

Kickin' It With Families Together



Scott Monk
Scott Johnson
Greg Testa
Jason Lau
Patrick Feldman

Operations Plan

Introduction

Kickin it with Families Together is hosting a youth soccer clinic at the Valley Road Playfields on the weekend of November 2nd. The WSU men's soccer team will be coaching our youth clinic. We hope to have proper field setup and facility maintenance throughout our event. We also have a time schedule that we need to follow closely to ensure that our event will finish within our time constraints. We also need to advertise for our sponsors throughout the event. Completing these operations goals will allow us to fulfill our event goals of running a successful event that fosters an inclusive atmosphere while also having successful and mutually beneficial partnerships with our sponsors. We will achieve these goals by having a very detailed time table for the day of the event to ensure that have a focused direction. We will make sure to achieve our goal of having a mutually beneficial atmosphere by providing out partners and sponsors the opportunity to promote their own brand through planned programs. We will also foster our inclusive atmosphere through the training of our volunteers where we emphasize using inclusive language and attitudes as well as having out cultural diversity workshop hosted by the culture and heritage houses.

Planning and Logistics

Clinic Agenda

7:30 AM: Kicking it staff arrives to set up field and facility

- Kickin It directors, 10 volunteers, Families Together representatives excluding the WSU men's soccer team
 - o All but one person working on field set up (signifies director in charge)

- Goals (Greg Testa), soccer balls (Scott Monk), cone set up (Scott Monk), field barrier set up (Jason Lau), and registration (Patrick Feldman)
- Families Together representatives setting up concessions with one sport management volunteer (Scott Johnson)

8:00- 8:45 AM: Participant check-in

- WSU men's soccer team arrives
 - Overview of plan for the clinic stations (Scott Monk)
- Registration table (Patrick Feldman)
 - 1 volunteer at gate guiding people to table
- Emcee (Greg Testa)
- Culture and diversity house representatives arrive (Jason Lau)
 - Set up own table

8:45-9:05 AM: Clinic introduction

- All participants will gather for an introduction done by Greg Testa to Kickin It With Families Together
- Pullman Pumas will get a few minutes to talk about their club
- Moscow United will have same opportunity if they would choose to do so
- Break participants up into 3 groups based on grade (Scott Monk) (Scott Johnson) (Patrick Feldman)
- Cultural and diversity houses introduction

9:05-9:50 AM: Round 1 of clinic stations

- Concessions (Scott Johnson), Emcee (Greg Testa), Clinic quality management (Scott Monk) (Jason Lau)
- Group 1 (K-3rd)- Offensive drilling
- Group 2 (4th- 7th)- Defensive drilling

9:55- 10:15 Water Break

- Men's soccer team socializes with participants
- Culture and heritage houses will socialize with children as well
- Continued selling of raffle tickets
- Set up for next round of stations (Scott Monk)

10:20-11:05 AM: Round 2 of clinic stations

- Concessions (Scott Johnson), Emcee (Greg Testa), Clinic quality management (Scott Monk) (Jason Lau)
- Group 1 (K-3rd)- Offensive drilling
- Group 2 (4th-7th)- Defensive Drilling

11:10- 11:30 AM: Water break

- by the culture and heritage houses

11:30- 12:00 PM: Round 3 scrimmage

- Group 1 (K-3rd)- Scrimmage
- Group 2 (4th- 7th)- Scrimmage

12:00 PM: Lunch provided to clinic participants by Pizza Perfection

- Pizza distribution done by the volunteer with a food handlers permit (Scott Monk) (Scott Johnson)
- During lunch evaluations will be passed out to parents (Greg Testa) (Patrick Feldman)

- Farewell from emcee mentioning sponsors and thanking participants and parents
(Greg Testa)

Tournament Agenda

12:30 AM: Tournament Check in begins

- Registration one volunteer (Patrick Feldman)
- Emcee welcoming teams (Greg Testa)
- Field overview of 5 on 5 fields provided by UREC (Scott Monk) (Jason Lau)

1:00- 3:00 PM: Round one games (20 minute halves) (see bracket in appendix)

