

# Swim School News

Advance Brochure Supplement

April 2018

## Lesson Scheduling Begins Saturday, April 28, at 8am

We will begin accepting calls for booking lessons on Saturday, April 28 at 8am. Please call and leave your booking message and we will return your message in the order received. Once we open on May 29, you may call or come in person to schedule lessons.

818-848-8008

## NEW News: Send Us Your Scheduling Message via Email

Between 8am on April 28 and 8pm on May 1 ONLY, we will have a TEMPORARY email address available for you to send us your schedule request INSTEAD of leaving a phone message. In reply, we will send you an email confirmation with your message number.

Temp email: [April28-May1@lcswimschool.com](mailto:April28-May1@lcswimschool.com)

## NEW: Message Status Update

We receive about 400 messages during our first four days of scheduling. Half of these are received within the first fifteen minutes of our schedule opening time. All messages are time stamped when we receive them, transcribed, sent to our schedulers, and returned in time order. Please do not delay our response process by leaving/sending us more than one message. Our initial scheduling rush is April 28 through May 1. We will be returning calls from 9am to 8pm on these days or longer until all messages received during this time have been returned. Our homepage ([lcswimschool.com](http://lcswimschool.com)) will have return message status information that will be updated every two hours or so during these 4-5 days.

## Need for Model Students

Every year we evaluate applicants and train new teachers. We need student models in order to do this well. We are looking for students who are about five-years old, have earned at least a Beginner-One card from us, love the water, follow directions well, go to strangers well, and can tolerate 1½ hours in the pool. Pay is \$30 per 1½ hours. If your child would like to do this and meets these criteria, then please call 818-848-8008 or email us at:

[modelstudents@lcswimschool.com](mailto:modelstudents@lcswimschool.com)

## When Scheduling Messages by phone or temporary email Please Provide the Following On or After April, 28<sup>th</sup> 8am

1. Your Name.
2. Your home, cell, and work phone numbers, and the best times to call each.
3. Your child's name, age, and experience level.
4. If your child is 5 or older, whether you want 15 or 30 minute lessons.
5. The set(s) and time(s) you prefer.
6. Any other set(s) and time(s) that would be ok.
7. Any teacher, language, or special requests.

Please speak slowly enough for us to write down your information and spell names when necessary. If we are unable to reach you when we get to your turn, we will save what you requested if it is available for a limited time and give you the opportunity to confirm to one of our schedulers' personal cell phones.

## OLD News: Lessons Missed Because of Scheduling Conflicts Cannot Be Made-Up

Lessons missed for vacation or scheduling conflicts may not be made up. Only lessons missed because of illness or urgent situations may be made-up if time is available on our schedule. Advance notice of your absence is required. We charge \$6.00 per 15 minutes of make-up time. Payment is required when the make-up is scheduled, and make-ups may not be rescheduled or refunded.

Option: Whenever you miss a regularly scheduled lesson you may give or trade your lesson time to someone else (like a friend, relative, or neighbor.)

## Need for New Teachers

Because we are a summertime-only employer, we have great employment opportunities for late high school and college-aged students and others. If you know of a person who has excellent swimming skills and does a great job working with young children, please call 818-848-8008 or email us at:

[newteachers@lcswimschool.com](mailto:newteachers@lcswimschool.com)