

TENNIS OPERATIONS MANUAL

by

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SPORTS MANAGEMENT

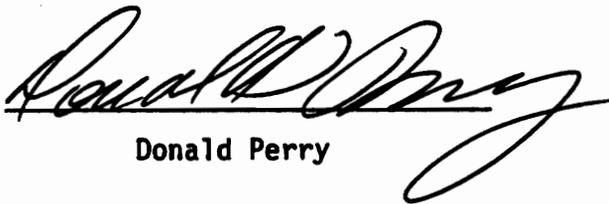
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## Introduction

The tennis facility at Virginia Polytechnic Institute and State University has been housed in the Carol B. Rector Tennis Pavilion since its inception in 1975. The 21,878 square foot structure contains three indoor courts equipped with Uni-Turf synthetic floor covering (Virginia Tech Athletic Department, 1992a). An expansion adjacent to the Rector facility, the Burrows-Burleson Tennis complex, opened in 1992, adding three additional indoor courts and six new outdoor courts. The Burrow-Burleson addition is also equipped with locker rooms and shower facilities as well as spectator/fan viewing areas (Virginia Tech Athletic Department, 1992a).

The tennis pavilion caters to both University personnel as well as to the general public. The complex is opened 12 months a year. Operating hours vary: seasonal, September 1st-May 1st, hours are 8 a.m.- 11 p.m.; nonseasonal, May 1st-September 1st, hours are 9 a.m.-9 p.m. Play time is available to various groups and individuals: intercollegiate varsity tennis play, seasonal members, high school tournaments and practices, intercollegiate play, junior development play, league play, and free-play individuals. Additional services of racket restringing and private lessons are also available.

## Purpose

The purpose of this project was to develop an operations manual of policies and procedures for the daily functions and special events of a tennis pavilion facility.

## Design

The design is descriptive and uses literature published on the topic and experience of the author as a tennis pavilion director. In addition, existing data collected for an Assistant Athletic Director of Facilities at Virginia Tech, from universities and colleges with similar facilities and/or strong tennis programs was used. The school personnel were interviewed to make a comparison so that a working manual could be developed which would strengthen the tennis facility. First, a list of schools were obtained and a list of general questions were developed by a select group of individuals consisting of the Tennis Director, Assistant Athletic Director of Facilities and the author of the document. The schools interviewed were: Clemson University, Virginia Commonwealth University, Davidson College, Georgetown, University of Georgia, Georgia Tech, Harvard, University of Kentucky, University of Maryland, Michigan State University, Notre Dame, University of Utah, and University of Wisconsin at Madison.

The questions used in collecting the existing data included:

1. What type of tennis camp (day or overnight) is offered at your institution? How many camps are offered per year?
2. What kind of fee structure do you have at your facility, including single, double, league play, summer membership, and student, faculty, staff, general public fee?

The findings were used to support the new rate structure at Virginia Tech and were presented for University approval. Literature regarding policy procedure manuals was researched and the author's experience from working in a tennis complex were also used.

The following is a summary of the findings from the information gathered from the various institutions. All institutions offered a tennis camp during the summer months. The target group was primarily junior high and high school age players.

There were four types of fee structures present from the institutions. At one institution, the rates were based on a fee structure of most popular times. The more popular the time period, the higher the court usage rate. All players are charged the same fee, regard less of their status at the institution. A less popular time such as 6 A. M.- 8 A. M., the charge is \$10.00 per hour. Whereas, the more popular time of 6 P. M. - 10 P. M., the charge is \$18.00 per hour. This method allows for more thorough calculation.

The second type of fee structure is one which a different fee is charged to various classes of individuals. For example, the general public is charged \$22.00 per hour, whereas a student is charged \$6.00 per hour.

The third type of fee structure is one that involves a membership fee, plus a court fee. A membership may be purchased as a family, individual or faculty/staff membership. Once the membership is purchased, a court cost is also charged for play.

The fourth type of fee structure is one which involves a donation, plus a court cost to play. These donations are taxed deductible. The player contributes to the athletic association and also pays the regular court fee.

Outline of Operations Manual

University Objectives

Employee General Information

Line of Command

Memberships

Faculty and Staff

Student

General Public

League Play

Seasonal/Membership Play

Termination of Memberships

Loss or Stolen Membership Cards

Facilities

Job Description

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Attendants and Interns

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Employee sign-in sheet

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Proper Attire

Food and Drinks

Personal Conduct

Payment

**General Rules****Additional Services**

Racket Restringing

Private Lessons

Tennis Camp

Ball Machine

### University Objectives

The Tennis center should primarily be intended for the use, and benefit of the Institutional community at large; this includes intercollegiate athletic tennis teams, students, faculty and staff, league play, general public, and physical education classes (Virginia Tech Athletic Department, 1992a). The priority order for use of the facility is suggested as: women's and men's intercollegiate tennis team play, tennis instruction in physical education classes, league play, and hourly reserved- play by faculty, staff, students, and general public. Hourly patrons are prioritized by reservations on indoor tennis courts. Outdoor courts use a first come/first serve basis only.