- 2 officials per field (Jason Lau)
 - o 3 fields
- 1 director doing quality control on fields (Scott Monk)
- Tournament customer service (Patrick Feldman)
 - o Registration table turns into customer service once registration closes

3:00-5:00 PM: Round two of games

- 2 officials per field (Jason Lau)
 - o 3 fields
- 1 director doing quality control on fields (Scott Monk)
- Tournament customer service (Patrick Feldman)

5:00-6:00 PM: Round three of games

- 2 officials per field (Jason Lau)
 - o 3 fields
- 1 director doing quality control on fields (Scott Monk)

- Tournament customer service (Patrick Feldman)
- 2 volunteers assisting Families Together in clearing concessions
- 2 volunteers clearing field and surrounding areas of trash

6:00-7:00 PM: Round four of games (30 minutes halves)

- 2 officials per field (Jason Lau)
- 1 director doing quality control on fields (Scott Monk)
- Tournament customer service (Patrick Feldman)

7:00-8:00 PM: Championship game/Awards (30 minute halves)

- Emcee announces the players for the teams in the championship (Greg Testa)
- 3 officials referee the championship game to ensure proper calls
- Announcement of winning team and awards ceremony by emcee (Greg Testa)

8:00- Close: Clean up

- 3 volunteers will clear field of equipment and return it to the same state we found it (Scott Monk) (Greg Testa)
- 3 volunteers will clear field of trash (Jason Lau)

Written Explanation of Operations/Gantt Chart

All the volunteers and directors will arrive at the field at 7:30 because that is as early as UREC will allow us. Once the gate is opened we will get to work doing the assigned job in the timetable above. Each director will have two volunteers that directly report to their respective director. This will allow freedom for the directors to delegate tasks as they arise instead of guess what will need to be done. After the field and equipment is set up we will wait for participants and parents to show up where a volunteer will be at the gate directing people to the registration table. Patrick Feldman will be working the registration table because he has been the one

keeping track of online registration. As participants register they will be given their shirt and are free to warm up however they prefer. Patrick Feldman will also give each participant a color coordinated wrist band or piece of paper signifying which group they are in for the clinic. We will get their grade when they check-in at the front desk by asking their parent or guardian. There will be hot cocoa provided by Families Together in the event it is a cold day for the participants and parents. Throughout check-in Greg Testa will be in the microphone welcoming everyone to the event and keeping a fun atmosphere. Also, while people are checking in the culture and heritage house, Pullman Soccer Club, and possibly Moscow United representatives will be setting up their table and conversing with spectators and participants. At 8:45 AM Greg Testa will gather everyone to introduce the clinic and WSU men's soccer team. Greg Testa will go over the reason we are having the event, which is promoting inclusion through the global sport of soccer. Greg Testa will also talk a bit about Families Together and how helpful and proud we are to be working with them. Greg Testa will then pass the microphone to the representative from the Pullman Soccer Club and Moscow United to promote the club.

Each group for the men's soccer team will call over their respective color and take them to their field. While the instruction is going on, Scott Monk and Jason Lau will roam the fields insuring that the participants are receiving quality instruction. Each stage will last 45 minutes because after consulting with Lisa Strenge, a Pullman Puma's soccer coach, she mentioned that an hour would be too long to keep the attention of the children. At 9:50 AM Greg Testa will announce that there will be a water break for the children. During the water break we encouraged the cultural houses to mingle with the children because they decided to have a table at the event instead of the workshop. At 10:15 Greg Testa will announce that the second stage of instruction will begin. While round two of the stages are occurring Jason Lau and Scott Monk

