



## CPK's Southern RV Park

# Exterior Maintenance Technician Training

### **Facilitator Guide: Virtual Instructor-Led Training**

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Producer: Pre-work

This training has four Mentimeter activities that need to be prepared in advance:

- Slide 11 - CPK Weekly Tasks word cloud link
  - Display results on Slide 12
- Slide 14 – CPK Seasonal Tasks word cloud link
  - Display results on Slide 15
- Slide 17 – Knowledge Check 1 link
  - Display results on Slide 18
- Slide 43 – Knowledge Check 2 link
  - Display results on Slide 44

Instructions for breakout room activity scheduled for this session on Slide 23 (page 8 of this guide):

- Create five breakout rooms. Assign participants randomly.
- Before the breakout session starts, share the link to the appropriate Zoom whiteboard (containing instructions and the location – see slide 24, page 8 for an example) in chat so participants can open it before moving into the breakout room.
  - Group 1 – Playground
  - Group 2 – Disc Golf Course
  - Group 3 – Volleyball Court
  - Group 4 – Picnic Area
  - Group 5 – Pool Area
- Time the breakout session and set options to display timer in every breakout room.
- Broadcast a 1-minute warning to all groups
- Do NOT automatically close the breakout room – double check to be sure each presenter has saved their group’s whiteboards before closing the room.
- Set up breakout rooms so participants are automatically return to the main session when the allocated time ends.
  - Each group will need access to share their screen during the debriefing discussions (slides 28, 31, 34, 37, and 40).

Prepare the following timers in advance:

	<ul style="list-style-type: none"> <li>• 1-minute timer – Slides 12 and 15</li> <li>• 5-minute timer – Slide 19</li> <li>• 3-minute timer – Slides 25, 51</li> <li>• 2-minute timers – Slides 18, 28, 31, 24, 37, 40, and 44</li> </ul>
	<ul style="list-style-type: none"> <li>• Prepare a link and access code for the final assessment on Slide 50. The questions are in iSpring under Final Assessment.</li> </ul>

Facilitator Pre-Work:	<ul style="list-style-type: none"> <li>• This guide was developed for the purposes of delivering this course via Zoom.</li> </ul>
	<ul style="list-style-type: none"> <li>• This session contains breakout room activities on slide 21, where participants will need to be divided into 5 groups. The producer can make them at random.</li> </ul>
	<ul style="list-style-type: none"> <li>• Open the PowerPoint file associated with this guide</li> </ul>
	<ul style="list-style-type: none"> <li>• Share your screen with the PowerPoint application in present view. Ensure that the Zoom Chat panel is visible</li> </ul>
	<ul style="list-style-type: none"> <li>• Key talking points and questions are included in this guide but be prepared to add your own commentary and questions as needed, especially when responding to comments and questions in the chat and after knowledge checks.</li> </ul>

Training Description: This training is for a single 90-minute session. It includes several participant engagement activities, two knowledge checks and a final assessment.

Course Objectives:

1. Identify weekly landscaping tasks.
2. Select seasonal landscaping tasks.

3. Recognize daily tasks in common areas, including:

- Playground
- Disc Golf Course
- Volleyball Court
- Picnic Area
- Pool Area

Materials and Equipment Needed

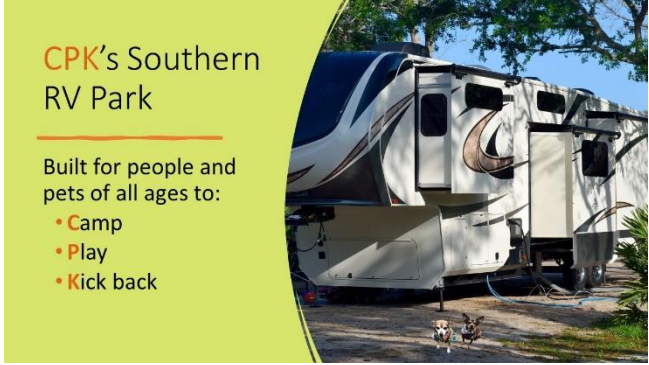
1. CPK's Exterior Maintenance Technician Training PowerPoint presentation
2. Computer with Zoom, camera and microphone
3. Breakout group whiteboards set up in advance in Zoom
4. Participant Guide

Lesson Outline

1. Course Overview (10 minutes)
  - a. Trainer Introduction
  - b. Welcome Participants (Icebreaker activity)
  - c. Agenda
  - d. Norms
  - e. Course Outcomes
2. Weekly and Seasonal Landscaping Tasks (18 minutes)
  - a. Weekly
  - b. Seasonal
3. Daily Tasks in Shared Areas (42 minutes)
  - a. Playground
  - b. Disc Golf Course
  - c. Volleyball Court
  - d. Picnic Area
  - e. Pool Area
4. Course Summary (4 minutes)

5. Implementation and Assessment (12 minutes)

Session #1		
Slides	Approximate Timing	Topic
1-9	10 Minutes	Course Overview
10-19	18 Minutes	Weekly and Seasonal Landscaping Tasks
20 - 45	42 minutes	Daily Tasks in Shared Areas
46 - 49	4 minutes	Course Summary
50-56	12 Minutes	Implementation and Assessment
<b>Total:</b>	86 minutes	

Course Overview (10 Minutes)			
Slide#) Duration	Slide	Facilitator Notes	Producer Notes
1) CPK's Southern RV Park <2 minutes		<b>Do:</b> <ul style="list-style-type: none"> <li>- Display slide as participants arrive.</li> <li>- Turn on your camera.</li> <li>- Welcome learners as they enter the training.</li> </ul>	<b>Do:</b> <ul style="list-style-type: none"> <li>- Assign the facilitator as a co-host for Zoom</li> <li>- Display presentation to all participants</li> <li>- Share computer sound and play welcoming music.</li> </ul>

**2) CPK's  
Southern RV  
Park  
1 minute**



**Do:**

- Read the title of the training.
- Introduce yourself:
  - Name
  - Position
  - Experience

**3) Welcome  
1-2 minutes**

**Welcome!**

Please use the chat to introduce yourself and tell us where you are currently employed – which location?

Welcome Activity

**Say:**

- Now that you know about me, let's take a minute to get to know a little about all of you.