### Employee General Information

The different tennis seasons should follow the university calendar schedule:

Season- fall semester, winter semester

Hours of operation- 8 a.m.-11 p.m.

Non season- first summer session, second summer session

Hours of operation- 9 a.m.-9 p.m.

The tennis facility is open 364 days, with the only exception being Christmas Day. The holiday schedule should also follow that of the university. During the holiday schedule, all player's are considered hourly players.

### Line of Command

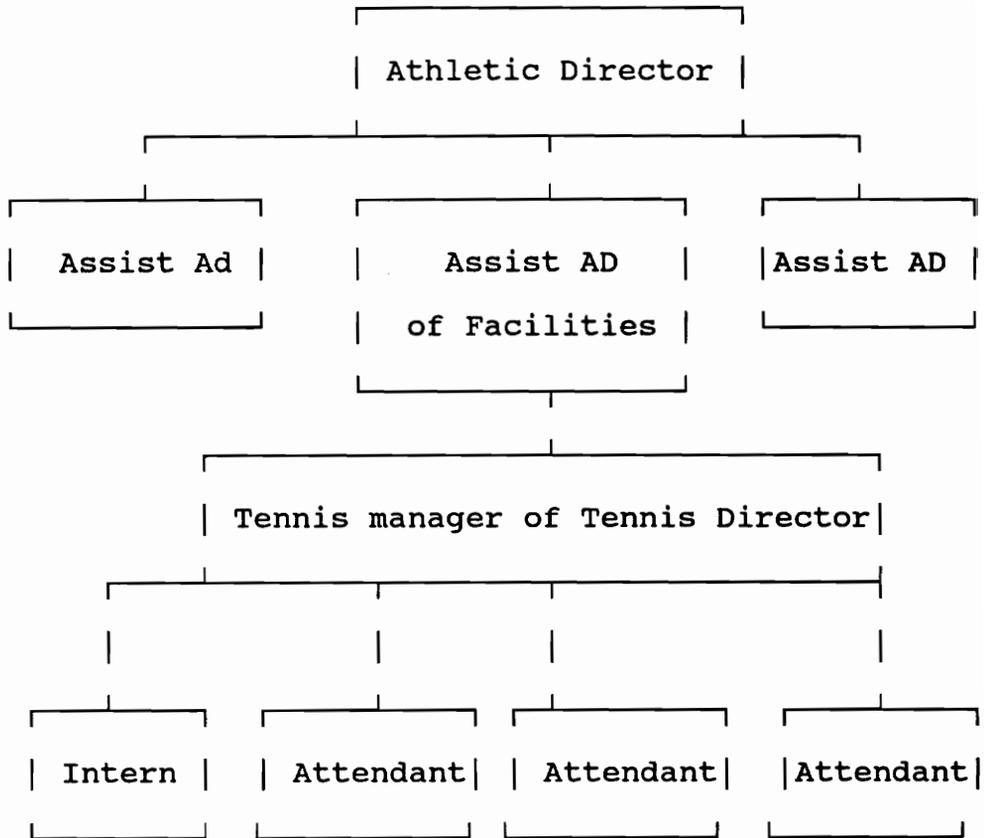
The athletic director is responsible for the entire athletic department and he/she acts as a liaison between the athletic department and the university. The assistant athletic director of facilities is responsible for all facilities within the athletic department. He/she reports to the athletic director. The tennis director or manager is responsible for all aspects of the tennis pavilion. The tennis director reports to the assistant athletic director of facilities and acts as a liaison between the tennis facility staff and the athletic department. The attendants are part-time hourly wage employees. The attendant reports directly to the tennis director. Student interns are part-time, non-paid employees who accumulate work hours for a graduation requirement. (Figure 1)

### Memberships

#### Faculty/staff

The faculty and staff are defined by the university as full-time employees of the university. Faculty and staff patrons must present a valid university identification card for verification.

## Tennis Pavilion Job Ladder (Figure 1)



### Student

A student is defined as a person enrolled in the university. The student must have a valid student activity card.

### General Public

General public players are defined as those individuals not affiliated with the university in an employment capacity. The general public has the opportunity to purchase a membership or on a pay-as-you play basis.

### League Play

League play is for those individuals wishing to reserve a regular weekly- scheduled court time for an allotted fee. League play may consist of faculty, staff, student, or the general public. An application is required for league play (Appendix A).

### Summer/Membership Play

Any patrons, including student, faculty, staff, and general public, may choose the option to purchase a summer membership. A membership card is required for membership play (Appendix B).

### Termination of Membership

The tennis facility manager reserves the right to terminate the membership of any individual by written notice, if by judgement of the manager, he/she determines that the individual: is guilty of misconduct not conducive to the facility, has continuously violated facility rules and

regulations, allows another individual to use his/her card, fails to make payment on annual due date, steals from the facility, intentionally damages tennis facility or equipment, or refuses to obey operating procedures and rules of the facility. If an individual's membership is terminated, the card must be returned to the facility director (Robins, 1992). A pro-rated share of membership fee will be provided to the member.