will be doing quality assurance while Scott Johnson and Greg Testa will help the culture and heritage houses prepare their workshop. At the end of the second round of stages Greg Testa will call the participants for a second water break where the culture houses and coaches will be encouraged to socialize with the participants. At 11:30 AM the scrimmage portion of the day will begin. We will have two small scrimmages and keep the participants in the groups they were already assigned. Once again Jason Lau and Scott Monk will be doing the quality check and monitoring the instruction. Also, during this time Pat Feldman will be checking in tournament participants. At 12:00 the scrimmage and instruction portions of the clinic will be over and Greg Testa will call the participants in to have one last meeting. During the meeting Greg Testa will thank everyone for coming as well as mentioning our sponsors one more time as well as announce the winners of the raffle. We will then distribute the pizza one slice at a time using Scott Monk, Scott Johnson and one volunteer who has a food handler's permit. While the children are eating Jason Lau and Greg Testa will be asking parents to fill out a short evaluation about the clinic. While things wind down we will have five volunteers roaming the venue looking for any trash to pick up.

With the clinic over all of the directors efforts will be focused on the making sure that the tournament runs smoothly. Patrick Feldman will still be situated at the registration table checking teams in while Greg Testa gets back on the microphone to welcome the teams. At this time Jason Lau will meet with the officials one last time to make sure they know what field they are officiating which will have been emailed to them in advance. Since we will be using the same fields for the tournament as the clinic we will not need to do anything with the fields. At one o'clock we will begin the tournament with our first round of games. Each game will be 20 minute halves during the first round and have two officials per field. During the games Jason

Lau will be observing the officials to make sure they are calling the games properly. Once the first round of games are over and reported to Patrick Feldman we will begin the second round of play starting at approximately three PM. During this round when teams are not playing Scott Monk and Scott Johnson will be handing out evaluations for the teams to fill out. We chose this time because all teams will still be in the tournament and more willing to fill it out than if they just got knocked out of the tournament. Once the second round of games have finished and reported to Patrick Feldman we will begin the third round of play. The third round will start at about five PM and is only three games so it will only take an hour to complete this round. During this round we assume that Families Together will want to pack up the concessions considering many of the teams will be knocked out by this point. We will have two volunteers as well as Scott Johnson assist them in pack up. The fourth round will start at about six PM and games will move to thirty-minute halves. After the fourth round is complete the two championship teams will be decided and announced by our emcee Greg Testa. To provide the best officiating possible we will have three referees for the championship. During the game we will have five volunteers roaming the venue looking for any trash to pick up. After the game is over at about eight PM the winning team will be presented with their prizes by Greg Testa. At about 8:15 all the teams should be gone and all resources will be put to cleaning up the venue and returning it back to the state we found it in.

Gantt Chart (See appendix)

Venue

ADA Assessment – how is the space compliant?

The ADA prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation (American's With Disabilities Act, 1990). The portion of the ADA our event is most concerned with is providing equal opportunity for accommodations at our facility for those with disabilities. There are handicapped entrances for those people who have disabilities preventing them from using the front stair access point. Each entry point that is wheelchair accessible are wide enough for the wheelchair to fit comfortably through. The only issue that we noticed was that if a participant or spectator with a wheelchair tried to move from the top of the valley road playfields to the lower portion, they would have to go all the way around the facility to access the wheelchair entrance on the other side of the facility. However, our event is only taking place on the upper section of the playfields, so this should not be an issue.

Environmental impact and Sustainability Analysis

We do not plan on having much of an environmental impact from our event. We will be hosting an event on the Valley Road Playfields that were designed for athletic events. We are using cones to mark sidelines instead of using spray paint on the fields. The event will be sustainable because there are appropriate recycling areas already at Valley Road Playfields, along with areas to discard other waste. Kickin it with Families Together will be responsible for actually disposing of the collected waste after the event. This event will have no negative affect on the environment.

Capacity

The Valley Road Playfields offers us an abundance of space to work with, and we will not have to worry about reaching capacity. We have ample room on the sidelines for parents to sit and watch during the clinic, while providing full-length fields for our participants to play on during the clinic.

Traffic flow

Our traffic flow will mainly be coming from two main gates at the front of the fields, one stair entrance and one wheelchair-accessible entrance. We scheduled an hour of registration time before each event to limit congestion at the entrances for pre-clinic times. Our registration booth will be set up between the two upper fields, which is a central point away from the two entrances. This will help us avoid congestion at the gates. During the event, most traffic will be on the sidelines of the fields, which has ample space to fit our expected traffic flow.