**Do:**




- Read the first sentence.
- Wait for participants to respond in chat.
- Share several locations from the chat responses.

**Say:**

- Now that everyone has had a chance to respond, let's see what it looks like on the map.

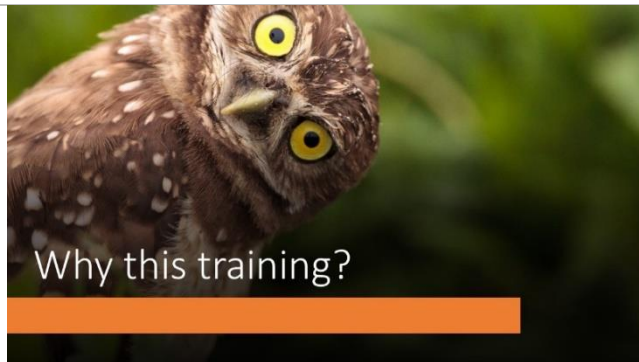
**Do:**

- Enter each participant location from the chat at [www.mapcustomizer.com](http://www.mapcustomizer.com)

<p><b>4) Locations</b> <b>1 minute</b></p>	<p>Location Results</p> 	<p><b>Say:</b></p> <ul style="list-style-type: none"> <li>- Are all ten states with CPK parks represented?</li> <li>- Are any of you from the same location? Answer or raise your hand in chat.</li> </ul>	<p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Display map with participant locations marked.</li> </ul>
<p><b>5) Agenda</b> <b>1 minute</b></p>	<p>Agenda</p> <ul style="list-style-type: none"> <li>• Course Overview</li> <li>• Landscaping Tasks <ul style="list-style-type: none"> <li>• Weekly</li> <li>• Seasonal</li> </ul> </li> <li>• Daily Tasks in Shared Areas <ul style="list-style-type: none"> <li>• Playground</li> <li>• Disc Golf Course</li> <li>• Volleyball Court</li> <li>• Picnic Area</li> <li>• Pool Area</li> </ul> </li> <li>• Closing</li> </ul> 	<p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Direct participants to Page 2 of the Participant Guide.</li> <li>- Read the session agenda.</li> </ul>	
<p><b>6) Participation Norms</b> <b>1 minute</b></p>	<p>Participation Norms</p> <ul style="list-style-type: none"> <li>• Turn on your camera (if possible)</li> <li>• Mute your mic unless actively engaged in discussion or asking questions</li> <li>• Actively participate in activities</li> <li>• Use the chat to ask questions – either raise hand or type question</li> </ul> 	<p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Direct participants to Page 3 of the Participant Guide.</li> <li>- Read the participation norms.</li> <li>- Ask if there are any questions about the norms.</li> </ul>	



**7) Why This Training?**  
**<1 minute**



**Do:**

- Read this question.

**Say:**

- This training addresses maintenance needs identified from survey results.

**8) Survey Results**  
**1 minute**



**Do:**

- Point to the two lowest scores (Common Areas and Landscaping).

**Say:**

- This training addresses the two lowest scores – Common Areas and Landscaping.
- CPK's goal is to improve exit survey results in these two areas by 10% over the next 6 months.

**9) Training Objectives**  
**1 minute**

**Training Objectives**

- Identify weekly landscaping tasks
- Select seasonal landscaping tasks
- Recognize daily tasks in shared areas

**Do:**

- Direct participants to Page 4 of the Participant Guide.


**Say:**

- By the end of this training, you should be able to do the following:

**[Click]**

		<p><b>Do:</b></p> <ul style="list-style-type: none"> <li>– Read the first objective.</li> </ul> <p><b>[Click]</b></p> <p><b>Do:</b></p> <ul style="list-style-type: none"> <li>– Read the second objective.</li> </ul> <p><b>[Click]</b></p> <p><b>Do:</b></p> <ul style="list-style-type: none"> <li>– Read the final objective.</li> </ul>	
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## Weekly and Seasonal Landscaping Tasks (18 Minutes)

<p><b>10) Weekly Landscaping Tasks</b> 2 minutes</p>	 <p>Weekly Landscaping Tasks</p>	<p><b>Say:</b></p> <ul style="list-style-type: none"> <li>– Take a minute to picture your CPK location.</li> <li>– All CPK locations offer the same amenities, such as playgrounds and pools, but each campground has a unique layout. Regardless of design, campers expect the campground to be well-maintained and tidy. Are there any spaces in your location that need landscaping attention? Write these locations in your participant guide on page 5.</li> </ul>	
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**11) What are Weekly Landscaping Tasks?  
1 minute**

What are weekly landscaping tasks at CPK's?

Using the Mentimeter link in chat, enter up to three landscaping tasks before the timer expires.



Weekly Landscaping Tasks

**Say:**

- What needs to happen regularly to improve the appearance of CPK's grounds?
- Let's start by identifying some of the weekly landscaping tasks that need to be completed.

**Read:**

- The directions for the Mentimeter activity.

**Ask:**

- Do you have any questions about the activity before we begin? Ask in the chat by typing your question or raising your hand.

**Do:**

- Answer any participant questions.

**Say:**

- Okay, your 60 seconds start now. Go.

**Do:**

- Wait for timer to end before advancing slide.

**Do:**

- Provide Mentimeter link and access code in chat.
- Start timer on facilitator's cue.

**12) Weekly Landscaping Tasks Explained**  
**3-4 minutes**

Weekly Landscaping Tasks

- Mowing grass
- Edging
- Watering flowers
- Fertilizing flowers
  - Rotation Schedule



Weekly Landscaping Tasks 12

**Do:**

- Display results on word cloud screen (\*\*Important- Do not click on this slide until you discuss the word cloud results\*\*).

**Say:**

- Let's look at the word cloud results. (Point out the biggest words.) These tasks were mentioned the most.
- Now, let's see how your responses compare to CPK's official list of weekly landscaping tasks.


**[Click]**


**Say:**


- These are the four weekly tasks that should be completed at all CPK locations: Mowing grass, edging, watering, and fertilizing flowers (on a rotation schedule).
- Let's go back to your individual CPK locations. Where do these tasks

**Do:**

- Share Mentimeter word cloud results screen.

