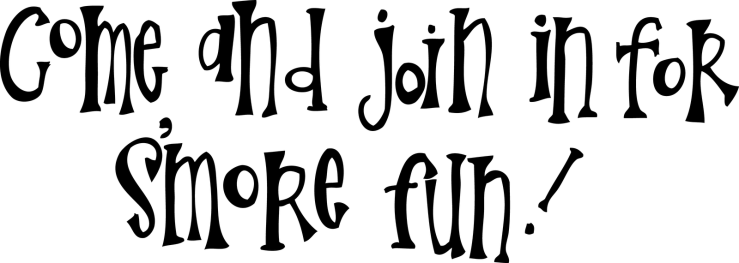
S’Mores Rendezvous Campground

Maintenance Management

Plan





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Premise:

The following is sample of the elements that can be found in a Maintenance Management Plan. It by no means is complete representation and is purposed to provide a starting point for the development of one’s own campground document.

Complied by Larry Brownfield, OHE

S’Mores Rendezvous Campground

Address

City, State, Zip

**Acknowledgement of Receipt of Maintenance Management Plan**

I acknowledge that I have received my personal copy of Section One of S’Mores Rendezvous Campground Maintenance Management Plan. In consideration of my employment with the Campground, I agree to read, observe, and abide by the conditions of employment, policies and rules contained in this plan. I understand this plan is designed for quick reference and general information and sets forth many but not all of the Campground’s policies and guidelines under which the Campground operates. I also acknowledge that this manual is not in any way intended as a contract of employment.

I understand that the policies and procedures described in this plan are for the purposes of the information only and may be amended or modified by the Campground at any time, with or without prior notice.

Employee Signature Date

Manager’s Signature Date

# INRTODUCTION

The concepts of “First Impressions”, guest service, consistency, safety and “lasting impressions” are all a part of the overall mix that blends together to provide S’Mores Rendezvous’ standards for the maintenance of the grounds, equipment, and facilities found at each camping area, day use and water park. From the very first sign a guest sees that directs them …to the final wave they receive as they depart…all efforts put forth by the S’Mores Rendezvous staff are to be reflective of the highest standards and professionalism in the outdoor hospitality industry.

The Owners along with the General Manager felt it necessary to establish a Maintenance Management Plan for S’Mores Rendezvous Campground. There were three goals established to achieve the development of this Maintenance Management Plan.

* Provide safe, clean, and green campground facilities to the guest as efficiently and effectively as resources would allow.
* Identify the highest and best use of full‐time staff, part‐time staff, and contracted staff based on meeting guest needs in the most cost effective manner to provide the desired level of maintenance
* Create a maintenance system that is capable of growing as it applies to the acquisition and development of future campground and recreation facilities

The successful maintenance of S’Mores Rendezvous requires a strong commitment to operational excellence by all campground staff. While each team member may have a primary job for which they have been hired, there must never be an attitude of “That’s not my job”. The team’s strength will come from the necessary spirit of cooperation between teammates and the willingness of team members to help each other achieve the objectives of S’Mores Rendezvous. And, above all, there must be a willingness to inspect the work that is performed to ensure that the standards set forth in this document are being continuously and consistently met.

# 1.0.0. WORK PRIORITIES FOR LEVELS

Following are recommended work priorities by level:

# 1.1.1 LEVEL PRIORITIES

Priority 1: Conditions which pose an immediate threat to life or property (fire, explosion, water main break, building structural failure, electrical failure).

Priority 2: Emergency requests from a regulatory agency to correct immediate hazards (fire code deficiency, hazardous material issue).

Priority 3: Emergency or routine work intended to improve services for guest..

Priority 4: Special request from the Owner or General Manager or designee determined to require immediate attention

Priority 5: Emergency or routine work intended to reduce the long‐term maintenance levels.

Priority 6: Emergency or routine work intended to improve the aesthetics or attractiveness of an area or facility.