Equipment

The equipment we will be using are the equipment needed to run the youth clinic, which are soccer balls, cones, and goals. These pieces of equipment already will have a set place to be based on the layouts of the fields. Also, we will be having our registration table next to our fields. The space at the field for our event has been designed to leave as much room for participants and spectators as possible to move about and watch the without feeling cramped in a small area.

Human Relations

Personnel

Job analysis is important for an organization to determine the minimum number of people need as well as identify the job position with common duties and tasks for the employee (Getz,

2005). The staff will include the directors, soccer official, men's soccer team and volunteers as well. For us, we will oversee the entire event and have the responsibility of making sure things are moving smoothly overall. We will have the volunteer from the men's soccer team, university recreation, practicum students and Families Together on staff. They will consist of soccer officials and coaches. The men's soccer team will help out our youth clinic and coaching our youth participants. We will have ten volunteers to help us set up the table and serve lunch to our participants. After the lunch, they will help us to clean up field. They will help at the event from noon to 9:00 p.m. They will go to each team and sign them in while they are showing their identification. After the event, they will help us to tear down and clean up the field as well. Also, we will have six practicum students or soccer officials from the university recreation to help us to officiate. Also, we will have one volunteer help the Families Together volunteers with concessions and we will always be contact with the concession stand.

We specifically went to talk with the men's soccer team coach, and asked for team member to volunteer in our youth clinic. When we seek for the volunteer, we target people known to have desired skills, contacts, or resources (Getz, 2005). On the other hand, Sport Management students looking for practicum hours are highly encouraged to take advantage of this event. This means that they would be our first consideration for our event. We went to the Sport Management 290 class to send out the flyer and seek out volunteers who still need the practicum hours. Also, we emailed DJ Mackie who is the coordinator at University Recreation about the contact information for all the officials who works in intramural soccer, which will lead us to hire our volunteers through email.

For each group of volunteer, they will have certain job tasks. The tasks of our workers define their responsibilities in our event (Getz, 2005). On the morning of the event, we will

assign the soccer team volunteer to defense, offense, goalkeeper and a shooting group, so they will be in charge of certain drills. At the same time we will separate our volunteers to certain positions such as monitor the participants, help with concessions, accommodating people with disabilities, and helping with our public relations announcements. Each director will have two volunteers that directly report to their respective director.

Since this is a one day event, we don't have much time to evaluate our staff. Everyone would be really busy trying to accomplish their duties. As the directors, we will just observe the performance of each volunteer throughout the day. Volunteers will also evaluate our event from their perspective.

The practical reasons for evaluation are to constantly learn more about the organization environment, the intended and unintended outcomes of events, and way in which to improve management (Getz, 2005). We created three different evaluation forms for our volunteer, group and participant. We will generally hand the evaluation form to the volunteer in the end of the event. Since the men's soccer team will only volunteer at the youth clinic, we will hand the evaluation form to them after they finish the clinic. Plus, we will ask for the parents of the youth player to fill out the evaluation form as well. The importance of doing an evaluation of the personnel is to see through the survey results the success of the event. We will know through the feedback what about our event was good and what needed to be improved. Also, in collecting data we will be able to see what could be done to improve the event in the future.

- 5 tournament directors (overseeing all event day activities)
- 15 coaches (volunteering in defense, offense, goalkeeper and shooting out group in our youth clinic)

- Ten volunteers (setting up/ tearing down the field, helping with concessions, holding the signs and giving instructions to our participant, serving lunch, signing the teams in)
- Six practicum students (officiating in our 5 on 5 soccer tournament)

Organization Hierarchy (See appendix)

Risk Management:

Our mission is to avoid, reduce, transfer, and retain specific types of risks that can occur at our youth soccer clinic.

Physical

The physical risks of the youth soccer clinic are if participants get seriously injured during the event and need emergency assistance, spectators getting injured and our staff getting injured. We intend to reduce the risk of participant injury by monitoring games and supervise participants play. Also, a shooter on the premises can alter our event extremely, so monitoring suspicious persons and actions will be done. Food allergies through our concessions are also being evaluated. With a rec- supervisor on the premises, a report for all risks will be filled out and handled through university recreation.

