ Signature: ____________________ Date: ______________

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/$99 Standard standard for RECREATION_FACILITIES.	Archetype Content Team