



Bumper Boats Quick Training Guide

Overview:

Bumper Boats are a popular attraction at Nelson Fun Park, offering a fun and safe experience for riders of all ages. This guide provides staff with the essential knowledge and skills needed to operate the Bumper Boats efficiently and safely. Staff should familiarise themselves with the equipment, safety protocols, and customer service expectations to ensure a great experience for all visitors.

1. Safety Rules and Guidelines

Safety is the top priority when operating the Bumper Boats. Ensure that all customers are briefed on the following safety rules before their ride:

- Age and Height Requirements:
 - Children under 6 must ride with an adult.
 - Riders must be at least 100 cm tall to operate a boat alone.
- Seating:
 - Riders must remain seated at all times.
 - No standing, climbing, or leaning out of the boat is allowed.

Bumper Boats Quick Trainer Guide

- Keep Hands and Feet Inside:
- Riders must always keep their hands, feet, and other body parts inside the boat.

2. Pre-Operation Checks

Before opening the Bumper Boats to the public, staff must complete the following safety checks and complete the Daily Safety Check form to ensure that all equipment is functioning correctly:

- Water Quality:
 - Check that the water is clean and clear. Ensure that filters and pumps are working correctly.
 - Remove any debris from the water using a net.
- Boats:
 - Inspect all boats for any visible damage, such as cracks or broken parts.
 - Ensure the boats are all fully inflated.
- First Aid:
 - Confirm the first aid kit is fully stocked and easily accessible.

3. Operating the Bumper Boats

Starting the Ride

- Greet customers and clearly explain the safety rules.
- Guide customers to their boats and assist with seating if needed.
- Show each rider how to steer the boat and have them demonstrate their ability to operate it.

Bumper Boats Quick Trainer Guide

- Once all riders are seated and ready, start their boats and untie each boat to start their ride.
- The start the 7 minute timer.

During the Ride

- Monitor the pool continuously, ensuring that riders follow the rules and are safe.
- Be alert to any issues, such as collisions or stalled boats.
- If a boat is stalled, get another rider to push them back in, or take a boat out to push them back.

Ending the Ride

- Blow the whistle to announce the end of the ride and direct customers to return to the dock.
- Assist customers in disembarking from the boats.
- Ensure that the boats are properly docked and ready for the next group of riders.

4. Customer Service

Providing excellent customer service is essential to creating a positive experience. Staff should:

- Engage with customers in a friendly and welcoming manner.
- Explain safety rules clearly and patiently, ensuring all riders understand before the ride begins.
- Assist riders, especially young children or those with mobility challenges.
- Address concerns or complaints promptly and professionally.
- Monitor the ride closely and be proactive in resolving any issues.

5. Emergency Procedures

In the event of an emergency, staff must act quickly and appropriately:

- Mechanical Issues:

- If a boat becomes inoperable, [REDACTED]

- Guide the rider to safety and, if possible, replace the boat with a functioning one.

- Rider Distress:

- If a rider shows signs of distress, such as panic or injury, stop the ride immediately.

- Assist the rider and provide first aid if necessary.

- Call for medical assistance if required.

- Pool Emergencies:

- If a rider falls into the water, stop the ride and assist them immediately.

- Ensure that all other boats are stopped to prevent further incidents.

6. Post-Operation Duties

At the end of the day, staff should:

- Remove the motors from down the boats, ensure they are refuelled and put them away in the boat shed.

- Inspect and put away the boats, removing any dirt or debris.

Bumper Boats Quick Trainer Guide

- Clean the pool area by picking up trash and ensuring the deck is clear.
- Log any issues or required repairs in PKRacer.com and report them to the Operations Manager.

Conclusion:

Operating the Bumper Boats safely and efficiently requires attention to detail and a focus on customer service. By following this training guide, staff will ensure a fun, safe, and memorable experience for all guests. It is essential that all staff stay up to date with safety procedures and operational protocols.

Name _____

I have read this training guide, and I understand it.

Signed here _____

Date / /