Facility

The facility risks of the youth soccer clinic are if the soccer goals are not properly weighted down, injury can occur if high winds blow them down on participants or if participants hang on an un-weighted down goal. Staff will avoid this risk by ensuring goals are constantly weighted down and monitored. The field surface is field-turf so there will not be any hazards.

Financial

The financial risks of the youth soccer clinic are if lighting is in the area and we have to call off the event. Refunds will have to be given out and sponsors will need to be notified and possibly their contributions refunded as well. Another risk is if we cannot fill out enough registrations for the clinic we will be in debt on the field rental cost. We aim to utilize time and space as so that we can save as much money on the field rental as possible (Getz, 2005).

Operational

The operational risks of the youth clinic are if the clinic runs to long and we cannot finish the event in one day. The rental of the field is for one day only and the time schedule of the clinic are crucial and need to be met accordingly.

Strategic

The strategic risks of the youth clinic are if we cannot fill out enough registration for both and without participants, there is no event. Setting the registration price to high can be a risk as well, too high of a price will not appeal to potential participants and too low can hurt us when evaluating costs and goal donation amounts. We have avoided the risk of improper pricing by giving out surveys asking what they will pay and not pay.

Environmental

We foresee no environmental risks.

Supervision/training

The supervision risks of the youth clinic are if volunteers and staff are negligently supervised and something goes wrong during the event, legal issues can arise. Also, negligent training can cause communication problems, which will lead to a lack of knowledge for our volunteers that can lead to risks of improper responses to dangerous situations (Getz, 2005).

Our overall risk management strategy revolves around several types of areas of consideration because of the outdoor setting for our event. The foreseeable risk of weather that will be present on the day of our event is a huge factor; lightning will cause the rec-supervisor to close down the field and shut down our event. We will be in constant contact with the rec-supervisor if the weather turns bad and will warn participants about taking cover by the Valley Field shack if lightning is spotted. Heavy snow may also draw concerns from participants because of driving conditions to and from the event and parking. The field itself will be in good shape because if there is snow previously on the field university recreation has procedures in place to plow the fields before the hours of operations begin. Another foreseeable risk we are considering is if a dog runs onto the field and disrupts one of the games or has a negative encounter with a participant. If a dog disrupts a game we will stop the play clock and have one of our event staff catch or maintain the dog and get it off the field. University recreation already has a strict no dogs' policy at all of the university recreation facilities, except service animals, which are permitted. We also intend to keep gates closed to reduce the threat of dogs and intruders onto the field. If we encounter participants having problems and a conflict arises we will contact the rec-supervisor and have him/her fill out their standard issue incident and accident report forms. If patrons and or participants have been found to be under the influence of drugs or alcohol and create a disturbance, proper escort steps will be taken by event staff and paper incident reports will be filed with university recreation, any drinking of alcohol is prohibited on UREC facilities and underage drinking can bring on law suits if conflict arises (Getz, 2005). One more foreseeable risk to our event is through our concessions stands and a possibility of food allergies. We are going to ask participants as they check in if they would like to inform us with any food allergies they have (Getz, 2005). Our final foreseeable concern is if a participant gets

seriously injured during the event. Once again we will have a rec supervisor on the premises who is CPR and first aid certified and who has the ability to radio the Pullman emergency system and an accident report will be filled out and with this option of a rec- supervisor we are choosing to share the liability and outsource it.

Risk and Release Form – Registration Form Appendix

FIST Analysis

Factor

The internal factors that are impacting our event are if we can get the Families Together to get fully on board with our vision of the event. Without Families Together as our title charity we have no event charity which will hurt our event image we want to display. The external factors impacting our event are if we can secure sponsors for our event. We need sponsor money in order to rent the facility and most importantly donate to Families Together as well as have our event come across as organized, professional and well-thought out.