#### Loss or Stolen Membership Cards

If a membership identification card (Appendix B) is lost or stolen, the facility management should be notified immediately. A member may acquire a duplicate membership card for a fee (Robins, 1992).

#### Facilities

Any individual who rents the Burrows-Burleson Tennis facility must follow the Virginia Tech Athletic Department (VTAD) facilities reservation and scheduling regulations (Virginia Tech Athletic Association, 1992b). The following terms apply:

1. Any campus event (other than intercollegiate athletics) involving the use of any VTAD facilities must be authorized by the Assistant Director of Event Planning, UUSA, before the event is scheduled with the VTAD Facilities and Scheduling Manager (Appendix C).

2. Patrons should contact the VTAD Facilities and Scheduling Manager four weeks prior to their events to finalize plans and details for events. Final contracts (Appendix D) for events must be signed and returned to the Facilities and Scheduling Manager two weeks prior to the event or reserved space may be released.
3. The VTAD reserves the right to cancel a reservation if it conflicts in any way with the general policy of the University regarding meetings on campus or if it interferes with any athletic event that must be rescheduled or scheduled on the same date due to an unexpected occurrence (i.e., tournament, bad weather, etc.).
4. To cancel a reservation, notify the VTAD Facilities and Scheduling Manager three days before the scheduled event. Failure of an organization or individual to cancel a scheduled facility may result in a service charge and/or the organization's being denied the privilege of rescheduling events.
5. The event is subject to limitations of the terms shown on the contract, including times and purposes, because other events may have been scheduled before or after the time allotted. Any

time changes in the event must be approved by the VTAD Facilities and Scheduling Manager.

6. A service charge will be assessed for failure to vacate the building at the specified contract time. Organizations will be charged \$25.00 per help hour that they remain in their scheduled rooms or in the building after the specified time.
7. Special set-ups of furniture or equipment must be arranged with the VTAD Facilities and Scheduling Manager when contracts are finalized. Any changes of the standard arrangement of a room without prior authorization by the Facilities and Scheduling Manager will result in a labor charge to reset the room. Cost of labor shall be assumed by the sponsoring organization or individual in charge.
8. Student organizations with delinquent accounts (30 days overdue) will not be allowed to make future reservations and their current reservations will be canceled.
9. The sponsoring organization may be asked to provide general comprehensive or public liability policy for bodily injury and property damage. Verification of coverage will be made to both the VTAD Facilities and Scheduling Manager and the Office of Risk Management through a certificate of insurance. This certificate must require a

cancellation of coverage to party of the second part.

10. In consideration of these reservations, the sponsoring organization or individual in charge agrees to release the VTAD from any and all claims and/or damages that may arise from an incident to this reservation agreement and the use of the facility including but not limited to, claims for personal injury or damage to property. The sponsoring organization or individual in charge further agrees to hold the VTAD harmless and indemnify the VTAD against all loss and damages arising from the use, misuse, or abuse of said facility. This release agreement shall apply to the VTAD and all of its agents or employees (Virginia Tech Athletic Department, 1992b).

#### Job Descriptions

##### Tennis Manager or Tennis Director

The tennis manager, or tennis director, maintains a twelve month contract. The manager reports directly to the Assistant Athletic Director of Facilities.

General responsibilities of the manager include:

1. The manager hires and fires all tennis pavilion employees.
2. The manager oversees and evaluates employees job performance on a regularly scheduled basis.

3. The manager sets a work schedule on a regular basis. The schedule should be prepared a week in advance to allow employees to make changes if necessary. The weekly schedule should be posted on a specific day each week. Employees are also advised to make note of non-available work days/times on the tennis pavilion employee calendar (Appendix E).

4. The manager distributes keys only to those persons who open or close the facility.

a. Keys are to be signed out upon receipt (Appendix F).

b. Keys are to be returned upon termination of employment

c. Lost keys should be reported to the facility director immediately.

d. Keys are not to be loaned to another individual, including other employees.

5. The manager is responsible for conducting and organizing the tennis camp.

6. The manager is responsible for the bookkeeping task of the pavilion. Totals should be balanced on a daily, weekly, and monthly schedule. The manager should have knowledge and records of balances for each opening day.

7. The manager is responsible for yearly university audits. Thus, it is extremely important for the tennis director to keep accurate, organized records.

8. The manager must prioritize use of the facility as established by the athletic association. First, the facility director should work with the varsity tennis coaches to establish regular daily practice schedules and team matches. Court time is then blocked out so playing time will not be duplicated. This procedure is completed on all facility user groups in order of priority, with hourly scheduled players and walk-ins blocked out last respectively. The suggestion is given to investigate or develop a computerized scheduling program.

9. The tennis director is the liaison to the athletic director.

10. The manager orders equipment, such as tennis strings, and tennis balls on the athletic association ordering form (Appendix G).

11. The tennis manager is responsible for ordering chemicals or supplies needed at the tennis facility. The athletic association ordering form is used (Appendix G).

12. Since towels are available for all paying patrons of tennis facility, the tennis manager is responsible for setting up a regularly scheduled laundry service with the athletic association's laundry department.

