

SPEAK UP

Customer Service Training for Lifeguards

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- **Speak** – Always speak to the guest. A simple “Hello” goes a long way. Use the necessary parts of your job to interact with the guest.
- **Professionalism** – The more professional you act the easier your job will become.
- **Explain** – Explain rules so that guest understand it is for their safety and not to prevent a good time.
- **Attitude** – Always show concern for your guest. Let them know that you care about them.
- **Call for Help** – Anytime a customer needs first aid, is upset, or ask you a question that you don't the answer to call your supervisor.
- **Uniformly Enforce All Rules** – Be consistent with everyone.
- **Presentation** – Most anything can be discussed if the communication is done professionally and courteously.



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- **Speak** – Example: Always speak to the guest. A simple “Hello” goes a long way. Ensure guests know the proper ride position. Use the necessary parts of your job as a reason to interact with the guest.
 - Suggestions: What is your favorite ride? Are you having a good time? Have you stood under the giant bucket yet?



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- **Professionalism** – The more professional you act the easier your job will become. From being courteous when speaking to a guest, to tucking in your shirt tail, it is about presenting the image of a competent professional being on the scene. Always try to avoid anything that might upset a customer: i.e. not looking at water, acting like you are inattentive, displaying a demeanor which says “I don’t care”, spitting in a pool, etc..



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- **Explain** – Example: Explain rules so that people understand it is for their safety and not to prevent a good time.



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- **Attitude** – Example: Always show concern for your guest. Let them know that you care about them. Not answering a guest or saying I don't know is not an answer.



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- **Call for Help** – Example: Anytime a customer needs first aid, is upset, or ask you a question that you don't the answer to call your supervisor.
 - Past Scenarios Include: There is an emergency. (Ask the class to name a few) How often do you treat the water? My child has a bloody nose. I had to jump in for my child and you did not move.



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- **Uniform Enforce All Rules –**
Example: If one lifeguard lets an adult sit in the front of double tube and a child sit in the back, now everyone has been set up for failure. If one lifeguard allows people to be too rough in the river or activity pool and the next tries to enforce the rules then confusion is the result.



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- **Presentation** – Most anything can be discussed if the presentation is done professionally and courteously.



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