# 1.2 GENERAL CAMPGROUND MAINTENANCE

## 1.2.1.0. MINIMUM STANDARDS

The Maintenance Manager is responsible for the administration and supervision of the Maintenance Management Plan for S’Mores Rendezvous Campground. The campground shall be maintained in good condition in conformance with the S’Mores Rendezvous Campground minimum standards. The policies that will govern minimum standards for maintenance operations include but not are limited to:

### 1.2.1.01 Customer Service

* Safety and directional signs are properly positioned
* Entrance is clearly visible with appropriately placed road signs to access the campground
* Entrance is well landscaped with a “Welcome To” sign in place
* Parking lot is clean and well maintained
* Parking lot has designated handicapped slots
* Area surrounding campground areas is neatly groomed and landscaped
* Maintenance building is neat and clean

### 1.2.1.02 Buildings and structures

* Cabins and shelters should be disinfected after each use
* Buildings and structures shall be maintained in good repair at all times in a fashion which is consistent with fire and safety codes and regulations. All storage tanks above ground must comply with containment requirements. All below‐ground tanks must be pressure treated at mandated intervals.
* Tools, supplies and equipment will be organized in an orderly fashion
* Restrooms shall be checked at least twice daily and maintained in a manner to provide clean and sanitary facilities. Soap, towels, toilet issue, etc., shall be provided in adequate quantities at all times. Portable facilities shall be maintained similarly. There are to be no exceptions to this clean restroom policy.

### 1.2.1.03 Camping Areas

* All S’Mores Rendezvous Campground campsites are to be clearly and uniquely identified by number or letter placed in a clearly visible location such as on the electrical pedestal, upon a post at the road edge next to the entry of the site, etc… The number and/or letters are to be of a size that can easily read by a camper traveling through the camping area. These signs are to have reflective numbers and/or letters to allow for easy identification at night.
* Campsites are to be maintained so as to be:
  + Easily accessible when a camper is accessing the site.
  + Leveled so that campers can set up using normal leveling practices
  + Utilities at each site are to be maintained and regularly inspected so as to be safe and functional. Hook-ups are to be located within a reasonable distance of the pad.
* Sites are to be regularly inspected and maintained so as to prevent deterioration, erosion, and rutting.
* Tree branches above sites are to be regularly inspected and maintained so that the potential of falling limbs is minimized. Further, all limbs should be maintained to be at least 14’ above the ground to prevent RV’s from hitting any tree limbs and branches while on a campsite.
* All sites are to be inspected and cleaned when a customer leaves. Litter, ashes, etc. are to be removed so that the next customer is presented with a site reflective of the S’Mores Rendezvous Campground standard.
* Grass sites are to be regularly mowed and trimmed so that grass is maintained at a uniform height and appearance.
* Appropriate weed controls are to be implemented to maintain pads that weed-free and crisply defined.
* Such landscaping as may exist on a site is to be maintained so as to be of a uniform appearance. Branches, bushes etc. that may interfere with the ability of a guest to open slide-outs, awnings, etc. are to be trimmed back so as to not interfere with a guest’s enjoyment of their site.
* Each site is to have a picnic table that is to be maintained in a clean, safe and functional manner.
* Each site to have a campfire ring where space and safety allows.

### 1.2.1.04 Fences

(All fences, chain links, walls, or barbed wire on or within boundaries of the property)

* Repair all broken or damaged fencing as necessary
* Immediately repair or replace all fences, gates and locking devices as needed for the protection of the campground.

### 1.2.1.05 Parking, Sidewalks and Hardscape

* Trash and refuse shall be collected daily and removed from the property and parking, sidewalks and hardscape areas as necessary.

### 1.2.1.06 Turf Maintenance

* Mowing will occur once weekly
* Mowing heights
  + 2½ ” during cool season (day time highs consistently below 75 degrees)
* Edging of all turf perimeters will occur weekly during season and every 2weeks in off‐season
* 88% turf coverage
* 8% weed infestation
* 4% bare area will be acceptable after season begins
* Remove grass clippings if visible
* Aerate once annually in low use areas
* Aerate twice annually in high use areas (additional if needed)
* Inspect thatch layer regularly and remove as needed
* Test soil and water annually
  + Additional testing will occur if deemed necessary
* Soil moisture will be consistent
  + No wet areas
  + No dry areas
  + enough for foot and mower traffic
* Inspect weekly for insects, disease, and stress, and respond to outbreaks within 24 hours
* Fertilize twice yearly

### 1.2.1.07 Tree and Shrub Maintenance

* Prune/trim trees and shrubs as dictated by species at least once annually
* Apply fertilizer to plant species only if plant health dictates
* Remove sucker growth as needed
* Inspect regularly for insects and diseases. Respond to outbreaks within 48 hours
* Place 2” of organic mulch around each tree within a minimum 18” ring
* Place 2” of organic mulch around shrub beds to minimize weed growth
* Remove hazardous limbs and plants immediately upon discovery
* Remove dead trees and plant material within 30 days of discovery
* Remove or treat invasive plants yearly