13. The manager is responsible for the preparation of the annual operating budget.

### Attendants and Interns

The responsibilities of the attendants include all the responsibilities bestowed upon the tennis director. Other tasks may include:

The opening procedures (Appendix H), working procedures (Appendix I), and closing procedures (Appendix J) are to be signed off during the shifts with initials to note who performed the task.

#### Opening Procedures

Please initial the opening procedures tasks upon completion.

Parking. The attendant monitors parking. Employees and patrons may park only in designated areas. The university is not responsible for cars parked in unauthorized areas or for illegally parked cars. Cars should be locked to avoid theft.

Cash to Accountant. The attendant is responsible for cash. The opening tennis attendant is responsible for the overage (over \$50.00) to be taken to the athletic department accountant. This procedure is completed ONLY in the morning and the purpose is to help ensure employee safety. No money is to leave the facility at night. Money should be left with the accountant ONLY if a receipt (Appendix K) is prepared. The receipt is stapled to the receipt form (Appendix L). The receipt form is filled out by the attendant who obtained the receipt.

Cash is received from the safe and placed in the cash register. The attendant will set up the daily register. The beginning balance should be \$50.00, which consists of one \$20.00, one \$10.00, two \$5.00, and five \$1.00. cash register.

Sign-In Log For Players. The attendant maintains the sign-in log. With the exception of the intercollegiate tennis coaches and varsity players, all players must sign in before entering the court areas (Appendix M). Players must sign in for themselves only indicating time of arrival: one member may not sign for another member (Robbins, 1992).

Employees are to sign in on the check-up sheet upon arrival. All employees are to sign in on check-up form (Appendix N) upon arrival to the facility.

Clean up front desk area. The front desk area should be cleaned up at the beginning of the opening shift. The attendant will clean and organize the front desk area as this is the first area patrons will see.

Check court ventilation, turn on fans until air circulates. The attendant shall check court ventilation and turn on fans until air circulates. Courts are to be checked for ventilation purposes on an hourly basis, if needed fans are turned on until air circulates. Malfunctions of the system should be reported to using the phone number 888.

Check indoor/outdoor courts for trash and discard material. The indoor and outdoor courts are to be checked for trash and discard material.

Check facilities including bathrooms routinely for cleanliness and any wrong. Facilities, including bathrooms, are to be checked routinely for cleanliness and malfunction, notify appropriate officials if necessary. It is suggested to have the home and work numbers of the Tennis Director and the Assistant Athletic Director of Facilities located by the phone.

Unlock front door 10 minutes upon opening hour. The front door is unlocked 10 minutes before the opening hour.

File receipt form. The receipt form shall be filed in the appropriate filing cabinet and folders (Appendix L).

#### Work Procedures

The work procedures are the tasks the attendants and interns perform routinely during his or her corresponding work shift.

Reservations. The reservation procedures are as follows:

1. Reservations are made in the reservation booklet.
2. Courts 1-3-5 should be filled first, then courts 2-4-6. If a person prefers a specific court, comply with the request by filling in 1 or 5 Courts 2 or 6 will not be reserved until all courts on the odd side are used (Appendix O).
3. If players arrive early, they may play early if a court is available. Players must pay for the extra time.

Cancellations. Reservations must be canceled 24 hours in advance or court fee must be paid in full. A booked court may

be canceled without if appropriate notice is given. Individuals will not be allowed to use the tennis facility again until the cancellation balance has been paid. The full court fee will be assessed when a court is booked but the court owner does not use the court. The facility director reserves the right to cancel a reservation at any time. In the event the facility must cancel a reservation, members will be notified as early as possible, and a refund will be given (Wake Forest University, 1992). During the varsity tennis season, it may be necessary to move varsity matches indoors. Patrons should be familiar with the varsity tennis schedules. It is recommended that patrons receive a tennis schedule and that schedules should be posted on the information board.

Payment. Patrons must pay for facility use before play begins. Each member with a university identification card must present the card for identification purposes when entering the tennis facility with the exceptions of varsity tennis players and valid membership card carriers must pay a playing fee. Different rates apply to faculty, staff, students, and the general public. All membership fees are due and payable upon completion of the application date (Appendix B).

Any patrons, including student, faculty, staff, and general public may choose the option to purchase a seasonal/summer membership. All dues are payable upon submission of the application (Robbins, 1992). League

play payment is due two weeks before prior to start-up.

The payment procedure is as follows: 1. The on duty attendant must write the amount received in the reservation book (Appendix O). In the event of a prepaid plan, the amount of \$0.00 is also written in the reservation book. 2. The amount received is also written down in the receipt book and a receipt is given to the paying patron (Appendix K). A receipt is not give to a prepaid member.

Unattended Desk. In the event that the front desk has to be left unattended for a brief period, the cash register must be locked, the phone should be reset so a busy signal exists, the doors locked, and a return time sign placed in the front window.

Telephone Answering. The telephone answering procedure should be as follows: "Burrows-Burleson Tennis facility, this is (your name). May I help you". If a caller needs another university number, look it up for him or tell him the university information number, 231-6000 (Virginia Tech Department of Recreational Sports, 1992b).