		<p>need to be completed on the property? Record your thoughts in your participant guide on page 5.</p> <p><b>Ask:</b></p> <ul style="list-style-type: none"> <li>- Would anyone like to share where they think these tasks need to be completed? Use the chat to type your response or raise your hand if you'd like to speak.</li> </ul> <p><b>Discuss:</b></p> <ul style="list-style-type: none"> <li>- Allow participants to discuss locations of weekly landscaping tasks and encourage them to record their ideas in the participant guide.</li> </ul>	
<p><b>13) Seasonal Landscaping Tasks</b> <b>2 Minutes</b></p>		<p><b>Say:</b></p> <ul style="list-style-type: none"> <li>- Picture your CPK location again.</li> </ul> <p><b>Say:</b></p> <ul style="list-style-type: none"> <li>- Can you think of any places in your campground where seasonal landscaping</li> </ul>	

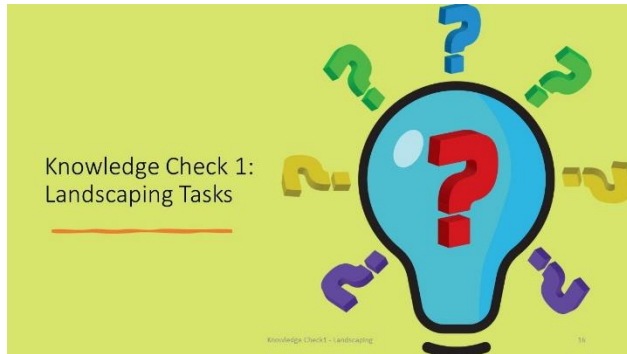
		<p>tasks should be completed?</p> <ul style="list-style-type: none"> <li>- Where and what kind of tasks? Record your thoughts on page 6 of your participation guide.</li> </ul>	
<p><b>14) What are Seasonal Landscaping Tasks? 1 Minute</b></p>	<div data-bbox="453 467 1087 824"> <p>What are seasonal landscaping tasks at CPK's?</p> <p>Using the Mentimeter link in chat, enter up to three seasonal landscaping tasks before the timer expires.</p>  <p><small>Seasonal Landscaping Tasks 14</small></p> </div>		

		<p>by typing your question or raising your hand.</p> <p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Answer any participant questions.</li> </ul> <p><b>Say:</b></p> <ul style="list-style-type: none"> <li>- Okay, your 60 seconds start now. Go.</li> </ul> <p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Wait for timer to end before advancing slide.</li> </ul>	
<p><b>15) Seasonal Landscaping Tasks Explained</b> <b>3-4 Minutes</b></p>		<p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Display results on word cloud screen (**Important- Do not click on this slide until you discuss the word cloud results**)</li> </ul> <p><b>Say:</b></p> <ul style="list-style-type: none"> <li>- Let's look at the word cloud results.</li> <li>- (Point out the biggest words.) These tasks were mentioned the most.</li> <li>- Let's see how your responses compare to CPK's official list of seasonal landscaping tasks.</li> </ul> <p><b>[Click]</b></p>	<p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Share Mentimeter word cloud results screen.</li> </ul>

		<p><b>Say:</b></p> <ul style="list-style-type: none"><li>- These are the five seasonal tasks that should be completed at all CPK locations: leaf clean up, replacing annuals, trimming trees, trimming shrubs, and mulching.</li><li>- Let's go back to your individual CPK locations. Where do these tasks need to be completed on the property? Record your thoughts in your participant guide on page 6.</li></ul> <p><b>Ask:</b></p> <ul style="list-style-type: none"><li>- Would anyone like to share where they think these tasks need to be completed?</li></ul> <p><b>Discuss:</b></p> <ul style="list-style-type: none"><li>- Allow participants to discuss locations of weekly landscaping tasks and encourage them to record their ideas in the participant guide.</li></ul>	
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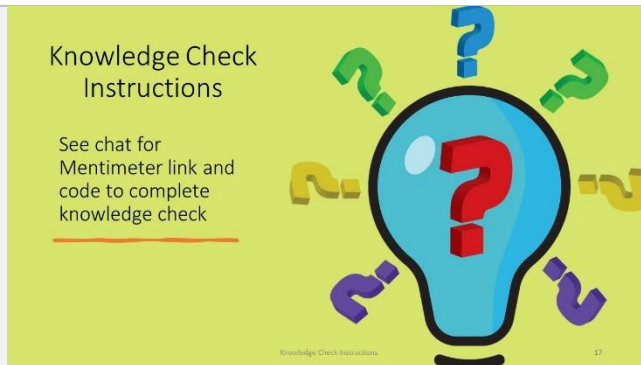
**16) KC –  
Landscaping  
1 minute**



**Say:**

- Now that we have covered weekly and seasonal landscaping tasks, you're going to complete a quick knowledge check on this material.
- It is not graded, and it's anonymous. It's simply for you to be sure you can identify weekly and seasonal landscaping tasks before we move to daily tasks.

**17) KC-  
Landscaping  
1 Minute**



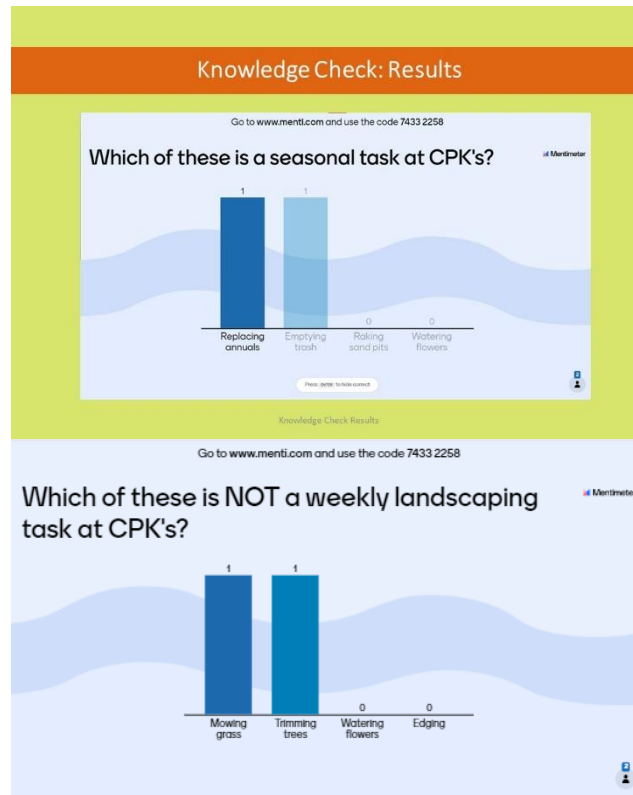
**Say:**

- You can use either your phone or a computer to complete this knowledge check. You do not have to download anything.
- The Mentimeter link and code is in the chat. Does everyone see it?
- You have two minutes.
- When everyone is finished, we will go over the results.
- Your time starts now.