Implications

Some implications of our event are that if we cannot solidify sponsors and donations we cannot run the event. We need funds for shirts for our participants and staff, facility rental, prizes and promotions, and lunch for our youth clinic participants. These are our main selling points to our potential participants and need to be considered when marketing and promoting our event.

Strategies

The strategies needed in order address the implications are a great sales team and positive communication with Families Together. Also, consistency with marketing and promotions will help us get our event out and known to the public.

Tactics

The actions required in order to get sponsors aboard with our event are, appeal to them as though they need us and they'll fill perfect with our event and pitch the event to all local businesses in the Palouse. Send out as much info to businesses as possible detailing why we are putting on the event and how it will be ran. We have accomplished this through marketing in the newspaper, radio, flyers around campus and booths at the Compton Union Building.

Concessions and Box Office Plan

Box Office

We will be selling registration for our youth clinic up until 8:45 AM on the day of the event. We will have our registration forms on site in order to have the legal guardian of the child sign off on our liability waiver. The registration table will be manned by Patrick Feldman as well as another volunteer who will be decided later. All cash transactions will be handled by Patrick and money will be kept in a lock box at the registration table. These are the only cash transactions that will occur on the field itself before the event.

Concessions

We will be selling concessions at a table in the upper parking lot of the Valley Road Playfields. Food cannot be brought onto the fields themselves so we will need to make sure that people eat outside of the fenced area. Families Together is largely in charge of the concessions table but Scott Johnson will be supervising the area and all cash transactions. We will also have a lockbox at our concessions table to keep cash safe. As of now, Families Together was planning on supplying chili, hot dogs, hot cocoa, water bottles, coffee and soda. We are currently searching for more volunteers that have food handler's permits for the state of Washington. We do however already one volunteer with a valid permit have. Cash transactions will be monitored by Scott Johnson as he oversees the concessions area.

Lunch for participants

Youth participants will be served pizza supplied by Pizza Perfection. They will eat in the center area of the Valley Road Playfields that is cement. Patrick Feldman and Jason Lau will ensure that the food stays off of the turf and Scott Monk and Greg Testa will help serve the pizza to the children.

Extent of Responsibility

Responsibility for supplying food and handling cash falls directly on our group. The Valley Road Playfields have a strict no food policy on the fields themselves so we will need to make sure to abide by the rules of the facility. We will also be responsible for the cleanup of the general area in which our event occurs. This will mostly include disposing of used water bottles left behind by participants.

Alcohol Policy

Alcohol is strictly prohibited at our event. This includes any participants or staff members. Anyone showing visible signs of intoxication will be asked to leave the event immediately. We are doing this in order to foster a family environment during the clinic and to comply with the no-alcohol policy that has been established for the Valley Road Playfields (Getz, 2005).

Contingency Plan

In the event that we are unable to get at least eight teams registered by October 29th 2013 Kickin It With Families Together will cancel the tournament and focus all our efforts on the youth clinic. Our first step will be to remove the tournament portion from our website to prevent anyone from registering. Next we will get into contact with all of our stakeholders for the event

and let them know of our cancelation and why we had to do it. Those stakeholders include; Families Together, the cultural and diversity houses, Sweet Mutiny, our volunteer referees, the Pullman Soccer Club, Moscow United, WSU Sport Management the leaders of the cultural centers at the CUB and finally our professor Chris Lebens. Lastly, we will go around campus to as many of the places that we left flyers in order to prevent any environmental impact from our waste.

It is clear to us now that attempting to run two events is too much to ask of our group considering we are full time students and well as all of us are employed part time. Also, we overestimated the willingness of our target market to pay the \$25 dollar fee to participate in our event. It is evident that a \$5 dollar per person rate for college students is too expensive considering the Sport Management club could not fill a room for Bill Moos for the same price. After our experience attempting to market to college students we have found that the event needs to be more spontaneous and exciting than a soccer tournament. Also, we thought our connection with the leaders in the cultural centers at the CUB would lead to a large number of teams signing up. However, we could not get a commitment from the students in those centers to pay the \$25 dollar team fee. The leaders of those centers did attempt to help us market though handing out flyers, email list serves, as well as a small spot speaking at a student meeting. A factor that could have caused our low registration is that students could pay the same rate to play an entire season of intramural soccer rather than a one-day tournament. Lastly, the day we chose to have the tournament ended up backfiring on us. We believed that the three-day weekend after Halloween would mean a large number of students staying on campus. However, the students who are staying are not in our target market because they are going to not be inclined to get up and play a soccer tournament after a Friday night.

