



## New Staff Basic Training and Induction

This induction form is for the trainer working on behalf of the Health & Safety and job roles of FKR Ltd, trading as Pro Karts.

*It is the trainer's responsibility to ensure that new employees are shown the correct systems and accountability for each job role held at prokarts, each step needs to be in depth to make sure new employees are fully aware of what they are responsible for. As a trainer you are responsible to correctly train the new Trainee Staff Member (TSM) so that they are aware of all safety aspects, day to day operational setup and procedures.*

*Please note: Both the Trainer and Trainee must initial the bottom right corner of each page once completed.*

1. **DEPUTY-** Deputy is an app we use for our roster system. Deputy sends a weekly roster to you **via txt, app notification and email** to ensure you receive your hours. On the app you **sign in** and **sign out** if you are rostered on that day, the app is location based so for security you need to be onsite in order to sign in and out. The app is also used for **leave requests**, leave needs to be submitted through the app, **not by any other means**, once leave has been approved the app won't let you be rostered on a day you previously ask leave for and has been approved by mistake.
  - a. **Leave requests** – You must give a minimum of **3 weeks notices** when requesting leave.
  - b. **Breaks-** every staff member is entitled to two 10-minute breaks, note that you must work at least two hours before taking a break unless given permission by a member of management. If you are rostered on for more than 4 hours of work you are entitled to a 30-minute break (unpaid). Don't forget if you are taking a 30-minute break to "End Break" once 30 minutes has finished.
  - c. **Start times** – You must be at onsite at work at ready to go by your required start time.

Please show the TSM how to submit a leave request on their birthday, as a new Pro Karts staff reward, staff do not have to work on their birthday! Please note: This is conditional that they book the day off before the minimum 3 week leave request period.
2. **Pay Day** – Pay is every second Wednesday, please make sure you have filled out the employee information form in the back of your contract. If you submit your hours in-correctly please message on the Pro Karts – Mahlie Facebook page.

3. **Staff Discounts** – We have some staff discount options available to our team.
- a. *All current staff of Pro Karts get 25% off most food and drinks*
  - b. *50% for themselves and one at either the Trampoline Park, Go Karts or Laser Tag (excludes combos)*
  - c. *50% for themselves and partner and their children one at either the Trampoline Park, Go Karts or Laser Tag (excludes combos)*
  - d. *We are also currently working on a staff discount card which will apply at businesses around Nelson, we now have a deal setup with Burger Culture where you will receive 20% off your purchase.*
4. **Opening up-** At the start of the day each job role have different responsibilities. **Before we are open, each staff member must complete their start of day safety/opening check list,** this is to make sure everything is safe to use for the staff and public before we start to operate!
- a. ***Driving instructors*** are responsible for safety check on karts.
  - b. ***Track Marshals*** are responsible for the pit set up making sure access ways are closed off to the public and track inspection.
  - c. ***Counter staff*** are responsible for making sure the tills are topped up with money, price screens are going, disclaimer iPads are on and app locks are on, lap timing.
  - d. ***Trampoline staff*** are responsible for making sure tramps are dry, air bag is inflated and safe to use, safety pads are all in the correct location.
  - e. ***Laser tag staff*** are responsible for making sure the field is safe to play in, pick rubbish left behind in the field and making sure no trees or branches are unsafe for the public. The wind isn't too strong, If winds are high there maybe risk of tree branches breaking.
- Each checklist can be found on [pkracer.com](http://pkracer.com) > staff page. Each form needs to be submitted for operating any equipment, unless that area isn't being used.

**5. Daily setup - How to open each area**

- a. Trampoline Park
  - i. *Turn on the airbag pump*
  - ii. *Unlock both Trampoline areas during Weekends, Long Weekends and School Holidays - **Or** Unlock just the main area during week days*
  - iii. *Unlock the fire exit in the Trampoline Park*
  - iv. *Check the Airbag has fully inflated*
  - v. *Put out Trampoline Park umbrellas*
- b. Karts
  - i. *Safety check and then get all the karts out*
  - ii. *Put Traffic lights out and test*
  - iii. *Put cones out in pit area and track*
  - iv. *Put signs on viewing podium*
  - v. *Get the track Fire Extinguisher out*
  - vi. *Check iPads and Dehaardt gear is charged on working*
  - vii. *Test your radio*
- c. Shop
  - i. *Turn on all Customer display screens and price boards*
  - ii. *Turn on all computers*
  - iii. *Turn on and app lock all 4 driver registration ipads*
  - iv. *Put the signs out (Please show the correct locations for each sign)*
  - v. *Put out and setup all umbrellas*
  - vi. *Open all doors*
- d. Café
  - i. *Turn on the Coffee machine*
  - ii. *Turn on the Pie warmer*
  - iii. *Turn on the Deep fryer*
  - iv. *Put any Café flags or sign out once Café staff are here. (Please show the correct locations for each sign and flag)*