**Do:**

- Provide Mentimeter link and code for Knowledge Check 1 in chat.
- Start timer on facilitator's cue.

**18) Knowledge Check Results  
3 Minutes**



**Do:**

- Wait two minutes for everyone to finish the knowledge check.
- If all participants finish before the two minutes are over, you may continue with the training.

**Say:**

- Here are the results for question one.

**Do:**

- Display results.

**Discuss Question 1 (Which of these is NOT a weekly landscaping task at CPK's?):**

- Trimming trees is a seasonal task. The rest of the choices are weekly.

**[Click]**

**Say:**


- Here are the results for question two.

**Do:**

- Display results.

**Do:**

- Display knowledge check results as bar graph (click enter so incorrect answers fade).

		<p><b>Discuss Question 2 (Which of these is a seasonal task at CPK's?):</b></p> <ul style="list-style-type: none"> <li>- Replacing annuals is a seasonal task. The rest of the choices are daily and weekly.</li> </ul> <p><b>Say:</b></p> <ul style="list-style-type: none"> <li>- Does anyone have any questions about weekly or seasonal landscaping tasks?</li> <li>- Please use the chat to type your question or raise your hand.</li> </ul> <p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Respond to any participant questions.</li> </ul>	
<p><b>19) Break</b></p>		<p><b>Say:</b></p> <ul style="list-style-type: none"> <li>- We're going to take a short break before we begin the next section. Please be back in five minutes.</li> </ul>	<p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Start timer on facilitator cue.</li> <li>- Play quiet music.</li> <li>- Give a 1-minute warning announcement.</li> </ul>

## Daily Tasks in Common Areas (42 Minutes)

**20) Daily Tasks in Common Areas**  
1 min

Daily Tasks in Shared Areas



**Say:**

- Welcome back.
- We will continue by addressing daily tasks next.
- Think again about your CPK location. How can you help improve the overall score in shared areas?

**21) Tasks in Shared Areas**  
2 min

Tasks in Shared Areas at CPK's

General Tasks

- Empty Trash
- Lock/Unlock Equipment Room
- Turn Building Lights on/off

Location Tasks

- Check Playground
- Check Volleyball Court
- Check Disc Golf Course
- Check Picnic Areas
- Check Pool Area

**Say:**

- What general tasks should occur daily to keep the property appealing to campers?
- Put your answers in chat.

**Do:**

- Wait about 30 seconds for participants to respond.
- Select a few examples to highlight.

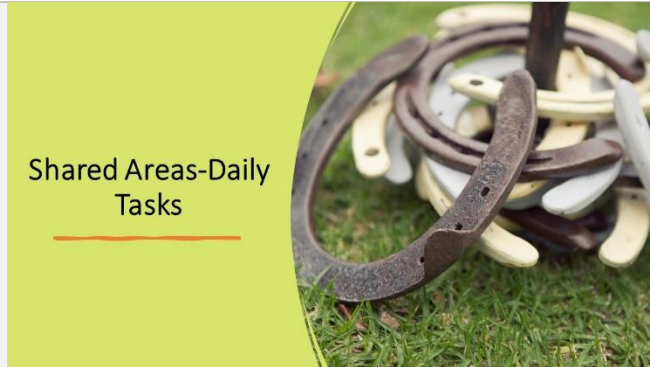
**[Click]**

**Say:**

- Here are the three general tasks that should be completed daily.

		<ul style="list-style-type: none"><li>- You have a spot to record these on page 7 of your participant guide.</li></ul> <p><b>Read:</b></p> <ul style="list-style-type: none"><li>- General task list</li></ul> <p><b>Ask:</b></p> <ul style="list-style-type: none"><li>- Any questions about general tasks?</li><li>- Wait about 30 seconds, answer any questions.</li></ul> <p><b>Say:</b></p> <ul style="list-style-type: none"><li>- Now let's look at location tasks.</li></ul> <p><b>[Click]</b></p> <p><b>Read:</b></p> <ul style="list-style-type: none"><li>- Location task list</li></ul> <p><b>Say:</b></p> <ul style="list-style-type: none"><li>- As you can imagine, the tasks are not the same in each of the shared areas, so let's take a closer look at those tasks.</li></ul>	
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**22) Shared Areas – Location Tasks**  
**1 minute**



**Say:**

- Each CPK property has five areas for campers to enjoy activities. Each area has its own set of daily tasks.
- In this part of the training, we will take a look at each area to be sure everyone knows which tasks to complete daily.
- We are going to start with an activity.

**23) Group Activity Instructions**  
**2 minutes**



**Say:**

- Here are the instructions for your group activity.

**[Click]**

**Read:**

- First bullet.

**Say:**

- The five shared areas include playground, volleyball court, picnic area, disc golf course and pool area.

**[Click]**

**Read:**

- Second bullet.

**Say:**

**Do:**

- Check settings on breakout rooms.
- Randomly assign participants to room.
- Display timer in rooms.
- Name each room to match one of the five location areas (playground, disc golf course, volleyball court, picnic area, and pool area).

- Each group will create and share a list of daily tasks when they come back to the main room. You will need someone from your group to present the list. When you get to your breakout rooms, start by choosing the presenter.

**[Click]**

**Read:**

- Third bullet.

**Say:**

- It's especially important that no one else opens their own whiteboard. Wait until the presenter shares that screen.

**[Click]**

**Read:**

- Fourth bullet.

**Say:**

- Once the presenter shares his/her screen, everyone has access to it. Select a tool and add your thoughts.

**24) Group Activity Instructions Cont.**  
**2 minutes**



**Group Activity Cont.**

- On the board, create a list of daily tasks for your area.
- When you are finished, the presenter must **save** the whiteboard.
- The presenter should also **open** the folder where the image is saved for easy sharing access.
- You have 3 minutes to create your group list.