### 1.2.1.08 Storm Cleanup

* Inspect drain covers at least once monthly and immediately after flooding occurs
* Remove debris and organic materials from drain covers within every other month
* Inspect and clean drains before forecasted storms begin
* Maintain water inlet height at 100% of design standard
* Invasive plant removal once a year or as needed
* Drain system maintenance done once a year

### 1.2.1.09 Irrigation Systems

* Inspect irrigation systems a minimum of once per month and as necessary
* Initiate repairs to non‐functioning systems within 48 hours of discovery
* Annual back flow inspection done yearly

### 1.2.1.10 Litter Control

* Pick up litter and empty containers at least every other day or as needed
* Remove leaves and organic debris once a week

### 1.2.1.11 Playground Maintenance

* Audit each playground to insure compliance with the current version of the Consumer Product Safety Commission “Handbook for Public Playground Safety”
* Complete low‐frequency playground inspections at least bi‐monthly or as required. Complete safety‐related repairs immediately and initiate other repairs within 48 hours of discovery
* Complete high‐frequency inspections at least weekly
* Grooming surface two times weekly

### 1.2.1.12 Outdoor Court Maintenance

* Inspect tennis and basketball courts at least once monthly
* Complete all repairs within 48 hours of discovery
* Repaint lines at least once each year
* Replace basketball nets when frayed, broken, or removed
* Maintain basketball goal posts, backboards, rims, tennis net posts, fencing, and hardware to original design specifications

### 1.2.1.13 Hard Surface Maintenance

* Remove debris and glass immediately upon discovery
* Remove sand, dirt, and organic debris from walks, lots, and hard surfaces every 30 days
* Remove trip hazards from pedestrian areas immediately upon discovery
* Paint fading or indistinct instructional/directional signs every other year
* Remove grass in the cracks monthly

### 1.2.1.14 Trail Maintenance

* Inspect hard and soft surface trails at least once monthly
* Remove dirt, sand, and organic debris from hard surfaces at least once monthly
* Remove organic debris from soft surfaces at least once monthly
* Maintain a uniform 2‐4” depth of compacted material on soft surface trails
* Mechanically or chemically control growth 24” on either side of the trails
* Remove overhanging branches within 84” of the trail surface at least once annually
* Inspect signs, benches, and other site amenities at least once monthly. Complete repairs within 10 days of discovery

### 1.2.1.15 Site Amenity Maintenance

* Inspect benches, trash containers, picnic tables, grills, bicycle racks, drinking fountains, and other site amenities at least monthly. Complete repairs within 5 days of discovery
* Cleaning and washing quarterly or as needed
* Inspect daily for insects, disease, and stress and respond to outbreaks within 24 hours

### 1.2.1.16 Sign Maintenance

* Inspect sign lettering, surfaces, and posts at least once every 3 months
* Repair/replace signs to maintain design and safety standards within 5 days of discovery
* Clean entrance sign bi-annually or as needed

### 1.2.1.17 Soil moisture will be consistent

* No wet areas
* No dry areas
* Firm enough for foot and mower traffic
* Inspect weekly for insects, disease, and stress, and respond to outbreaks within 24 hours

### 1.2.1.18 Fence and Gate Maintenance

* Inspect fences, gates, and bollards at least once annually. Complete safety related repairs immediately, and complete other repairs within 5 days of discovery
* Clean debris quarterly or as needed

### 1.2.1.19 Pest Control

* Inspect problem areas monthly and remedy immediately upon discovery

### 1.2.1.20 Vandalism and Graffiti Removal

* Initiate repairs immediately upon discovery. Document and photograph damage as necessary

### 1.2.1.21 Cabins and Shelters

* Reserved units cleaned and litter removed prior to and after each reservation
* Minor repairs are made immediately upon discovery
* Non‐reserved units are cleaned weekly, or as necessary

### 1.2.1.22 Lighting Security/Area

* Inspect quarterly
* Repairs/bulb replacement will be completed within 72 hours of discovery

### 1.2.1.23 Broken Equipment Standard

* Broken equipment shall be repaired immediately, as staff is capable and parts are available when noticed or reported
* If staff is not able to repair, the broken equipment will be signed and roped off with emergency tape indicating that the amenity is broken, not to be used, and if and when it will be repaired