In the event that we do cancel the tournament portion of Kickin It With Families Together we will focus all our efforts on making the clinic a major success. Kickin It will do this by providing the participants with a very fun day of soccer instruction, cultural awareness education, lunch, all including raffles and prizes. The cancellation means that we can use the gift cards and prizes we got for the tournament to raffle off for additional profit to the parents and participants. We will also be able to save \$120 dollars on field costs, which will go to Families Together, for cutting the tournament off.

Conclusion

Kickin It With Families together will be a an all-day event that will start at 7:30 AM and end no later than 9:00 PM. We plan to achieve our goal of running a fun and inclusive event through the global sport of soccer by being very prepared for the day of the event. Our group has taken as many perspectives into the formulation of our operations plan as we could. While it is impossible to eliminate risk we have done as much as we could to minimize the possibility of risk. Also, since our event is going to benefit a charity that helps children with disabilities we made sure our site is ADA compliant to accommodate all who wish to spectate and participate, which will help us achieve our goal of having an inclusive environment. We have also created a very extensive script for the day of the event to help us move the event along our planned path helping us achieve our goal of running a smooth event. Overall, with the help of our extensive operations plan Kickin It With Families Together will run as smoothly as possible on the day of the event while creating a fun and inclusive environment for participants and spectators.

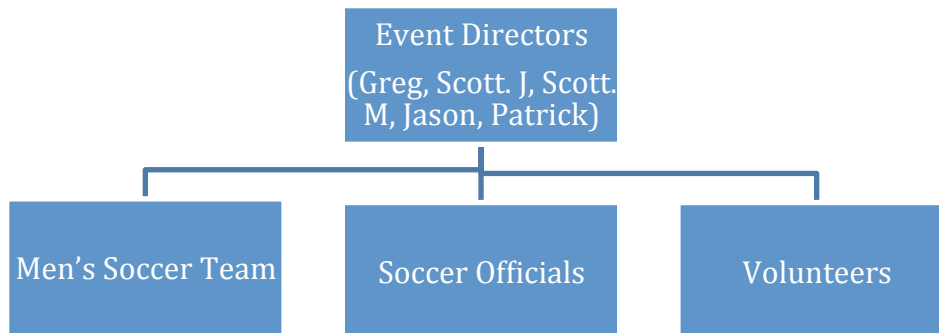
References

Getz, D. (2005). *Event management & event tourism* (2nd ed). Elmsford, NY: Cognizant Communication.

US Department of Justice, Civil Rights Division. (1990). *Americans with disabilities act*. Retrieved from website: http://www.ada.gov/2010_regs.htm

Appendix

Organizational hierarchy-



Youth Clinic – Registration Form & Waiver

ALL PARENTS OR GUARDIANS MUST SIGN THIS WAIVER

I understand that by signing this document, I acknowledge and assume the risks inherent in the youth clinic, and hereby relieve “Kickin’ It With Families Together”, Pi Kappa Phi, Families Together, United Way, WSU Sport Management Department, WSU College of Education, Washington State University and all associated members and volunteers of any and all liability. By signing this waiver, I hereby acknowledge that my image may be used for academic or philanthropic purposes by Kickin it with Families Together and its associated organizations listed above. However, my image will not be used for profit at any point.

Does your child have any food allergies? If yes, please list on the line below

Does your child need any special accommodation for a disability? If yes, please list below

Participant Name: _____

Participant T-shirt Size: _____

Parent or Guardian Name: _____

Parent or Guardian’s Signature: _____ Date: _____

Completed registration form with your money can be mailed to Patrick Feldman at 300 NE Spaulding St, Pullman, WA 99163. Forms can also be done online by visiting our website: KickinitwithFT.weebly.com. Participants are guaranteed shirt if registered by October 22nd.