**Read:**

- First bullet.

**Say:**

- Work with your group to create a list of tasks.

**Read:**

- Second bullet.

**Say:**

- Save the board using the save icon. If you do not see it, check under the three dots, or use the “ask for help” button on your screen. You must save the whiteboard before closing the group.

**Read:**

- Third bullet.

**Say:**

- Opening the folder now will save time when you present to the group. You’ll have it on your desktop instead of having to search for it.

**Read:**

- Fourth bullet.



**Ask:**



- Does anyone have any questions?

**Do:**

- Start breakout groups on facilitator cue.
- Visit 2-3 breakout rooms during the activity.
- Answer any questions.



		<p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Answer any questions the participants have about the activity.</li> </ul> <p><b>Say:</b></p> <ul style="list-style-type: none"> <li>- Please do not hesitate to ask any questions during the activity!</li> </ul>	
<p><b>25) Group Activity Timer</b> <b>3 minutes</b></p>	 <p>The slide features a green background with the text 'Group Activity Timer' on the left. On the right is a large black number '3' inside a white circular timer graphic with a grey background and a white crosshair. A thin orange line is underlined under the text.</p>	<p><b>Say:</b></p> <ul style="list-style-type: none"> <li>- Your breakout rooms are ready to go.</li> <li>- The timer will start as soon as everyone is in the breakout rooms.</li> </ul> <p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Visit 2-3 breakout rooms during the activity.</li> <li>- Answer any questions.</li> </ul>	<p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Visit 2-3 breakout rooms during the activity.</li> <li>- Answer any questions.</li> </ul>
<p><b>26) Area Discussions</b> <b>1 minute</b></p>	 <p>The slide features a green background with the text 'Area Discussions' on the left. On the right is a large graphic of a whiteboard filled with many colorful sticky notes in various colors like yellow, blue, pink, and orange. A thin orange line is underlined under the text.</p>	<p><b>Say:</b></p> <ul style="list-style-type: none"> <li>- Now that we're back together, let's discuss location tasks.</li> <li>- Be ready to show your group whiteboard when we get to your area.</li> <li>- Each group will have up to two minutes to share their list.</li> </ul>	

		<ul style="list-style-type: none"> <li>- You should record these tasks on pages 7-8 in your participation guide as we go through each area.</li> </ul>	
<p><b>27) Playground</b> <b>1 minute</b></p>	 <p>Playground Daily Tasks *Group 1*</p>	<p><b>Say:</b></p> <ul style="list-style-type: none"> <li>- We'll start with the playground area. Group 1 had this location, so let's see what tasks they listed.</li> <li>- You have two minutes to show us your list.</li> </ul>	
<p><b>28) Group 1 Share</b> <b>2 minutes</b></p>	 <p>Group 1 Share Whiteboard</p>	<p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Recap Group 1's list before moving on to the next slide.</li> </ul>	<p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Assist presenter with sharing screen if needed.</li> <li>- Start timer on facilitator cue.</li> </ul>

**29) Playground  
Daily Tasks  
2 minutes**



**Say:**

- Here are CPK's daily tasks for the playground area.

**[Click]**

**Read:**

- Each of the four tasks.

**Do:**




- Compare this list to Group 1's list and point out any similarities or differences.
- Emphasize checking for damage and padding on the poles.
- Thank Group 1 for sharing.



**Ask:**

- Are there any questions about the playground area before we move on to the disc golf course?

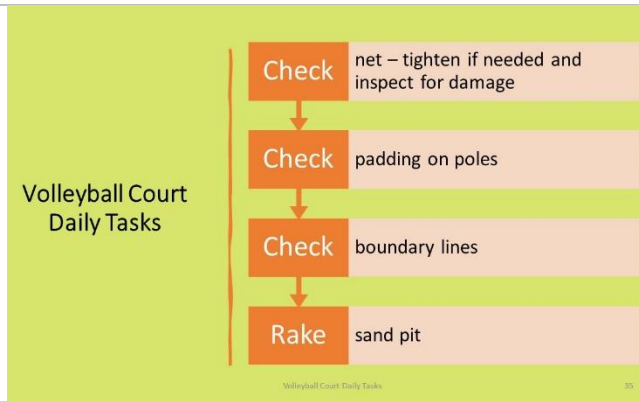
**Do:**

- Wait about 30 seconds.
- Answer any participant questions.

<p><b>30) Disc Golf</b> <b>1 minute</b></p>		<p><b>Say:</b></p> <ul style="list-style-type: none"> <li>– Okay, let’s hear about the disc golf course next. Group 2 you’re up.</li> <li>– You have two minutes to show us your list.</li> </ul>	
<p><b>31) Group 2 Share</b> <b>2 minutes</b></p>		<p><b>Do:</b></p> <ul style="list-style-type: none"> <li>– Recap Group 2’s list before moving on to the next slide</li> </ul>	<p><b>Do:</b></p> <ul style="list-style-type: none"> <li>– Assist presenter with sharing screen if needed.</li> <li>– Start timer on facilitator cue.</li> </ul>
<p><b>32) Disc Golf Daily Tasks</b> <b>2 minutes</b></p>		<p><b>Say:</b></p> <ul style="list-style-type: none"> <li>– Here is CPK’s list of daily tasks for the disc golf course.</li> </ul> <p><b>[Click]</b></p> <p><b>Read:</b></p> <ul style="list-style-type: none"> <li>– Each of the three tasks.</li> </ul> <p><b>Do:</b></p> <ul style="list-style-type: none"> <li>– Compare this list to Group 2’s list and point out any similarities or differences.</li> </ul>	

		<ul style="list-style-type: none"> <li>- Thank Group 2 for sharing</li> </ul> <p><b>Ask:</b></p> <ul style="list-style-type: none"> <li>- Does anyone have any questions about this area?</li> </ul> <p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Wait about 30 seconds.</li> <li>- Answer any participant questions.</li> </ul>	
<p><b>33) Volleyball Court</b> <b>1 minute</b></p>		<p><b>Say:</b></p> <ul style="list-style-type: none"> <li>- Group 3 will go next. What tasks did you list for the volleyball court area?</li> <li>- You have two minutes to show us your list.</li> </ul>	
<p><b>34) Group 3 Share</b> <b>2 minutes</b></p>		<p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Recap Group 3's list before moving on to the next slide.</li> </ul>	<p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Assist presenter with sharing screen if needed.</li> <li>- Start timer on facilitator's cue.</li> </ul>

**35) Volleyball  
Court Daily  
Tasks  
2 minutes**



**Say:**

- Here is CPK's list of daily tasks for the volleyball court area.

