

Swim School News

Advance Brochure Supplement

April 2019

Lesson Scheduling Begins Saturday, April 27, at 8am

We receive about 200 messages for scheduling lessons within the first 10 minutes of opening our scheduling process and 400 within the first 4 days. Last year our phone service provider Spectrum and email server Network Solutions could not handle this volume and about 50 messages were never received. We are switching back to AT&T and Gmail; still they have limitations. If AT&T receives calls to voicemail at the same instant, one will go to busy and you will have to call back. If our Gmail account receives more than 60 messages in one minute, our account will suspend. To get around this:

If your last name starts with A-G then email us at LCSSTEMP.AG@gmail.com.

If your last name starts with H-O then email us at LCSSTEMP.HO@gmail.com.

If your last name starts with P-Z then email us at LCSSTEMP.PZ@gmail.com. -or--

Call us at 818-848-8008 and leave a message.

Please don't email and call as duplicate messages slow our response capabilities. We will time-stamp every message and return messages in the order received. If you email us, please note the time you press SEND. If you call us, please note the time you COMPLETE your voicemail and hang up. We will maintain a Message Status Update box on our homepage at lcswimschool.com. It will say something like, "As of Sunday, April 28 3:00pm we received 350 messages for scheduling lessons and we have completed the first 120 messages. Message 120 was time-stamped Saturday, April 27 at 8:20am." So, if you completed your email or voicemail at 8:10am on April 27 and have not heard anything from us, then there is a problem and you need to contact us at LCSSTEMP.PROBLEM@gmail.com and write, "PROBLEM" in the subject line or leave a voicemail at 818-848-7206 ASAP. Our email addresses are marked "TEMP" because they are temporary and will only work during our first week of scheduling and will stop working on Saturday, May 4 at 8am. After that time you must use our phone and voicemail system to schedule lessons. After May 27 we will be at the swim school and you may come in or call to schedule lessons.

When Scheduling Messages by phone or temporary email Please Provide the Following On or After April, 27th 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.

PLEASE check your schedule: There are no make-up lessons for anything other than illness or emergencies. NO MAKE-UPS FOR vacations, school, graduations, concerts, parties, Disneyland, and the like.

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

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