### 1.2.1.24 Lifecycle Replacement

* The Campground has a lifecycle replacement program in place that must be built into the Capital Improvement Program based on contractor and product specifications

### 1.2.1.25 Personal Tools

* It is the intent of S’Mores Rendezvous to have on hand the necessary tools to perform the maintenance of the campground. However, there may be tools that are personally owned by staff members with which they are more comfortable using in the performance of their duties.
  + The use of personal tools is discouraged by S’Mores Rendezvous, except small hand tools.
  + Any personal tools brought by a staff member for use at S’Mores Rendezvous will be used at the risk of the tools owner.
  + If an employee does bring personal tools, the maintenance supervisor will inspect and inventory the tools.
  + All personal items will be properly marked as to their owner.

### 1.2.1.26 Company Owned Vehicles and Equipment

* Vehicles and equipment owned by S’Mores Rendezvous Campground represent a substantial investment. As such, their care, operation and upkeep are important to the company. In all cases, use of company owned vehicles will be performed in a manner that is safe, within the scope of what the vehicle/equipment is intended, and by operators who are properly licensed and/or trained.
  + All company owned vehicles/equipment will be maintained in a safe operating condition and will be safely operated only in the manner for which they are intended.
  + Vehicles and equipment will be maintained so as to have a clean interior and exterior condition.
  + All vehicles will be properly signed with decals of S’Mores Rendezvous Campground
  + Company vehicles are not intended for the personal use of employees unless otherwise directed by General Manager.
  + Vehicles may only be operated by licensed drivers and by those who have been approved by the company.
  + All company owned vehicles are non-smoking.
  + Fluid levels are to be checked daily as determined by the maintenance supervisor.

### 1.2.1.27 Contract Services

* From time to time S’Mores Rendezvous Campground may employ contract services for projects and/or duties related to the operation of the campground. Examples of these services may be for special repairs that are beyond the scope of the campground staff, construction projects, or the operation of certain campground utilities.
  + All contractors used by S’Mores Rendezvous Campground must be licensed, bonded and insured. A copy of such licenses and insurance must be kept on file at the campground office.
  + No contract services will be performed without a contract/agreement that delineates the scope of service, timeframe of agreement and terms of payment.
  + No contract services will be performed without the approval of the General Manager.
  + All contractors who are working on a S’Mores Rendezvous Campground must follow S’Mores Rendezvous Campground rules.
  + A contractor’s access to the campgound will be limited only to the areas in which their work is to be performed.

# 1.3 MAINTENANCE ITEMS FOR POOL & WATER PARK

S’Mores Rendezvous Campground has established and implemented a maintenance program to assure safe and enjoyable water park conditions.

## 

## 1.3.1.0 MINIMUM STANDARD

The Maintenance Manager is responsible for the administration and supervision of the Maintenance Management Plan for S’Mores Rendezvous Campground. The campground shall be maintained in good condition in conformance with the S’Mores Rendezvous Water Parks minimum standards. The policies that will govern minimum standards for maintenance operations include but not are limited to:

### 1.3.1.01 Customer Service

* Safety and directional signs are properly positioned
* Entrance is clearly visible with appropriately placed road signs to access the water park
* Entrance is well landscaped with a “Welcome To” sign in place
* Parking lot is clean and well maintained
* Parking lot has designated handicapped slots
* Area surrounding water park is neatly groomed and landscaped
* Maintenance building is neat and clean

### 1.3.1.02 Buildings and structures

* Bathhouse and restrooms floors should be disinfected daily
* Pool decks should be rinsed daily
* Buildings and structures shall be maintained in good repair at all times in a fashion which is consistent with fire and safety codes and regulations.
* Tools, supplies and equipment will be organized in an orderly fashion
* All chemicals shall be stored in a fashion consistent with local/state storage recommendations

### 1.3.1.03 Restrooms

* Shall be checked at least hourly on a daily basis and maintained in a manner to provide clean and sanitary facilities. Soap, towels, toilet issue, etc, shall be provided in adequate quantities at all times.