**[Click]**

**Read:**

- Each of the four tasks.

**Do:**



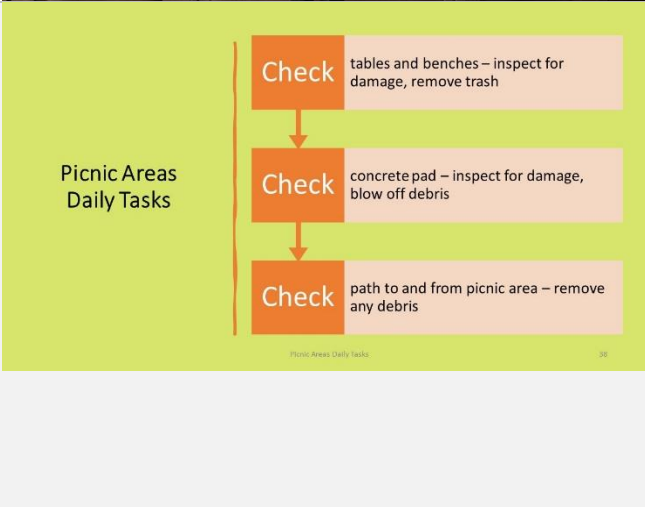
- Emphasize the first two tasks.
- Compare this list to Group 3's list and point out any similarities or differences.
- Thank Group 2 for sharing.

**Ask:**



- If there are any questions about the volleyball court area.

**Do:**

- Wait about 30 seconds.
- Answer any participant questions.

<p><b>36) Picnic Area Daily Tasks</b> <b>1 minute</b></p>	 <p>Picnic Area Daily Tasks *Group 4*</p>	<p><b>Say:</b></p> <ul style="list-style-type: none"> <li>- Picnic area was assigned to Group 4. Please show us your daily task list.</li> </ul>	
<p><b>37) Group 4 Share Whiteboard</b> <b>2 minutes</b></p>	 <p>Group 4 Share Whiteboard</p>	<p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Recap Group 4's list before moving on to the next slide.</li> </ul>	<p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Assist presenter with sharing screen if needed.</li> <li>- Start timer on facilitator's cue.</li> </ul>
<p><b>38) Picnic Area Daily Tasks</b> <b>2 minutes</b></p>	 <p>Picnic Areas Daily Tasks</p> <ul style="list-style-type: none"> <li><b>Check</b> tables and benches – inspect for damage, remove trash</li> <li><b>Check</b> concrete pad – inspect for damage, blow off debris</li> <li><b>Check</b> path to and from picnic area – remove any debris</li> </ul>	<p><b>Say:</b></p> <ul style="list-style-type: none"> <li>- Here is CPK's list of daily tasks for the picnic areas.</li> </ul> <p><b>[Click]</b></p> <p><b>Read:</b></p> <ul style="list-style-type: none"> <li>- Each of the three tasks.</li> </ul> <p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Emphasize inspecting for damages.</li> <li>- Compare this list to Group 4's list and point</li> </ul>	



		<p>out any similarities or differences.</p> <ul style="list-style-type: none"> <li>- Thank Group 4 for sharing.</li> </ul> <p><b>Ask:</b></p> <ul style="list-style-type: none"> <li>- If anyone has questions about the picnic areas.</li> </ul> <p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Wait about 30 seconds.</li> <li>- Answer any participant questions.</li> </ul>	
<p><b>39) Pool Area Daily Tasks</b> <b>1 minute</b></p>		<p><b>Say:</b></p> <ul style="list-style-type: none"> <li>- The last shared area is the pool. This area has the most daily tasks. What did you come up with Group 5?</li> </ul>	
<p><b>40) Group 5 Share Whiteboard</b> <b>2 minutes</b></p>		<p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Recap Group 5's list before moving on to the next slide.</li> </ul>	<p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Assist presenter with sharing screen if needed.</li> <li>- Start timer on facilitator's cue.</li> </ul>



**41) Pool Area  
Daily Tasks  
2 minutes**

Pool Area  
Daily Tasks

Check	water level – alert supervisor if too low
Check	pump baskets – clean if needed
Remove	leaves and debris using skimmer
Check	pool safety equipment
Clean	pool deck if needed

Pool Area Daily Tasks 41

**Say:**

- Here is CPK’s list of daily tasks for the pool area.

**[Click]**

**Read:**

- Each of the five tasks.

**Do:**

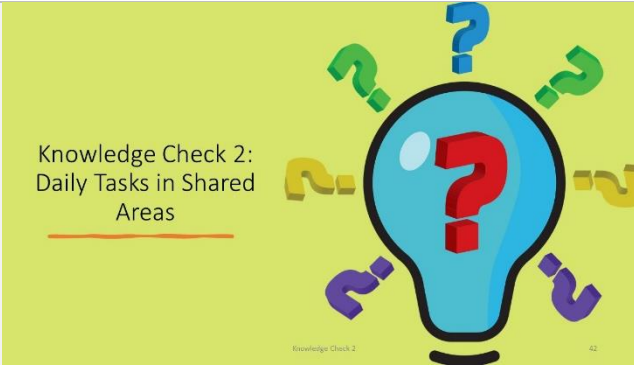
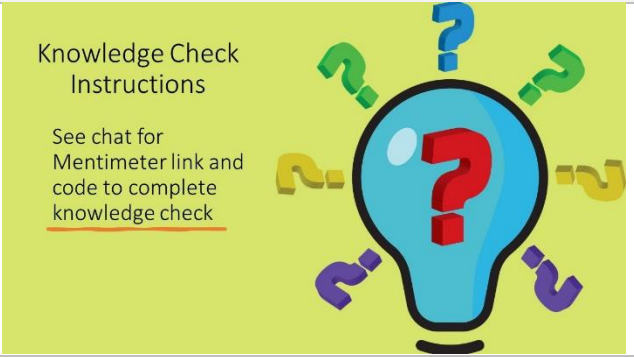
- Emphasize water level and safety equipment tasks.
- Compare this list to Group 5’s list and point out any similarities or differences.
- Thank Group 5 for sharing.

