

Recreation Dynamics








for Trainers

Facilitator Guide


For State Parks
Customer

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About this Facilitator Guide

What the Icons Mean	
	Time – Shows timing of each section, lesson, or activity.
	Say – Indicates that you will be presenting some material verbally.
	Discuss – Indicates that you will be facilitating a class discussion. Anticipated (correct) responses are provided for you. You can guide the discussion or rephrase the questions as needed to get the learners to respond with the correct answers. You can also offer some of the answers to help get them started.
	Whiteboard or Flipchart – Indicates that you should write some content, such as learner responses, on a whiteboard or flipchart.
	Demonstration – Indicates that you should demonstrate something on your screen, making sure learners can see the demonstration.
	Activity – Indicates that the learners will be performing an activity, such as completing a task in Recreation Dynamics in the training mode or other hands-on activity.
	Virtual Classroom – Indications directions and/or tips for managing the lesson in a virtual classroom.



How this Facilitator Guide Shows Your Role

	This column includes directions on how to facilitate each portion of the course.	This column lists which slides to display and how to use other resources such as a whiteboard or flipchart.
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Resources

The following resources available for this course:

- Slide Deck
- Participant Guide
- Job Aids and Quick Reference Guides (QRGs)
 - Split a Reservation Job Aid

	<p>some anticipated responses yourself if participants do not provide them.</p> <p>Say The Split function is designed to move/transfer only a portion of a customer’s reservation, and not the entire reservation.</p>	
	<p>Demo Share your screen and demonstrate the function in Recreation Dynamics by performing the following steps. Let participants know the steps are shown in the Job Aid:</p> <ol style="list-style-type: none"> 1. Be sure you are in the Date-Based Matrix (the grid). 2. Select the reservation you want to split. (Select it by clicking it). You can use the reservation you created in an earlier lesson in this course. 3. Click the Cut button on the toolbar. 4. Select the new campsite, selecting the dates to be moved to that campsite. (Select the dates by clicking and dragging across them.) 5. Click the Split button on the toolbar. The “You are about to split the following reservation...” message appears. Confirm the details are correct. 6. Click the Yes button. The system processes the split and the POS window displays. 7. Review the charges are correct. Then click the Tender Cart button to complete the split. 8. Click the Continue Shopping button to return to the Date-based Matrix (grid). 9. Deselect the selection by clicking away from it in the grid. You will see the reservation is now two reservations, one on the original site and one on the new site for the dates you split from the original reservation. 	<p>Encourage participants to follow along on the <i>Splitting a Reservation Job Aid</i></p>
	<p>Say Let participants know the following</p>	

For State Parks Customer

- Even if a customer is currently checked in on their present site, they will not be marked as checked in on their new site until a staff person marks them checked in when they move to their new site.
- A split may be performed only if the new selection **either** begins on the current arrival date, **or** ends on the current departure date.
- A reservations **cannot** be split in such a manner where neither the arrival date nor departure date is on a new site. A split cannot be made if the customer arrives on their current site, wants to move to another site for a portion of their stay and then return to the original site to complete their stay. This would result in an error message “Please select slices within the start date and end date of the reservation to split.”



Activity 5

Say

Follow the instructions on page 3 of your Participant Guide.


This activity is similar to the Mission assigned to Field Staff in the Hub; however, Field Staff will first have an opportunity to complete the **eLearning: Spitting a Reservation** which is also assigned to them in the Hub.

Do


Give participants directions for the practice:

1. Be sure you are logged in to Recreation Dynamics.
2. Find and open the reservation you made for *Salazar* in a previous lesson.
3. Using the **Splitting a Reservation Job Aid** as a guide, split the reservation, moving last 3 days of it to another campsite.
4. If you have spare time, find and review the

Show slide 4: Activity 5

	<p>eLearning: Splitting a Reservation activity and any related Discussion Forums in the Hub.</p> <p>5. Participate in the class debrief.</p> <p>Allow the participants 5 minutes to complete the practice. Then call the class back together.</p>	
	<p>Debrief</p> <p>Say There is a space in the Participant Guide for you to take notes during the discussion, while we debrief the practice activity.</p> <p>Ask Did you have any challenges in completing the activity? If so, what?</p> <p><i>Anticipated response(s):</i></p> <ul style="list-style-type: none">• Responses will vary. <p>Are there any questions about the function?</p> <p><i>Anticipated response(s):</i></p> <ul style="list-style-type: none">• Responses will vary. <p>Answer learner questions.</p> <p>Ask What might be some challenges Field Staff could experience related to this function?</p> <p><i>Anticipated response(s):</i></p> <ul style="list-style-type: none">• They might try to split the reservation by using the Cut and Paste function. But this is for moving the entire reservation. Using Cut and Paste would move nights they've already stayed, and result in incorrect charges if the two sites have different rates.• The split function is most typically used to move customers to a new site after they have already stayed the night at your park. This often happens if they realize they want to move to a more	<p>Show slide 5: Issues & Challenges: Splitting a Reservation</p>

For State Parks Customer

	<p>premium site, from a campsite to a cabin, or stayed the night and have issues with their campsite which makes them request a new site for the remainder of their stay.</p> <ul style="list-style-type: none">• Customer still needs to be checked in to the new site. <p>Say Keep an eye out for questions related to these problems in the Discussion Forum in the Hub.</p> <p>You can take notes in your Participant Guide to remind you of what issues and questions Field Staff might have.</p> <p>Ask How can Field Staff help themselves in learning this function?</p> <p><i>Anticipated response(s):</i></p> <ul style="list-style-type: none">• They can review any of the following in the Hub:<ul style="list-style-type: none">○ eLearning: Splitting a Reservation○ Job Aid: Splitting a Reservation• They can practice in Training Mode by completing the Mission: Splitting a Reservation.• They can read the Discussion Forum related to Reservations, and/or ask questions there.	
	<p>Say The slide summarizes what we've just covered. Be sure to write any notes in your Participant Guide.</p>	<p>Show slide 6: Summary: Splitting a Reservation</p>