On-Time Play. Any available court time may be reserved by members on first-come first served basis. Play begins as scheduled. If a player is late for play, time missed is not made up. Outdoor courts can not be reserves.

Lights. Lights should be turned on only when courts are in use. Lights are only turned on when sign-in/payment occurs.

### Closing Procedures

The closing procedures are the tasks the attendants and interns perform routinely during his or her corresponding closing shift.

Check all doors to make sure they are secured. All doors are to be checked to make sure they are secured. Security doors are to be unlocked 10 minutes prior to opening and locked 10 minutes prior to closing. At closing, all doors must be checked to ensure they are locked and secured.

Tally reservation book and add totals at the bottom of reservation sheet. The reservation book should be tallied and add totals at the bottom of reservation sheet (Appendix O).

Compare the reservation book and receipt book. The attendant should compare the reservation book and receipt book for balances and leave a note for the tennis director of any differences in balance.

Fill out receipt form and file in appropriate cabinet. The attendant shall fill out receipt form (Appendix L).

Place money in safe and leave cash register unlocked. The money should be placed in safe and leave cash register unlocked. All money is to be locked in the safe nightly. The cash register is to remain unlocked at closing so that damage to the cash register by a perpetrator be alleviated.

Leave messages on message board. Messages for attendants, managers and patrons are to be left on the message board. Use the memo answering forms for messages (Appendix P).

Turn off all court ventilation fans. The attendant shall turn off all court ventilation fans upon completion of the day.

Check-up form. The attendant shall sign the check-up form (Appendix N) upon departure. Employees are to write down time of departure, balance at beginning of work shifts, and balance at the end of shift.

Write work hours on time sheet. The attendant shall write work hours on the employee wage form sheet (Appendix Q). Hours worked should be written down by each shift attendant.

Notify players of closing time. The attendant should notify players of closing time. Players are not to play past facility closing time. An attendant may have to stop play.

Turn off all lights. The attendant should turn off all lights, including bathroom lights at closing.

File opening, working, closing forms. The attendant shall file opening, working, closing form (Appendix H,I,J,) in the appropriate folder and cabinet.

Lock front door upon exiting. The attendant shall lock front door upon exiting. The door should be double-checked to ensure a secured door.

#### Termination of employment

The tennis facility observes the university guidelines and procedures for termination of employment. Employees

should review the Faculty Handbook for complete detailed information (Virginia Tech, 1988).

#### Emergency Procedure

In the event of a life threatening or injury situation in the tennis facility, the following chain of events should occur:

1. First the facility attendant should dial 888 to call the necessary emergency personnel.
2. The facility attendant should also fill out an incident report form which includes information such as name, address, phone, nature of injury, action taken, and name of individual handling the incident (Virginia Tech Department of Recreational Sports, 1992a). (Appendix R).
3. In the event of smoke or fire in the building, the attendant should call emergency personnel by dialing 888. Instructions should be given by intercom as follows:

"May I have your attention please  
This building is being evacuated. Everyone  
please exit in a calm and orderly manner at  
once through the exit doors. Thank-you."

The attendant should also place a call to both the tennis manager and the Assistant Athletic Director of Facilities to inform them of the situation (Virginia Tech Department of Recreational Sports, 1992a).

#### Rules for players

##### Proper attire

Appropriate tennis attire is required when using the facility. No black soled shoes are to be worn on the tennis courts. The following types of footwear are prohibited: all

street shoes, turf shoes, any shoes with waffled bottoms or sharp protrusions, or any shoes suspected of marking the courts (Patt, 1990). Shirts are required at all times.

#### Food/Drinks

Food products and drinks are prohibited on the courts without prior permission from the tennis director. Water fountains are located throughout the building. Patrons are prohibited from bringing food, candy, alcoholic drinks, tobacco products, and chewing gum into the building.

#### Personal conduct

Profane language will not be tolerated. Proper tennis etiquette and courtesy are required. Hitting tennis balls onto side walls or partitions is discouraged. Individuals are to refrain from striking or hanging on any of the divider or background curtains. Running or falling into the curtains should be avoided (Patt, 1992).

#### Payment

Players must check in and pay before they play. Members must present identification cards before beginning play.

#### General Rules

1. Player must cancel court time at least 24 hours prior to reserved time in order not to be charged for the court time.
2. The court owner, the first person listed has the responsibility for the time (Robbins, 1992).
3. Everyone, with the exception of intercollegiate tennis players and coaches, must pay court fees.
4. University student, faculty, and staff must present a valid university identification card to be admitted at

a specific rate; otherwise general public rate will be charged.

5. A membership card may not be used by anyone except the person to whom it has been issued.

6. Unclaimed clothing or equipment will be discarded after 30 days.

7. Animals and pets are prohibited in the facility.

8. Player may park in available, designated areas only.

9. Bicycles must be parked in bike racks located outside the facility.

10. Bicycle and motorcycle riding will not be permitted on facility grounds except to enter or leave designated areas.

11. Non-tennis activities, such as skateboarding, roller blading, and hockey are not allowed on the tennis courts.

12. Smoking and alcoholic beverages are prohibited.

13. The tennis facility director reserves the right to refuse service and use of facilities to individuals.

14. Players will be charged for additional court time if they extend their allotted time. It is the responsibility of the player to keep track of reserved time. Play must stop immediately at the end of a play period (Patt, 1992).