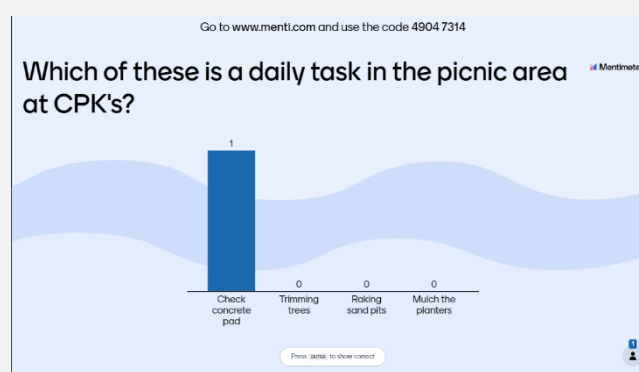
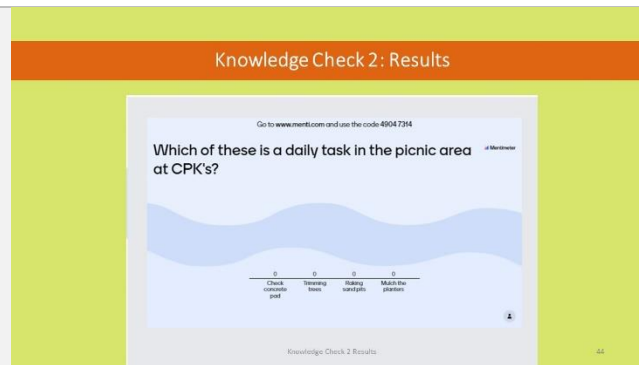
**Ask:**

- Does anyone have questions about pool area tasks?

**Do:**

- Wait about 30 seconds.
- Answer any participant questions.

<p><b>42) Knowledge Check 2: Daily Tasks in Common Areas</b> 2 minutes</p>	 <p>Knowledge Check 2: Daily Tasks in Shared Areas</p>	<p><b>Say:</b></p> <ul style="list-style-type: none"> <li>- In this part of the course, we covered general daily tasks and tasks specific to shared areas.</li> <li>- Does anyone have questions?</li> </ul> <p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Wait about 15 seconds for participants to ask questions.</li> <li>- Answer any questions.</li> <li>- Now it's time for your second knowledge check.</li> <li>- Remember, it is not graded, and it's anonymous.</li> </ul>	
<p><b>43) Knowledge Check Instructions</b> 1 minute</p>	 <p>Knowledge Check Instructions</p> <p>See chat for Mentimeter link and code to complete knowledge check</p>	<p><b>Say:</b></p> <ul style="list-style-type: none"> <li>- The Mentimeter link and code are in the chat.</li> <li>- Just as before, you have two minutes.</li> <li>- When you are finished, we will go over the results.</li> </ul>	<p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Provide Mentimeter link and access code in chat.</li> <li>- Start timer on facilitator's cue.</li> </ul>
<p><b>44) Knowledge Check 2: Results</b> 3 minutes</p>		<p><b>Do:</b></p>	<p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Display knowledge check results as</li> </ul>



- Wait two minutes for everyone to finish the knowledge check.
- If all participants finish before the two minutes are over, you may continue with the training.

**Say:**

- Here are the results for question one.

**Do:**

- Display results.

**Discuss Question 1 (Which of these is a daily task in all shared areas?):**

- Emptying trash is a daily task in all areas. The other three tasks are weekly or seasonal landscaping tasks.

**[CLICK]**

**Say:**

- Here are the results for question two.

**Do:**

- Display results.

bar graph (click enter so incorrect answers fade).

		<p><b>Discuss Question 2 (Which of these is a daily task in the picnic area at CPK's?):</b></p> <ul style="list-style-type: none"> <li>- Regularly checking the concrete pad in all picnic areas is an important daily maintenance task.</li> </ul>	
<p><b>45) Questions Discussions</b> <b>2 minutes</b></p>	<p>Questions/Discussions</p> 	<p><b>Say:</b></p> <ul style="list-style-type: none"> <li>- Do you have any questions about daily tasks in shared areas? Please type them in the chat, or use the chat to raise your hand.</li> </ul> <p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Answer any questions participants have</li> </ul>	
<p><b>Course Summary (4 Minutes)</b></p>			
<p><b>46) Let's Review</b> <b>1 minute</b></p>	<p>Let's Review</p> 	<p><b>Say:</b></p> <ul style="list-style-type: none"> <li>- In this course, we have covered three objectives. Let's review them now.</li> </ul>	

**47) Objectives**  
**1 minute**

Training  
Objectives

- Identify weekly landscaping tasks
- Select seasonal landscaping tasks
- Recognize daily tasks in shared areas



**Say:**

- Now that you have completed the training, you should be able to:

**[Click]**

**Do:**

- Read the first objective.

**[Click]**

**Do:**

- Read the second objective.

**[Click]**


**Do:**

Read the final objective.

**Say:**

- On page 9 in your participant guide, you will find a page for you to summarize weekly, seasonal, and daily tasks as shown on the next slide.

**48) Summary**  
**1 minute**



The slide is titled "Summary" and is divided into three sections. The first section, "Weekly Landscaping Tasks", lists: Mowing grass, Edging, Watering flowers, and Fertilizing flowers (rotation schedule). The second section, "Seasonal Landscaping Tasks", lists: Leaf clean up, Replacing annuals, Trimming trees, Trimming shrubs, and Mulching. The third section, "Daily Tasks in Shared Areas", lists: Empty trash, Lock/Unlock equipment room, Turn building lights on/off, Check playground, Check volleyball court, Check disc golf course, Check picnic areas, and Check pool area. The slide has a light green background with orange headers for each section.

**[Click]**

**Do:**

- Read weekly landscaping tasks.
- Ask if there are any questions.

**[Click]**

**Do:**

- Read seasonal landscaping tasks.
- Ask if there are any questions.

**[Click]**

**Do:**






- Read daily shared areas tasks.
- Ask if there are any questions about the first three general tasks.

**Say:**

- On the next slide, we will take another look at each location.