### 1.3.1.04 Pool Standards

* Vacuum pool daily
* Manually check water chemistry every two hours of operation
* Check water electronically on a continuous basis
* Water checked for temperature, chlorine, and pH
* Check flow rates every 2 hours of operation
* Water checked for clarity on a continuous basis
* Clean concrete areas daily
* Repaint pool tank every two years
* Pressure wash concrete areas weekly
* Clean restrooms two times daily
* Inspect facility and associated equipment daily
* Maintain all equipment per manufacturers suggestions
* Inspect sand filter annually

### 1.3.1.05 Water Park Standards

* Check the operation of the recirculation pump and motor daily
* Check the operation of the disinfectant and pH chemical feeder daily
* Check the filter operation, read the pressure gauges, and backwash, if necessary daily
* For all closed filters, manually release the air daily
* Skimmer strainer baskets must be cleaned daily
* Clean the bottom of the pool and manually skim debris from the surface daily
* Measure and record the chlorine or bromine residual and the pH at least twice a day

### 1.3.1.06 Record Keeping

* The staff shall keep true, accurate, and complete records of water park maintenance, chemical applications, and safety inspections.

### 1.3.1.07 Planters

(All areas planted with ornamental plants, and having a definable border)

* Planters shall be maintained free of trash and debris such as (e.g. paper, drinking cans, bottles, fallen limbs and leaves, and etc.)
* Planters shall be maintained free of weeds or grass by mechanical, manual or chemical means
* Plant material (e.g., trees, shrubbery and ground covering) in planters shall be trimmed for protection from wind, insect damage, and appearance
* Various planting areas throughout the facility will be cultivated, weeded, pruned, and fertilized regularly, with at least 2 replanting programs for annuals scheduled yearly

### 1.3.1.08 Irrigation

(All equipment required to irrigate all areas of the property)

* Repair or replace all heads, valves, control equipment, wiring and pipe as needed to maintain the proper operation of the irrigation system on an ongoing basis

### 1.3.1.09 Fences

(All fences, chain links, walls, or barbed wire on or within boundaries of the property)

* Repair all broken or damaged fencing as necessary
* Immediately repair or replace all fences, gates and locking devices as needed for the protection of the water park

### 1.3.1.10 Parking, Sidewalks and Hardscape

* All sidewalks, patios, and concrete paths must be kept edged. Edging around valve boxes, meter boxes, backflow preventers, etc., shall be done as needed to ensure there is no obstruction of play or maintenance from growth around these areas
* Any change in the physical characteristics of the water park or the modification of any portion of the grounds or structures, shall only be undertaken with the direct approval of the General Manager.
* Trash and refuse shall be collected daily and removed from the property as necessary to ensure minimal problems from refuse odors, insects, etc.

### 1.3.1.11 Park Amenities and Slides

* All slides are inspected on a daily basis for problems. Slides are waxed on a yearly basis.
* All in‐park amenities are inspected daily and repaired as need
* Sand in play areas are raked daily as it applies to play areas and volleyball areas
* Picnic areas washed down daily prior to visitors the water park and tables inspected for repairs
* Lazy river painted and repaired yearly as needed
* Park pool painted and striped on a yearly basis
* All tubes are inspected weekly

# 1.4 BEACH MAINTENANCE

* Clean beach before opening and put out boundaries buoys
* Inspect signage and safety horns and microphones
* Pick up trash on a daily basis and remove as needed
* Bathrooms cleaned at a minimum on a two hour basis
* Clean and rake beach daily with a beach comer or sand rake
* Ensure water fountains are working
* Inspect security lighting and safety sirens on a daily basis
* Inspect fencing on a daily basis and ensure safety locks are working
* Walk the beach and put in depth finders in the water for users to recognize

# 1.5 DOG PARKS MAINTENANCE

* Mow park at least once a week at 3 inches
* Pick up trash on a daily basis in parking lots
* Clean restroom on a daily basis
* Inspect signage on how to use the park properly
* Grade parking lot on a monthly basis or as needed
* Inspect fencing on a weekly basis
* Inspect safety lighting on a weekly basis

# 1.6 BMX MAINTENANCE

* Grade the BMX track before the start of the season and grade at least once a month
* Pick up trash on a daily basis in the parking lot and around the course
* Inspect and repair safety flags around the course
* Inspect safety signs and sound system on a daily basis
* Fill in holes on the track on a daily basis and inspect as needed
* Inspect timing devices on a daily basis to ensure that it is working properly
* Check starting gates for working properly with timing devices
* Put down dust resistance material on a as needed basis

# 1.7 DISC GOLF COURSE MAINTENANCE

* Inspect disc baskets daily
* Inspect signage and distance markers on a weekly basis
* Pick up trash in the parking lot and on the disc course on a daily basis
* Mow the course at least once a week at 2 ½ inch basis
* Ensure that water fountains are working
* Trim trees as needed