15. Reservations are not required for outdoor courts.

16. When entering or leaving a tennis court, patrons must avoid interfering with play on an adjacent courts.

Players are to use the nearest gate or curtain to enter a and exit. Individuals should avoid walking behind another player's court (Patt, 1992).

17. Courts are restricted areas at all times. No more than four player's may occupy a court at one time.

18. Children may be on the tennis court only if they are actively participating under adult supervision.

Children are not to sit and watch from court-side but may observe from the balcony.

#### Additional Services

Additional services should be offered at the tennis facility. Racket restringing, private lessons, tennis camp and ball machine usage are examples of services that are to be available.

#### Racket Restringing

Racket restringing or repair to tennis and racket ball rackets is also available. Any patron wanting this service should fill out a Tennis Racket Restringing form (Appendix S). Attendants are not to attempt to restring a racket which is cracked, bent, in disrepair, or for which a restringing form has not been completed by the patron. Rackets left for repair over 60 days will be discarded.

#### Private Lessons

Private tennis lessons are provided at the tennis facility. To hire the facility-related instructors, interested candidates must fill out private lesson forms and place them in the lesson box. The instructor is responsible for calling the candidates and for ensuring reservations at the following cost formula:

$$\text{Total Cost} = \text{Court Rental} + \text{Price of Lesson}$$

The cost of the lesson from a facility instructor will be the same for everyone, regardless of the instructor.

### Tennis Camp

Applications are located at both the tennis center and the Intercollegiate Tennis Office for the camp. When an interested camper requests information, a tennis camp application should be sent to the camper. All relevant information concerning the processing of the application should include, name, address, and phone number, will be required (Appendix T).

### Ball Machine

Ball machines are available from the tennis director, with prior notice required, for rent by users of the facility at the following cost formula:

Court Cost + Ball Machine Rental.

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APPENDIX A  
LEAGUE PLAY APPLICATION

Name \_\_\_\_\_

Home Address \_\_\_\_\_  
\_\_\_\_\_

School Address \_\_\_\_\_

Phone Number- Home \_\_\_\_\_

- Work \_\_\_\_\_

Names of Playing Partners

Phone Number

Names of Playing Partners	Phone Number

Desired date and time of scheduled play

APPENDIX B  
Sample Membership Card  
VT  
Burrows-Burleson  
Tennis Center

Name\_\_\_\_\_

This card entitles holder to access on a first-come, first-served basis for use of the outdoor courts at the tennis center. Special event use will take precedence. This card is valid during non-season months.

Signed:\_\_\_\_\_

Tennis director

Signed:\_\_\_\_\_

Assistant Athletic director  
for operations

Effective Date\_\_\_\_\_Expiration Date\_\_\_\_\_

APPENDIX C  
 Rental Form Request  
 Virginia Tech Athletic Dept.  
 Activity/Space Request

Event Title: \_\_\_\_\_

Event Date: \_\_\_\_\_

Time of Event: \_\_\_\_\_ To: \_\_\_\_\_

Access Time: \_\_\_\_\_ To: \_\_\_\_\_

Admission Fee: \_\_\_\_\_

Brief Description of Event (Planned Activities, Food, Music,  
 Etc...) \_\_\_\_\_

Sponsoring Organization: \_\_\_\_\_

Contact Person/Title: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Type of Group

- |  |   |
|--|---|
| <input type="checkbox"/> Recognized Student Organ. | <input type="checkbox"/> Faculty/Staff  |
| <input type="checkbox"/> Univ. Department          | <input type="checkbox"/> Non-University |
| <input type="checkbox"/> Univ. Sponsored           |   |

Room(s)/Building (s) Requested

Burrows/Burleson

- |                                       |   |
|---------------------------------------|---|
| <input type="checkbox"/> Gym          | <input type="checkbox"/> Main Floor & Arena |
| <input type="checkbox"/> Bowman       | <input type="checkbox"/> Rm. 114 Cassell    |
| <input type="checkbox"/> Lane Stadium | <input type="checkbox"/> Rm. 160 Jamerson   |

My signature below indicates responsibility for the information above and acknowledgement of the regulations listed on the attached sheet. It also infers the compliance with these regulations by the organization I represent.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

APPENDIX D  
Virginia Tech Athletic Dept.  
Activity/Space Contract

Event \_\_\_\_\_  
 Location \_\_\_\_\_  
 Event Date \_\_\_\_\_ To \_\_\_\_\_  
 Reservation Time \_\_\_\_\_ To \_\_\_\_\_  
 Person Responsible \_\_\_\_\_  
 Telephone Number \_\_\_\_\_  
 Set-Up or Special Services Requested \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

List of Charges (estimated)