**6. Show the TSM how to turn on the all the computers**

- a. *Counter POS/Bookings (Google chrome and Customer Display Screen)*
- b. *Lap Timing Computer (ROC Timing (our backup timing) and the Customer Display Screens)*
- c. *Second Computer with Customer Display Screens*

**7. Show the TSM how to turn on the music at both sites**

- a. *Trampoline Park*
- b. *Karts*

8. **Facebook group messages** – We have a Facebook page name “**Pro Karts – Mahlie**” and a heaps of group chats for different divisions here. *E.g. Go Karts, Laser Tag, Trampoline Park, Café, Pop-up Fun Park, Health and Safety etc.* As an employee of Pro Karts you must accept any message requests from us and be active on the chat groups.
- Please setup the new staff member on the group chats appropriate to their position. (If you are not sure which chats to add them to please check with Nick)  
(Circle the related group chat to this TSM)
- a. *Health and Safety*
  - b. *Notice Board*
  - c. *Lost and found*
  - d. *Laser Tag notice board*
  - e. *Track Staff notice board*
  - f. *Health and Safety meeting*
  - g. *Café Chat Group*
  - h. *Management Team and Point of Sale*
  - i. *Reviews*
  - j. *Pop-up Fun Park*
  - k. *Point of Sale*
9. **Monthly Health and Safety meetings** – *We have a Health and Safety meeting at the start of most months usually on the first Tuesday or Wednesday. All staff are rostered and paid to attend the meeting, you are expected to attend 2 out of every 3 meetings. If you cannot attend it is up to you to let management know within 48 hours of the meeting.*
- a. **On the night pizzas are usually also provided by Pro Karts.** Then after most meetings we hold a staff team building session on either our Karts, playing Laser Tag or fun time on the Trampoline Park. *Please note: This part of the evening is unpaid and not compulsory.*
10. **UHF Radios** - *All staff have their own allocated UHF Radio and it is your responsibility to take care of this and to put it back on charge at the end of end of your shifts.*
11. **Hi Vis Vest** - *All Track, Briefing and Laser Tag staff must wear a Hi-vis vest*

12. **Basic Pit area and Track setup** – *Please take the TSM through and show them how to do a Basic Pit area and Track setup, including the correct position of all tyre walls, traffic lights, cones, pit signs, fire extinguisher and even where the karts go in the pits.*
13. **Driver Waivers** - *The TSM must have a quick brief of how a waiver works and how to fill one out, then they must complete their own driver waiver.*
14. **Start of day safety check lists** – *Please show the TSM all the Start of Day checklists and explain the importance of completing them every day. (E.g it is a Health and Safety requirement which is apart of our operating licence.)*
  - a. *Go Karts*
  - b. *Trampoline Park*
  - c. *Laser Tag*
  - d. *Climbing Wall*
  - e. *Bungy Trampoline*
15. **Show the TSM how to do the related End of Day checks lists** (Circle the related lists)
  - a. *Trampoline Park*
  - b. *Counter Staff*
  - c. *Briefing Staff*
  - d. *Track Staff*
  - e. *Laser Tag Staff*
16. **Reporting a faulty karts or equipment** – *Please show the TSM how to report a new fault or parts order*
17. **Assembly point** – *Please show the TSM where to emergency assembly point is*

**18. Areas staff are allowed in**

- a. **Laser Tag Field** – All staff can enter any of our Laser Tag field as long as they are wearing a Hi-Vis vest
- b. **The Pits** –
  - i. **Trained Briefing Staff and Track Staff** - Can enter both ends of our pits area as long as they are wearing a Hi-Vis vest
  - ii. **Non-Trained staff** - Can enter the pits and transition to the workshop but must stay behind the yellow line at all times.
- c. **Trampoline Park** – All staff can enter the trampoline park but must be wearing Trampoline Grip socks
- d. **The Workshop** – Staff are allowed in the workshop as long as they access it using conditions in 14 b.
- e. **All Public areas** – Staff can access all public areas of Pro Karts.

