



OTA SPOTLIGHT: OTA (Fall) TO DO's

OTA Resources / New School Year Kickoff

1. OTA TO DO's

- **New School Year Kickoff**
- **Administrative Notes**

2. OTA Resources – Fall Session Prep & Operations

- **HUB Reference Section**
- **Franchise Support Portal**
- **Staff Resources – PROGRAM**
- **Curriculum TAB**

3. Fall Session Prep

- **Programming Day Card Policy**
- **Veteran Instructor Staff**
- **Sample Meeting Agenda (Returning Staff)**

OTA TO DO's

Here comes the New School Year! As we approach Labor Day Weekend, Territories need to call a time-out to make sure they are in a position to call the right “plays”. Here are some notes to assist you:

1. New School Year Kickoff

- Refer to New School Year Checklist in the Operations Manual (Section 16)
- Consider possibility of Shadow Sessions for new staff
- Be sure to double-check with instructors regarding their availability for the Fall Session
- Equipment Inventory and Distribution – Have a Plan

2. Administrative Notes

- HUB Updates – Staff Roster, School Year Partners, Fall Session Programming Data
- Bookkeeping – Accounts Receivables (Invoicing) and Accounts Payable attention
- Sales and Retention – Attract New Schools, Add more programs with existing partners
- Focus on adding New Revenue Streams – SPARK, 1 Day Camps, Leagues
- Customer Service – Schedule of Email Check Ins with Partner Contacts, consider handout strategy for Fall Session (wristbands, medals, water bottles, t-shirts, etc.)

OTA Resources – Fall Session Prep and Operations

It's important to recognize all the support documents and materials located in the **HUB Reference Section. To include:*

- *IHT Emails*
- *Training PowerPoints*
- *Veteran Instructor August Check Ins*
- *Instructor Schedule Announcement*
- *Job Postings*
- *Program Flyers*
- *OTA Emergency Procedures*
- *Incident Reports*
- *Sample Contracts/Agreements*
- *Instructor Evaluation Form*
- *Sales Support Materials*

*****Be sure to visit the Franchise Support Portal and click on the “Heads Up” TAB to review OTA Memo’s correlating to this time of year – it will help you “stay on track”! In addition, the Franchise Support Portal includes:***

- *Sales To Do’s*
- *Customer Service Support*
- *Marketing Support Resources*
- *Programming Budget Templates*
- *Memos and Announcements: Business Development / Programming / Staffing / Enrollment*
- *Spotlight TAB: Best Practices / Price Point / Pay Scale and Payroll / Service Priority*
- *Franchise Workshops: Big Picture / Preschool Programming / HUB Review*

******Grasping all the features offered to both Franchisees and Program Directors found in the Staff Resources Log In Portal is so important to operate effectively. Here you will find:***

- *ADMIN and SAFETY Categories*
- *Program Category*
 - *Instructor Folder*
 - *Class Procedure*
 - *PDC Template*
 - *Program Progress Report*
- *OTA Curriculum*
 - *Sports Spectacular Resources*
 - *Warm Up Game Resources*
 - *Program Offering Resources*
 - *SPARK Program Resources*
 - *Sports POD Resources*
 - *1 Day Camp Resources*
 - *Birthday Party Resources*
 - *Field Day Resources*
 - *Leagues and Clinics Resources*

Fall Session Prep

1. Programming Day Card Policy

- It's a good idea to reinstate the policy of handing in PDC's prior to working a class or program, for both veteran and new instructors, for the first 5 classes they work going into a new school year

2. Veteran Instructors

- There are always questions about what training approach should be taken with Veteran Staff, meaning those that have worked OTA programs before during prior school years.

Couple Things:

- They DO NOT need to be retrained or submit new IHT Documents, Materials, and Exercises
 - You should have these already on file
 - If they need to update something or complete NEW training that wasn't required in a prior school year, then of course they should do that
- Traditionally, a separate "Veteran Staff Meeting" is often held to address any New Topics or Important Refreshers before Fall classes start
 - This meeting typically does not include any New Staff, just people returning to work from prior sessions
 - **See SAMPLE AGENDA for the Veteran Staff Meeting (Returning Instructors)**
 - Feel free to customize it to your liking and needs
 - This SAMPLE may address topics that are not relevant to your program

By holding a separate "review training session" for Veteran Staff, you aren't wasting their time by requiring them to attend meetings they have already participated in the past.

Sample Meeting Agenda OUTLINE (Returning Instructors)

Veteran Instructor Meeting Agenda

Introduction:

1. Handout - Tutorial
2. Welcome Back – We're excited for the new school year
3. Preview – Some Review, Some Tips, Some New Announcements/Policies
4. OTA Fall Preview

Discussion Topics:

5. Staff Expectations – Customer Bill of Rights
6. Staff Policies:
 - 11am Call In
 - Communication w/ Management – Same Day Policy
 - Uniform/Appearance
 - How to Submit an Incident Report
7. Program Formula Emphasis
 - First Day = Every Day Review
 - PDC Submittal Policy
8. Training Emphasis
 - First 5 Minutes of a Class (no free play or running wild)
 - “Dumb it Down” and “FUN”
 - See Something, Say Something
9. Housekeeping
 - Needs and Schedule requests from staff (contact info/availability)
 - Review of payroll procedure – direct deposit
 - Friends interested in coming on board?
10. Other Staff Opportunities to Work
 - Vacation Break Camps
 - OTA Birthday Party
 - Leagues and Clinics
11. Discussion about being an OTA Veteran
 - May have people shadowing
 - Showing other instructors' new games
 - Learning new games yourself, don't get stale
 - No excuses (for calling in late, not showing up, etc)
12. Equipment/Gear/Uniform Handout and Review

*Thanks, and Good Luck

YOU DECIDE: (topics you may want to include)

The Perfect Instructor

- USING THE LOG IN SECTIONS
- Punctuality
- Appearance
- Preparation – PDC's
- Call IN
- Direct Deposit

What you loved seeing last year

- Use examples of specific instructors in the room

“First Five Minutes in a class” Concept

Sports Spectacular Program Review

First Aid and Incident Reports

Policy and Procedure is to ‘make your life easier’

Tips – Running Classes

- How To – Specific Games

Dismissal Procedure