Fixed Costs

Facility \_\_\_\_\_

Incremental Costs \_\_\_\_\_

Other Services \_\_\_\_\_

Set-Up \_\_\_\_\_

Clean-Up/trash removal \_\_\_\_\_

Restrooms \_\_\_\_\_

Stripping, waxing, buffing floors \_\_\_\_\_

Security \_\_\_\_\_

Building Supervisor \_\_\_\_\_

Equipment Rental

P.A. system \_\_\_\_\_

Scoreboard \_\_\_\_\_

Chairs \_\_\_\_\_

Reserve Maintenance \_\_\_\_\_

Total \_\_\_\_\_

I as an authorized agent of \_\_\_\_\_ agree to abide by the policies and regulations of the Virginia Tech Athletic Department., and all applicable University and State Laws and regulations.

Signature\_\_\_\_\_ Date\_\_\_\_\_

Address\_\_\_\_\_Telephone \_\_\_\_\_

Reservation taken by\_\_\_\_\_

APPENDIX E  
Sample Calendar

Sun	Mon	Tues	Wed	Thur	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				



APPENDIX G

VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY  
BLACKSBURG, VIRGINIA 24061

SPO NO. **S 887316**

**SPEED PURCHASE ORDER**

DATE \_\_\_\_\_

**ATTENTION VENDOR AND USER**

S H I P  T O	<b>VIRGINIA TECH</b>	
ATTENTION	TELEPHONE	
V E N D O R	Vendor F.I.N. or S.S. Number	
B I L L T O		

1. Purchase of the following items with this form is not permissible:
  - Licensed vehicles
  - Air conditioners (except Physical Plant)
  - Refrigerators, Freezers, Fume Hoods
  - Radioactive materials
  - Narcotics or dangerous drugs (Except Student Health Services and Veterinary Medical Teaching Hospital)
  - Advertising novelties and gifts of any kind
  - Alcoholic beverages
  - Firearms and Ammunition (Except Police Department)
  - Carpet
  - Purchases from a state employee or immediate family
  - Printing (Except Printing Department)
  - Yearly maintenance agreements paid monthly having an annual cost exceeding \$2,000. all copier maintenance agreements
  - Items as listed in Direct Payment Guidelines
  - Any form of campus design or construction
2. Multiple use of SPOs to make purchases in excess of the \$2,000 limit is prohibited and may result in loss of privilege for both the vendor and user.
3. Vendors violating any of the above will not be paid for the goods and services which have been rendered.
4. Expenditure Distribution Continuation Sheets are available from the Accounting Office for more than five (5) accounting codes.
5. Payment Terms: Net 30 Days
6. Form cannot be used for internal university purchases.

**THIS ORDER VALID ONLY IF TOTAL IS NOT OVER \$2,000.00**

Excluding Transportation Costs

QUANTITY	UNIT	DESCRIPTION	UNIT PRICE	TOTAL PRICE

STATE OR VPI & SU CONTRACT # \_\_\_\_\_

**TOTAL AMOUNT** \_\_\_\_\_

NOT TO EXCEED \$2,000.00

1 RECEIVING SIGNATURE \_\_\_\_\_ DATE RECEIVED \_\_\_\_\_  
(VENDOR IS ADVISED TO CHECK UNIVERSITY ID CARD IF ORDERED IN PERSON)

2 AUTHORIZED SIGNATURE \_\_\_\_\_

Trans Code **163** Dept. # \_\_\_\_\_ 1099 Code \_\_\_\_\_ Voucher Date \_\_\_\_\_

Account No.	Object Code	Voucher No.	N P	P.O. No.	Invoice No.	Invoice Date	Due Date	Amount	P F
				<b>S</b>					

Reviewer's Initials \_\_\_\_\_ Check No. \_\_\_\_\_ Check Date \_\_\_\_\_

TOTAL VOUCHER \_\_\_\_\_

APPENDIX H  
Opening Procedures

Today's Date \_\_\_\_\_

Please initial after completion of each task:

Opening Procedures

- \_\_\_\_\_ Parking
- \_\_\_\_\_ Cash to accountant
- \_\_\_\_\_ Retrieve cash from safe and place in cash register
- \_\_\_\_\_ Sign-in log sheet for players
- \_\_\_\_\_ Employees are to sign in on work hours sheet upon arrival
- \_\_\_\_\_ Clean up front desk area
- \_\_\_\_\_ Check court ventilation, turn on fans until air circulates. Check courts on an hourly basis.
- \_\_\_\_\_ Check indoor/outdoor courts for trash and discard material.
- \_\_\_\_\_ Check facilities including bathrooms routinely for cleanliness or any wrong
- \_\_\_\_\_ Unlock front door 10 minutes upon opening hour
- \_\_\_\_\_ File receipt form

Manager Signature \_\_\_\_\_

APPENDIX I  
Work Procedures

Today's Date \_\_\_\_\_

Please initial after completion of task:

