

NORTHRIDGE RECREATION CENTER

AGENDA

PAB Meeting / Training

Monday, July 3, 2023 / 5:30pm

1. Welcome/Info ~ Dwayne Finley

- a. Staff Introductions
- b. PAB rules, policies and protocols
- c. Robert's Rules of Order
- d. PAB vision and wish list
- e. Pressing needs and concerns.
- f. Customer service is Job #1.. Be on time, always be Professional & Communicate. You can never make a second 1st impression. Customer Service - We are in the business of providing strong positive customer service, this includes dressing professionally as well. Make sure that all of you have badges that are in good shape and that you come to work neat, clean and presentable including hats and shoes.
- g. Staff IDs & Staff Shirts are required.
- h. Proper Use of Social Media - We must all realize that as City Employee's and PAB we are held to a higher standard than others. Do not post things on Social Media that are inappropriate and would be a poor reflection on yourself or the city. Recently people have posted items that were embarrassing and inappropriate.
- i. Information on all bulletin boards are current
- j. The office space is neat, clean and organized
- k. Programs are up to date
- l. Budgets, Self-Sustaining Programs - Programs need to be fiscally viable

Email: Dwayne.finley@lacity.org your ideas for improving our program.

2. Update & Information on Current/Future Programs

- a. ASP/Pre-School Update: Registration Needed
 - b. Community Events - Set Up, Clean Up, day of event timelines - (hours, costumes, stage)
 - c. Community Forum - two minute limit
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