# 1.8 WILDLIFE MAINTENANCE

* Inspect wildlife areas with high levels of geese and beavers
* Seek Fish & Game Department advice on managing the geese problem
* Create signage program for visitors to not feed the geese
* Find a geese prohibitory and install as needed including using border collies to fend off geese
* Check beaver dams in parks and disrupt the developing of dams as needed
* Fish & Game Department to trap beavers as needed and move to other locations

# 1.9 FOOD SERVICES

## 1.9.1 Concession Standards

### 1.9.1.01 Concession Standards (outdoor)

* Concession facilities cleaned, wiped down, and sanitized before opening
* Electrical appliances checked for compliance and repaired if damaged
* Lights checked and repaired as needed
* Concession operating permits secured before opening
* Appliances cleaned thoroughly before opening
* Prices for concessions will be posted
* Cash registers tested to ensure they work properly
* Circuit breakers tested prior to opening
* Cleaning and sanitization supplies on hand before opening
* Pick up debris daily

### 1.9.1.02 Closing Concession Standards (outdoor)

* Equipment cleaned thoroughly
* Supplies removed and discarded
* Electricity should be turned off
* Refrigerators and cables turned off and sealed
* Facility floors, sinks, and counters cleaned thoroughly
* Hoses cleaned and drained
* Kitchen cleaned thoroughly
* Inspections of standards will occur monthly

NOTE: These standards are to be given and acknowledged by employee. (See acknowledgement form locate at the beginning of this example document,)

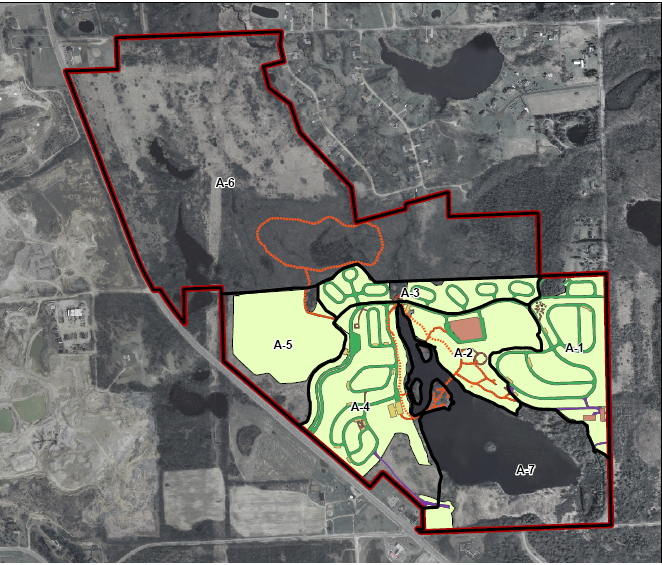
# 2.0 OPERATIONAL OUTCOMES – Projected

S’Mores Rendezvous Campground maintenance outcome needs to focus on a quality camping facility that is highly maintained along with parking lots, restrooms and other recreational amenities all maintained pristine. The entrances and concessions should be inviting to guests and the services should encourage guest to stay longer. Restrooms need to be cleaned at regularly during the week and inspected daily, and trash picked up daily. The frequency of maintenance should be set to maintain a fresh appearance particularly during the season.

## Figure 1 – S’Mores Rendezvous Campground – Aerial View

Camping areas in zones A‐1, A‐3, and A‐4, Day-Use A-2 & Administration A-5

Figure 1 S’Mores Rendezvous Campground



## 

## Figure 2 – S’Mores Rendezvous Campground - Total Maintenance Summary



## 

## Figure 3 – S’Mores Rendezvous Campground – Camping Areas Maintenance Summary



## Figure 4 – S’Mores Rendezvous Campground – Day-Use Maintenance Summary



## Figure 5 – S’Mores Rendezvous Campground – Administration Maintenance Summary



S’Mores Rendezvous Campground





Water

Park

## Figure 6 – S’Mores Rendezvous Campground – Water Park Maintenance Summary



## Figure 7 – S’Mores Rendezvous Campground – Water Park Maintenance



## Figure 8 – S’Mores Rendezvous Campground – Water Park: Grounds – Landscape – Parking Lot Maintenance



# 3.0 CAMPGROUND MAINTENANCE MATRIX

## 3.1 Activities Center



## 3.2 Barn



## 3.3 Bathhouses



## 3.4 Cabins



## 3.5 Concession Building



## 3.6 Irrigation Pump House



## 3.7 Maintenance Building



## 3.8 Pavilions



## 3.9 Restrooms w/o Showers



# 4.0 Maintenance Task Summary



# 5.0 Maintenance Forms

## 5.1 Requests for Maintenance and Custodial Services Form

Request for Maintenance and Custodial Services

NON EMERGENCY ITEMS PLEASE SUBMIT THIS FORM. (fire, major leaks, vandalism, or security issues etc. contact Manager On Duty immediately)