**49) Common Areas-Daily Tasks**  
**1 minute**

Shared Areas - Daily Tasks

 <b>Playground</b> Equipment Padding Sand pit Lost & Found	 <b>Disc Golf</b> Baskets Launch pads Course path	 <b>Volleyball</b> Net Padding Sand pit Boundary lines	 <b>Picnic Areas</b> Tables Concrete pad Paths	 <b>Pool</b> Water level Basket Debris Safety equipment Deck
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Shared Areas Daily Tasks 49

- Say:**
- Here is a snapshot summary of daily tasks in each shared area.
  - Does anyone have any questions or comments about these tasks?
- Do:**
- Wait about 15 seconds for participants to respond.
  - Answer any questions.

**Implementation & Final Assessment (12 Minutes)**

**50) Implementation and Final Assessment**

Implementation



- Say:**
- Now we will turn our attention to implementing these tasks in our parks.

**51) Action Plan  
(6 minutes)**

Action Plan

Think about your CPK location as you answer the following questions.

Where and how can weekly landscaping tasks be improved?

Where and how can seasonal landscaping tasks be improved?

Which landscaping tasks will bring the biggest improvements to the property?

Where and how can tasks in shared areas be improved?

**Say:**

- You will find these questions on pages 9-10 of your participant guide.
- As we go through them, think about your CPK location.
- We will use chat to respond to these questions, but you may also raise your hand if you would like to ask questions or respond to a chat comment.
- Take 3 minutes to write down responses in your participant guide, and then we will compile a set of group responses.

**Do:**

- Wait for 3-minute timer to end.

**Say:**

- Type your responses for seasonal landscaping tasks in the chat.



**Do:**


- Read selected answers aloud to call attention to them.

**Do:**

- Start a 3-minute timer on facilitator's cue.



		<ul style="list-style-type: none"> <li>- Ask if anyone has more to add or questions about the landscaping tasks.</li> <li>- Remind participants to record tasks relevant to their CPK location in the participant guide.</li> </ul> <p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Repeat this process for the other three questions.</li> </ul>	
<p><b>52) Personal Commitment (2 minutes)</b></p>	<div data-bbox="453 699 1094 1060" style="background-color: #d4e157; padding: 10px; text-align: center;"> <p>Personal Commitment</p>  <p>How will <u>you</u> help CPK reach the goal of improving exit survey scores by 10% over the next six months?</p>  <p>Anything else you gained from this training?</p> </div>	<p><b>Say:</b></p> <ul style="list-style-type: none"> <li>- Now it's time for your personal commitments. The goal of this training is to improve the survey scores by 10% in the next six months. Think of at least one way you can personally help CPK achieve this goal. Maybe it's improving one task in a shared area, or maybe it's increasing the frequency of a weekly task. Whatever you chose, make sure it's</li> </ul>	

		<p>something you can really commit to doing.</p> <ul style="list-style-type: none"> <li>- Record it in your participant guide on page 10.</li> </ul> <p><b>Say:</b></p> <ul style="list-style-type: none"> <li>- Use the last box on page 10 to record any concluding thoughts on this training. How will your daily/weekly/seasonal duties change based on this training? What will you improve?</li> </ul> <p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Wait about 15 seconds for participants to finish writing before moving to the next slide.</li> </ul>	
<p><b>53) Any Final Questions?</b> 2 minutes</p>	 <p>Any final questions?</p>	<p><b>Say:</b></p> <ul style="list-style-type: none"> <li>- Before taking your final assessment, does anyone have any final questions?</li> <li>- Did you complete the lists in your participant guide?</li> <li>- Do you need me to review anything?</li> </ul>	

**54) Final Assessment**  
**1 minute**

Final Assessment

- 5 Questions
- Must score 80% or higher to receive credit for this training
- Two attempts





Final Assessment 54

- Do:**
- Wait for any responses.
  - Answer any questions.

- Say:**
- The final assessment is different from knowledge checks. Your supervisor receives the scores to give you credit for attending this course.

- Do:**
- Read the three bullet points under final assessment.

- Say:**
- You may refer to your participant guide as you complete the assessment.
  - When you finish, you will see your score immediately.
  - You are free to leave after the final assessment is complete.

<p><b>55) Final Assessment Instructions</b> <b>1 minute</b></p>	<p>Final Assessment Instructions</p> <p>See chat for link and code to complete final assessment</p> 	<p><b>Say:</b></p> <ul style="list-style-type: none"> <li>- Please see the chat for a link to the final assessment.</li> <li>- Good luck!</li> <li>- Thank you for attending this course.</li> </ul>	<p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Provide iSpring link and access code in chat.</li> </ul>
<p><b>56) Thank You</b></p>	 <p>Thank you for your attention!</p> <p>And thank you for helping to make CPK's Southern RV Park the BEST place for people and pets of all ages to:</p> <ul style="list-style-type: none"> <li>Camp</li> <li>Play</li> <li>Kick Back</li> </ul>	<p><b>Do:</b></p> <ul style="list-style-type: none"> <li>- Display this slide until all participants have completed the final assessment.</li> </ul>	<p><b>End:</b></p> <ul style="list-style-type: none"> <li>- Close the meeting when all participants have finished final assessment.</li> </ul>

Final Assessment (Correct answers are highlighted):

1. Which of these are weekly landscaping tasks at CPK's?
  - a. trimming trees
  - b. mulching planters
  - c. watering flowers
  - d. repairing fences
2. Which of these are seasonal landscaping tasks at CPK's?
  - a. replacing annual flowers
  - b. watering flowers
  - c. fertilizing flowers
  - d. all of the above
3. Which of these is a daily task in **all** shared areas?
  - a. Leave the trash for someone else to empty
  - b. Lock/Unlock the equipment room
  - c. Test the loudspeaker for announcements
  - d. Be sure the golf cart is fully charged
4. Which of these is a daily task for the playground area?
  - a. Take lost and found items to the camp store
  - b. Check equipment for damage
  - c. Rake the sand pit
  - d. All of the above
5. Which of these is a daily task in the pool area?
  - a. Leave the debris in the pool – a technician will get it later
  - b. Fill the pool so it overflows onto the pool deck
  - c. Check the pump basket and let your supervisor know if it needs to be cleaned
  - d. None of the above