



**Training Manual  
for all operation personnel  
for the  
"4-in-1 EUROBUNGY-TRAMPOLINE"  
in North America**

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### **I. Introduction/ The Key to Success**

The "4-in-1 Eurobungy-Trampoline" has been a great success in amusement parks worldwide. It has provided fun and exhilarating, selfconfidence-boosting experiences for participators young and old, as well as being a great financial success, producing record revenue and per cap numbers.

The key to the success of the "4-in-1" clearly lies in the operating staff and the creation of a professional environment. The staff needs to work as a team enabling operation to flow smoothly and flawlessly. On top of this technical knowledge and expertise about the equipment and the operation procedure, the crew is also responsible for creating a lively, energetic and positive atmosphere, where fun must seem to be contagious. The technical mastery will allow for fast and efficient processing of customers, whereas the general conduct is what will attract customers, and keep old customers coming back.

Finally, the organization of the site, the staff and all processes lies in the hands of the site manager, who is to understand these principals of success and to organize towards the fullest realization of their potential.

These are the two basic aspects which will guarantee the success of the "4-in-1 Eurobungy-Trampoline". Therefore it is necessary, that each employee will undergo sufficient training to attain full theoretical and practical knowledge about the aspects contained in this training manual. Each member of the staff then needs to have a copy of this manual in his/her possession. In addition to these each employee must own a copy of the operation and safety manual for the "4-in-1 Eurobungy-Trampoline", which must be read and understood completely.

- II. The Technical Aspects**
  - A. Operation Procedure**

All members need to be fully aware of this procedure, and capable of handling any step described herein.

1. The guest first approaches the cashier, where he/she is to buy the ticket to participate in the ride. It is the cashier's responsibility here to weigh the guest to insure compliance with the weight requirements. Then the guest is assigned to a trampoline according to his/her weight class. The cashier is required to be knowledgeable about the different weight classes and the corresponding trampolines. These classifications are to be made up and matched to designated trampolines according to the structure of the specific site by the site-manager.

On some site structures it might be unfavorable to place sales and the weighing of customers into one position. The weighing then is to occur at a convenient later moment. The cashier needs to be knowledgeable about the set-up of the site and be willing and able to inform all guests on the following procedure and instruct them where to go.

2. After being precisely guided towards the waiting line to the assigned jumpstation according to his/her weight class the jumper is to wait his/her turn only in the designated waiting area.
3. Once the trampoline is cleared of the last jumper, the jumper first in line is told to approach the trampoline and to step on to the trampoline using the access steps only. The jumper is to grab the free harness and approach the instructor, who is standing in front of the trampoline or on the access steps. The complete harness fitting procedure is described in the operation manual and is to be completely understood and practiced by every staff member.
4. Once the harness is secured and adjusted, the elastics are to be placed onto each side of the harness. This is a very crucial element in the success of the 4-in-1. The incorrect number of elastics could lead to a potentially unsafe situation. The correct elastic adjustment is also described in detail in the operation manual.
5. Harness and Elastics perfectly attuned, the jumper is to be instructed to step to the center of the trampoline and hold on to the elastics tightly but comfortably, but to refrain from jumping until the elastics are tensed. At this point the instructor activates the raising mechanism of the winch. As soon as the elastics are tensing, the jumper is told to start jumping hard as he/she can, all the while pulling on the elastics during the upward motion to maximize height. It is very important here, that the jumper refrain from any somersaults until having reached optimum height. Also the participant is always to stay jumping up and down in a straight line up and down without any swinging back and forth. It is the instructor's responsibility to ensure this. At reaching optimum height the jumper is free to do somersaults. optimum height is reached when the jumper sinks into the trampoline no more than 4 to 6 inches with only slightly bent knees. Ideally this point is reached when the carabineer connecting the winch cable to the mountain ropes is somewhere between 5 to 20 inches away from reaching the winch. Once up and jumping the timer is to be set and started according to the ride duration.
6. Once time of ride duration has elapsed, the jumper is to be instructed to stop jumping and to refrain from doing somersaults. Only when the jumper has ended these activities is the operator to use the lowering mechanism of the winch to bring the participant back down. The jumper is to be lowered just so far, as that all elastics are completely free of tension, and allowing the jumper to step up to the end of the trampoline towards the instructor. Under no circumstance is the winch to be lowered to the point that the cable leading into the winch is excessively slacked. Failure to be aware of this could result in serious damage to the winch.

7. Once the jumper is standing in front of the instructor, the later uses the key to unbuckle the harness. It lies in the responsibility of the instructor to ensure the safe descend from the trampoline and to inform the guest about the location of the exit.

## **B. Safety Details**

The knowledge of the handling of every piece of equipment is crucial to safe operation. Every staff member is to read the operation equipment there are a few moments where safety awareness is essential.