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time: \_\_\_\_\_\_\_\_\_\_ Submitted By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**exact location** Example: Building One-Restroom 1

**specific problem** Example: Drain is clogged

**additional comments**

= = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = = =

Maintenance Staff \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date Received:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

□ Repair/Replacement □ Routine Maintenance □ Cleaning Project □ Special Project

**action taken** Give a complete & accurate description of work to be done

Date Request Completed: \_\_\_\_\_\_\_\_\_\_\_\_ By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## 5.2 Vehicle – Equipment Usage and Maintenance Form



## 5.3 Restroom Cleaning Form



# 6.0 Sample Job Descriptions

## 6.1Maintenance Manager/Supervisor

**MAINTENANCE MANAGER/SUPERVISOR**

**REPORTS TO:** General Manager

**SUPERVISES:**  Maintenance Associates & Work Campers

**POSITION PURPOSE:**

The maintenance supervisor is responsible for the overall maintenance of the Campground, including but not limited to the facilities, equipment and overall campground appearance.

**ESSENTIAL FUNCTIONS:**

* Inspect and maintain recreation facilities and equipment.
* Communicate and coordinate with owners all staffing requests.
* Must be available weekends and evenings.
* Training and evaluating team members in maintenance area.
* Supervising team members. Supervising duties include but are not limited to: Scheduling, teaching skills needed to run equipment, providing ongoing guest services training, evaluate performance, offering corrective teaching (re-training) when needed.
* When scheduling includes all “working hours” for the maintenance department making sure they are all staffed adequately. When a shortfall occurs; maintenance supervisor is expected to fill the gaps in to create a seamless schedule.
* Supervise staff to ensure that they are appropriately trained and motivated and so they carry out their responsibilities to the standards required.
* Maintain a maintenance log for all equipment, facilities and rental units.
* Assist with the development of a planned maintenance program to ensure that sites and services continue operation without interruption and to the required standards.
* Maintain all park facilities and equipment in good repair so as to protect the owner’s capital investment.
* Develop/Implement a preventative maintenance program on all park equipment.
* Maintain proper storage area for all equipment and chemicals used for park maintenance according to appropriate OSHA standards.
* Assist in the development of any necessary policies and procedures to ensure the health and safety of all employees, contractors and visitors of the campground and to provide advice on health and safety matters to the campground owners.
* Provide maintenance staff with necessary training to ensure that they comply with all health and safety requirements.
* Provide technical advice and support to managers and staff on all matters relating to the repair and maintenance of facilities.
* Represent the company in a professional manner at all times.
* Be able to guide a camper into a site without harm to campers property or campgrounds property.
* Inspect trees for dead limbs and remove as needed to protect the safety of everyone at the campground.
* Preparation of picnic tables, restrooms, and other facilities.
* Maintain exterior lighting.

**OTHER JOB FUNCTIONS:**

* May be required to drive a motor vehicle to run errands and or pick up supplies.
* Work closely with visitors to the campground.
* Arrange for special projects to be carried out.

**PHYSICAL REQUIREMENTS:**

This position is an extremely physically active position. Employee is regularly required to stand, walk and run. Must be able to stand for long periods of time, stoop, kneel and crouch. Must be able to lift and move up to 50 pounds. Employee is frequently exposed to outdoor weather conditions (hot and humid, rainy, extreme temperatures, airborne particles).

**QUALIFICATIONS:**

The candidate must have a basic aptitude and understanding of mechanical and electrical systems and functions. Experience or knowledge of lawn care, trees, and shrubs, in addition to pool maintenance is preferred. Must be able to lift up to 50 pounds and work with heavy equipment daily. The ability to work independently and pay close attention to detail is required. Valid driver’s license and good driving record along with auto insurance is preferred.

**TRAVEL:**

Minimal