**19. Areas staff are not allowed in unless Trained**

- a. **The Track** – During operation of any race only staff with Track training and the correct safety equipment are permitted to be on the track. At no time can a untrained staff member or member of the public assist a track marshal during race operation. (Race Operation is anytime time there are any karts running either in the pit area or on our kart track)
- b. **Behind the counter** – Only Point of Sale (POS) or Café staff roster on the day are permitted to be behind the counter, other staff can only be behind the counter if assisting either POS or Café or if getting information for a race, group or booking.

**20. Rules for Cell phone use - The following positions rules for cell use.**

- a. **Track Staff** – At no time should a track staff member be using their cell phone on the track or in the pit area. (unless it is someone with a Management title, then they can use the phone in the pit area and only on the track if no races are running).
- b. **Laser Tag Staff** – Can use their cell phone at the laser tag field, however this “only for work purposes”.
- c. **Trampoline Park Staff** – Can not use their phone during your shift unless you are reporting an issue, fault, lost property, or answering a work-related group message.
- d. **Café Staff** - Can use their cell phone in the Cafe, however this “only for work purposes”.
- e. **Point of Sale Staff** - Can use their cell phone in the Counter, however this “only for work purposes”.
- f. **Management Staff** - Can use their cell phone for work purposes however they must still apply to the any of the above rules.
- g. If you switch roles during the day you must apply to the rules that apply to your new position

21. **First Aid kits** - It is important that all staff know the location of all the First Aid kits on our site.

*Please show the location of all First Aid kits*

- a. **Show room**
- b. **Trampoline Park**
- c. **Workshop**
- d. **Truck**
- e. **Ute**

➤ *Please also show the TSM where the ice packs are located. (Ice cream freezer)*

22. **Accident Causing Injury** – If we have an accident on site causing injury to a customer or staff member it must be dealt with immediately by one of our trained first aiders onsite.

- *It is important that all staff also know how to complete an accident report form, please get the TSM get fill one out staple it to this induction form. (information for form. Company Name: John Doe, customer number: 02188844466 Injury Time: 1:15pm, sprained ankle doing a flip on the trampolines.)*
- *All injuries must be reported in Nick before the End of the Day of the incident.*

23. **Sun Screen** – We have a number of free screen dispensers in the Showroom, Workshop and at the Trampoline Park. Please show the location of these.

- a. *Two in the Showroom*
- b. *One in the workshop by the fire exit*
- c. *One at the Trampoline park by the entrance*

24. **Fire Extinguishers** - It is important that all staff know the location of all the Fire Extinguishers on our site.

- a. *Track/Podium Fire Extinguisher*
- b. *Café/Shop Fire Extinguisher*
- c. *Workshop*
- d. *Truck*

25. **Complete all 3 of our main briefings**

- a. *Fun Karts*
- b. *Pro Karts*
- c. *Trampoline Park*

26. **The TSM can now Drive some Karts** – *Take a 10 minute drive in the following karts, it is important our staff know our product and what better way to find out about correct seat positions, helmet sizes, the speed of the karts, our track and much more by taking a drive of both the Fun Karts and Pro karts themselves.*

a. *Fun Karts*

b. *Pro Karts*

27. **Staff Car Parking** – *Please explain where all staff must park their car during weekends, public holidays and school holidays.*

28. **Pro Karts Website navigation** – We would like all our staff to have some product knowledge and we also think it's important that they know a bit about our business and its history. As a test the staff member should have done approximately 60 minutes of price and product checking plus a google search to see what they find.

**Trainer Name** \_\_\_\_\_ **Date**     /     /

**Sign once completed** \_\_\_\_\_ **Time**

**TSM Trainee Name** \_\_\_\_\_

Sign below, if you are happy and feel the onsite induction, and safety training was to a high enough standard and you feel comfortable to safety work in the listed areas.

**Sign Here** \_\_\_\_\_ **Date**     /     /

**It is also important that initial the bottom of every page to acknowledge that you have been through each session and fully understand all the sessions on the page you've initailed.**