5 on 5 Soccer Tournament – Registration Form & Waiver

Team Name: _____

Team Captain's Name: _____

Captain's Phone: _____

Player #	Name & Phone Number
1	
2	
3	
4	
5	
6	

ALL PLAYERS MUST SIGN THIS WAIVER

I understand that by signing this document, I acknowledge and assume the risks inherent in the 5 on 5 soccer tournament, and hereby relieve "Kickin' It With Families Together", Pi Kappa Phi, Families Together, United Way, WSU Sport Management Department, WSU College of Education, Washington State University and all associated members and volunteers of any and all liability. By signing this waiver, I hereby acknowledge that my image may be used for academic or philanthropic purposes by Kickin it with Families Together and its associated organizations listed above. However, my image will not be used for profit at any point.

Player's Signature: _____ Date: _____

Player's Signature: _____ Date: _____

Player's Signature: _____ Date: _____

Player's Signature: _____ Date: _____

Player's Signature: _____ Date: _____

Player's Signature: _____ Date: _____

Completed registration form needs to be either mailed to or dropped off to Patrick Feldman at 300 NE Spaulding St. Forms may also be emailed to kickinitwithFT@gmail.com and payments are accepted through our website: www.kickinitwithFT.weebly.com. Registration closes October 31st at midnight.

Risk Prioritizing Matrix

Risk Management Model		Probability		
		Low	Medium	High
Impact	Severe/Critical	Substantial management required	Must monitor and manage risks	Extensive management crucial
	Moderate	May accept risks but monitor them	Management effort useful	Management effort required
	Limited/Minor	Accept risks	Accept risks but monitor them	Monitor and manage risks

Personnel Workers Evaluation

1. Were you informed clearly how to perform all tasks you were assigned to do? **Yes or No**

If not, what were you not informed on?

2. Were the event directors easy to communicate with? **Yes or No**

If not, please explain

3. Were you trained properly on how to perform all aspects of the job? **Yes or No**

If not, what part were you not trained?

4. Did you feel like you had all the information to solve problems if something went wrong?

Yes or No

If not, what part did you not feel comfortable with?

5. On a scale of 1-10 rate the overall effectiveness of this event based on participants moods, workers moods, and how you felt the event went overall.

1 2 3 4 5 6 7 8 9 10

Parent Evaluation Form

1. Was the registration fee acceptable? **Yes or No**

2. Was the staff helpful and considerate at the event? **Yes or No**

If not, what were some specific instances where you felt you had been mistreated?

3. Were there enough signs around the facility to direct you to where you needed to be?

Yes or No

If not, where did you get confused?

4. On a scale of 1-10 rate the overall effectiveness of this event and how you felt the event went overall.

1 2 3 4 5 6 7 8 9 10

5. What could we do to improve the event?

Participant Survey

1. Was the event worth the registration price? **Yes or No**

If no, please explain what could have been improved.

2. The event organized and run smoothly.

Strongly Agree Agree Neutral Disagree Strongly Disagree

3. Would you in this event again if given the opportunity? **Yes or No**
If no, please explain why not.

Group Evaluation Form

Group member being evaluated:

1 being strongly disagree and 10 being strongly agree.

1. This group member contributed fairly to group projects and assignments with ideas and workload.

1 2 3 4 5 6 7 8 9 10

2. This group member communicated effectively with other group members for group meetings and group assignments.

1 2 3 4 5 6 7 8 9 10

3. This group member was reliable when working on group projects and activities.

1 2 3 4 5 6 7 8 9 10

4. This group member act proactive on this group project.

1 2 3 4 5 6 7 8 9 10

5. If I had the opportunity to work with this group member again, I would.

1 2 3 4 5 6 7 8 9 10

Please write a least a few sentences about the strongest and/or weakest elements of this group member's:

Tournament bracket

9 Team Double Elimination

Winner's Bracket