\_\_\_\_\_Reservations

\_\_\_\_\_Cancellations

\_\_\_\_\_Payment

\_\_\_\_\_Unattended desk\_\_\_\_\_Time

\_\_\_\_\_Telephone answering

\_\_\_\_\_On-time play

\_\_\_\_\_Lights

Manager Signature \_\_\_\_\_

APPENDIX J  
Closing Procedures

Today's Date \_\_\_\_\_

Please initial after completion of each task:

- \_\_\_\_\_ Check all doors to make sure they are secured
- \_\_\_\_\_ Tally reservation book and add totals at the bottom of reservation sheet
- \_\_\_\_\_ Compare the reservation book and receipt book
- \_\_\_\_\_ File out receipt form
- \_\_\_\_\_ Place money in safe and leave cash register unlocked
- \_\_\_\_\_ Leave messages on message board
- \_\_\_\_\_ Turn off all court ventilation fans
- \_\_\_\_\_ Sign employee sign-in/sign-out sheet
- \_\_\_\_\_ Write work hours on time sheet
- \_\_\_\_\_ Notify players of closing time
- \_\_\_\_\_ Turn off all lights, including bathroom lights
- \_\_\_\_\_ File opening, working, closing form
- \_\_\_\_\_ Lock front door upon exiting

Manager Signature \_\_\_\_\_

APPENDIX K  
SAMPLE RECEIPT

Cash Receipt \_\_\_\_\_ Date \_\_\_\_\_ 19 \_\_\_\_\_

Received From \_\_\_\_\_  
address \_\_\_\_\_

For \_\_\_\_\_  
\_\_\_\_\_

How Paid \_\_\_\_\_

Cash \_\_\_\_\_

Check \_\_\_\_\_ By \_\_\_\_\_

APPENDIX L  
Receipt Form

Today's date \_\_\_\_\_

Date money collected \_\_\_\_\_

Amount of money collected \_\_\_\_\_

cash for courts \_\_\_\_\_

check for courts \_\_\_\_\_

cash for services \_\_\_\_\_

checks for services \_\_\_\_\_

miscellaneous \_\_\_\_\_

Signature of attendant \_\_\_\_\_

\*\*\*\*staple receipt here!!!



APPENDIX N  
Rector Tennis Pavilion  
Check-Up Form

Today's Date \_\_\_\_\_

First Shift

Time from \_\_\_\_\_ to \_\_\_\_\_

Cash \$ \_\_\_\_\_ Cash received \_\_\_\_\_

Total Cash \$ \_\_\_\_\_ (short) \_\_\_\_\_ (over) \_\_\_\_\_

Initials \_\_\_\_\_

Second Shift

Time from \_\_\_\_\_ to \_\_\_\_\_

Cash \$ \_\_\_\_\_ Cash received \_\_\_\_\_

Total Cash \$ \_\_\_\_\_ (short) \_\_\_\_\_ (over) \_\_\_\_\_

Initials \_\_\_\_\_

Third Shift

Time from \_\_\_\_\_ to \_\_\_\_\_

Cash \$ \_\_\_\_\_ Cash received \_\_\_\_\_

Total Cash \$ \_\_\_\_\_ (short) \_\_\_\_\_ (over) \_\_\_\_\_

Initials \_\_\_\_\_

Late cancellations or No shows

<u>Time</u>	<u>Date</u>	<u>Name</u>	<u>Court number</u>

APPENDIX O

TENNIS PAVILION RESERVATION FORM

TIME	COURT 1	AMT	COURT 2	AMT	COURT 3	AMT
8:00						
:30						
9:00						
:30						
10:00						
:30						
11:00						
:30						
12:00						
:30						
1:00						
:30						
2:00						



APPENDIX Q  
Sample Memo Sheet

Date: \_\_\_\_\_

Time: \_\_\_\_\_

For: \_\_\_\_\_

Message: \_\_\_\_\_

Person taking the message: \_\_\_\_\_

APPENDIX R  
VIRGINIA TECH ATHLETICS  
Incident Report

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

PHONE \_\_\_\_\_

\_\_\_\_\_

NATURE OF ACCIDENT OR INJURY AND ACTION TAKEN

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

NAME OF INDIVIDUAL HANDLING INCIDENT

\_\_\_\_\_

APPENDIX S  
Tennis Racquet Restringing Form  
VT HOKIES  
Burrows- Burleson Tennis Center  
Racquet Restringing Service (1 Day Turnover)

Request to be filled out by racquet owner:

Name \_\_\_\_\_

Telephone: Home \_\_\_\_\_ Work \_\_\_\_\_

Type of Racquet \_\_\_\_\_

Tension Desire \_\_\_\_\_

To be completed by employee of B & B Tennis Center

Employee's Name \_\_\_\_\_

Date/ Time Completed \_\_\_\_\_

Date/ Time of Notification \_\_\_\_\_

Charge \_\_\_\_\_

Pick-Up

Date \_\_\_\_\_

Initials of Racquet Owner \_\_\_\_\_

Amount Received \_\_\_\_\_

Initials of Employee \_\_\_\_\_

APPENDIX T  
Tennis Camp Information Sheet

Name: \_\_\_\_\_

\_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Date of camp requested: \_\_\_\_\_