

## Design Document: CPK's Southern RV Parks Maintenance Technician Training

*Designed and Developed by Cynda Fickert*

<i>Business Purpose</i>	<p>CPK's Southern RV Parks includes 10 locations with more than 500 RV sites. Our facilities average 70-75% occupancy rate during the offseason and 95-100% during peak season. Typically, campers stay 10-14 days.</p> <p>Because we often hire workcampers for general maintenance tasks, our workers join us with a wide variety of skills. In the past, that has led to uneven maintenance routines across our campgrounds, as noted in customer exit surveys. Specifically, the lowest scores are in the areas of landscaping maintenance (3.4/5) and exterior shared areas upkeep (3.1/5).</p> <p>This training serves to set the maintenance standard across all of our locations for these exterior tasks, including daily, weekly and seasonal duties. By setting uniform expectations, we hope to increase our exit survey scores by 10% in the next six months.</p>			
<i>Target Audience</i>	All exterior maintenance technicians and supervisors employed by CPK's Southern RV Parks, including seasonal workcampers.			
<i>Training Time</i>	90 minutes			
<i>Training Recommendation</i>	The training recommendation is one virtual instructor led training (VILT). Synchronous training is the most efficient way to conduct this training due to the dispersed locations of attendees, and it allows participants to ask questions in real time. It is recommended that the facilitator be a site supervisor in order to answer logistics questions.			
<i>Deliverables</i>	<p>PowerPoint slide deck</p> <p>Facilitator Guide –including facilitator and producer notes</p> <p>Participant Guide – job duties and checklists for use OTJ</p>			
<i>Learning Objectives</i>	<p>At the end of this course, learners will be able to:</p> <ul style="list-style-type: none"> <li>• Identify weekly landscaping tasks</li> <li>• Select seasonal landscaping tasks</li> <li>• Recognize daily shared areas tasks</li> </ul>			
<i>Training Outline</i>	<b>Time (minutes)</b>	<b>Topic</b>	<b>Presentation</b>	<b>Media</b>
	4	Introduction	Facilitator and participant introductions; Facilitator goes over course objectives  Producer ensures each participant logged in on Mentimeter	PPT slide
	2	Purpose & Importance	Facilitator shares exit survey results and business goal	PPT slide
	6	Weekly Landscaping Tasks	Begin with participant survey – list as many weekly landscaping tasks as you can  Facilitator posts Mentimeter word cloud results and adds any missing tasks	PPT slide Participant Guide Mentimeter

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			Allow for discussion of any tasks	
	3	Seasonal Landscaping Tasks	Facilitator posts question slide and uses chat box for participant responses  Facilitator compares chat answers to list on next slide  Allow for discussion of any tasks	PPT slide
	5	Knowledge Check #1	2 ungraded questions followed by discussion of answers	PPT slide Mentimeter link
	7	Break	This break falls in between landscaping and shared areas tasks	
	40	Shared Areas Tasks	Group Activity – Small groups of 4-5 participants  Assign each group one of the shared areas (playground, volleyball court, disc golf course, picnic and pool)  Groups collaborate to create a list of daily tasks  Each group shares the list  Compare to CPK official task list	PPT slide Participant Guide Mentimeter
	5	Knowledge Check #2	2 ungraded questions followed by discussion of answers	PPT slide Mentimeter quiz
	5	Course Summary	Review objectives  Review weekly and seasonal landscaping tasks  Review daily tasks in shared areas	PPT slide
	10	Implementation	Use participant guide to record how to implement tasks at individual CPK sites  Use participant guide for personal commitment to improving survey scores at individual CPK locations	Participant Guide PPT Slide
	5	Final Assessment	5 questions	iSpring link
<i>Evaluation Plan</i>	Participants must score 80% or higher on final knowledge check (5 questions)			