- The instructor is always to be present and ready to assist the guest on his/her way up to and down from the trampoline. For This process only the access steps are to be used, under no circumstance is the instructor to permit the jumper to jump down from the trampoline.
- Only keyed buckles are to be used on the harnesses. The instructor has to always use the key to unbuckle a harness and never allow guests to unstrap themselves.
- On beginning the jump, it is very important that the jump is told To hold on to the elastics at all times. This will ensure the stability of the jump. The jumper is to refrain from jumping until the elastics are tensed and is to refrain from somersaults until the above described optimum high is reached. The instructor is always to enforce the straight line of jumping without any swinging in any direction.
- On ending the jump the instructor is to ensure that the jumper stops jumping and does not attempt any more somersaults before the actual lowering of the winch is to occur. Under no circumstance is the jumper to be lowered should he/she still be involved in any of the activities described above.

## **C. Troubleshooting**

It is very important for the safety and the success of the jump that the jumper follows all instructions. In case of maladjustment though, the instructor is to be able to detect this maladjustment and correct the situation immediately.

There is only one point at which maladjustment might occur that might at first moment be overlooked. This is the elastic adjustment, due to the highly individual abilities and athleticism of jumpers. This individuality is described in the operation manual. There are two types of maladjustment:

### **1. Too many elastics.**

This is to be noticed when the jumper severely swings back and forth from which he/she is unable to refrain from, while having trouble reaching back down to the trampoline with his/her feet. Usually in this case the carabineer connecting the winch cable to the two mountain ropes is still very far away from the winch as the point is already reached that the jumper is having trouble reaching the trampoline.

This detected, the procedure is to stop the jumper from swinging, lower him/her down and then adjust elastics according to a lower weight class.

### **2. Too few elastics**

In this case the jumper also swings back and forth, whereas here he/she sinks very deep into the trampoline on reaching back down,

up to the point of having the knees completely tucked and touching the trampoline with his/her behind. In this case the rope connecting carabineer is almost tucked into the winch.

Should this kind of swinging be noticed with this carabineer still being very far away from the winch, the jumper is to be raised immediately up to optimal height, all the while being instructed to stop swinging.

In the case the jumper cannot be pulled up any higher, he/she needs to be stopped from swinging before he/she is lowered and then readjusted according to a higher weight class.

To stop a jumper from swinging, there are several different possibilities. In light cases of swinging, which do not yet hint towards a maladjustment of elastics, the jumping motion can simply be corrected by reminding the jumper to remain jumping straight up and down, to concentrate on landing in the middle of the trampoline. Also, an uncontrolled swinging might occur should the jumper release the hold on the elastics. The instructor needs to remind the guest immediately to keep holding on.

In the severest cases of swinging, the instructor is to step up onto the trampoline and physically stop the swinging motion by catching the jumper.

Never is a jumper to be lowered back down towards the trampoline while still swinging!

### **Lost Momentum**

It occasionally happens that a jumper who is correctly adjusted loses his/her momentum, and is found hanging in the harness unable to reach the trampoline. There are two methods of correcting this situation.

The jumper can be lowered to the point that his/her feet are able to reach the trampoline again, and then slowly raised back up until optimum height is reached while regaining momentum. During this process the jumper needs to be instructed to keep pushing off as hard as he/she can, even when landing after somersaults. The pulling on the elastics during the upward motion is also a way the jumper can regain momentum.

The other method of handling a case like this calls for the instructor to step up onto the trampoline, grab the carabineers to the side of the harness, and pull the jumper far down to the trampoline, thus tensing the elastics, then releasing spring back up into the air.

### **D. Opening**

The following is a list of the tasks that need be performed before starting an operation day:

- The starting funds need to be picked up at the park bank and placed into the cash drawer.
- The site needs to be cleaned up and swept. Filled trash bags need to be taken away and replaced.

- The elastic sets and the harnesses need to be taken from their overnight storage and placed onto their corresponding weight station.
- The covers to the hand controls of the winches are to be removed and stored out of sight of guests.
- The equipment needs to be thoroughly examined according to the daily safety check described in the operation manual. The corresponding safety check sheet needs to be filled out and signed.

### **E. Closing**

The following procedure is to be undertaken at the end of every operation day:

- The revenue needs to be counted out and compared to the cash register final report. The revenue is to be brought to the park bank.
- The parks revenue sheet needs to be filled out, and returned with the actual revenue.
- The Eurobungy statistics sheet are to be filled out with the Information about revenue, register report, attendance, total working hours, as well as the names of the staff members which worked that day.
- The elastics and harnesses are to be taken down and stored in a dry place overnight. The elastics are to be kept in a bag and then filled with talcum powder.
- Covers are to be placed over the hand controls of the winches to keep them dry overnight.

## **III. Conduct and Interactive Aspects**

### **A. Appearance and Attire**

Staff must report to site wearing the appropriate uniforms, looking clean and clean-shaven. Clothes must be clean and well fitting, please no oversized or non-hemmed garments. Also no mirrored sunglasses are allowed—being unable to see your eyes makes customers uncomfortable, especially during the short intimate contact you have with them. Limited jewelry is fine if it doesn't interfere with duties such as harnessing customers and maintenance, and doesn't make an offensive fashion statement. Many comments have been received from adults, especially parents, that the neat, responsible, well disciplined look of the ride operators gave them the assurance that the ride is responsibly maintained and operated. The staff needs to look professional and sharp while on the job.

### **B. Conduct towards and in front of guests**

#### **First name only please**

Everyone from supervisors to managers is addressed on a first name basis. It is also important to use team members' first names for our customers. "Colleen and Derek will take care of you at station no. 3."

#### **Courtesy is the key**

Team member courtesy is just as, if not more, important than anything else in providing our customers with a complete and enjoyable experience. Remember, this is a first and once in a life time experience for most of our customers. They may never jump on one of these trampolines again. Please treat them as you would want to be treated on your first bounce.

Courtesy is the key to our success. The most critical element of doing a successful job is the close contact we have with our customers. Remember that each customer is a VIP and your paycheck depends on him or her.

Using smiling phrases – “**PLEASE**” and “**THANK YOU**”- This will encourage the customers to be more cooperative and provide for a smoother operation. Avoid lazy remarks such as “yeah” and “hu-huh”. Use a healthy “YES” or “NO”, but remember to further explain why.

**Enthusiasm! Our customers must know and feel that our team members enjoy their job. Compliment and cheer our customers. Remember, what they are doing is not easy for them. Show your happiness with them and for them.**

**HAVE PATIENCE WITH CUSTOMERS.** If any serious complications arise, call your supervisor for assistance. If you cannot answer a question, apologize to the customer, and then direct the customer to a supervisor. Do not guess at answers and do not be afraid to admit that you do not know.

Remember that the customer is not someone to match wits with. Be a courteous listener, and try to help at all times. Courtesy is contagious, but courtesy with a smile is irresistible. The easiest way to let a customer know that we are happy that they are is with a smile. You won't get a chance to speak with every customer you serve, but you can certainly give him or her a smile. If you give them a smile, you will get one in return, and it could even help you over some rough spots.

### C. Code of Conduct

There are certain things that no team member may do, not even once. This type of conduct is forbidden and will result in disciplinary action, not excluding termination.

1. Lying or falsification of records, such as time cards or employment applications.
2. Theft of property or funds
3. Eating, sleeping, gum chewing or smoking while on duty or in the presence of guests.
4. Using or being under the influence of, or in the possession of narcotics, intoxicants, drugs or hallucinatory agents during work or reporting to work under the influence of such agents.
5. Fighting, arguing, or using profanity in the presence of customers.
6. Leaving company ground during your scheduled work hours without a supervisor's approval- This does not include the break period.
7. Leaving your work station unless properly relieved or during emergency.
8. Any conduct which may result in damage to company property or in bodily injury to fellow team members or customers.
9. Failure to turn in any lost and found articles.
10. Insubordination or disrespect to one's supervisors, directors, management, or fellow team members.

## IV. Organization by the Site Manager

The above described points and procedures are to be supervised and enforced by the Site Manager. It lies in the manager's duty to structure both the crew and the site towards the realization of the full potential of the 4-in-1 Eurobungy-Trampoline.

### A. Crew Structure

The different positions and their assigned duties are described in the operation manual. The scheduling of these different positions is to be undertaken by the site manager

according to both the expected attendance and the peak attendance times of the park, aiming at an efficient cost-profit relation.

#### Site Structure

The site is to be set up in a way that it allows for smooth and efficient traffic flow, enabling guests to be processed and moved through the operation quickly and safely. The site is to enhance the attractive environment that is to be created by the conduct of the team.

The jump stations are to be set up as different weight stations. There are a few issues to be remembered when doing this:

- The majority of the participants are children in the lowest weight class and middle weight class up to 140 pounds. This means that the majority of the stations are to correspond to this weight class.

- Activity will attract more activity. It is helpful to place the most common weight classes onto the trampolines with the highest visibility for spectators.

- The trampolines with the smallest clearance to any outside structure or objects should be assigned to the smallest weight class, as jumpers in this class tend to have less of a swing when maladjusted.

- Spectator areas are to be conveniently located, making them easy to reach and enabling a good view of the jump stations, without interference of operation areas. The spectator area needs to be located at a safe distance to the trampolines.

- Each trampoline needs to have a line, where people assigned to the trampoline are to wait their turn. These lines also need to be at a safe distance from the trampolines.

- The site is to be equipped with signs containing the following information:

- Price and duration of the ride
- Rules and Recommendations for participants
- Safety Warnings
- Procedure for Participants
- Entrance and exit signs, as well as numbers to all trampolines

- A sign containing the weight chart and the elastic adjustment is to be posted at each trampoline.