



SUPERIOR
POOL SPA & LEISURE LTD.

Lifeguard FAQs

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When are interviews? What are they all about?

Interviews for most summer positions begin as early as January. Interviews continue all summer long, but it is to your advantage to come as early as possible. At these group interviews you will learn about the company, the benefits, and many of your questions will be answered. **We also use this interview to get to know you and assess your strengths.** You will fill out Tax Forms and our Application Form. You will have to provide a SIN (Social Insurance Number), your NLS card, and 2 pieces of photo ID. Once you have been interviewed, a series of administrative duties are completed in our offices in order to process your application. In order to speed this process up, make sure that you complete all parts of all application forms.

What happens after I am interviewed?

Once you have completed the interview process and your completed application information has been processed, we will contact successful applicants to confirm their availability. Based on where you live, we will place you at a nearby pool. We will be in contact with you to set up a schedule.

When do I start?

Generally, half of our pools will open on June 20th, and the other half will open on June 27th. Prior to that, there will be some opportunities to work at outdoor pools that open as early as May and indoor pools which are open year round. Paid training sessions also occur before you start working.

Where will I be working?

We schedule employees to work as close as possible to where they live. Superior has hundreds of locations, so chances are high that you will be placed close to home.

How can I help expedite my placement?

- Have your credentials in order! If you require an NLS re-cert, tell us immediately and we will schedule you for a free recertification course.
- Communicate! We will be calling you frequently to discuss your placement and training details. We place well over 300 lifeguards, so it is imperative that you return our calls *quickly* to ensure that we can facilitate your first choice of pool and schedule.
- Be flexible! Toronto is a big city with great public transit. Although we do our best to keep you close to home, travel can be required, so it's best not to limit yourself. If you drive, let us know! Lifeguards who are able to travel to "remote" locations are rewarded. We will try our best to help you out with the TTC.

Can I tell you what days I want to work?

We respect all religions and understand that some people may not be able to work on certain days due to religious observances. Please notify us of any days you cannot work because of religious reasons.

Otherwise, we expect everyone to be available to work all seven days of the week. Superior has a responsibility to provide lifeguards seven days per week to our customers. To be fair to all lifeguards, requests to only work on weekdays cannot be granted. We do our best to keep a balanced schedule that is fair to everyone. Remember, the more available you are, the more shifts you are likely to receive!

My friend, who is a lifeguard, is looking for a job. Should I tell them to call Superior?

Yes! We are always looking to hire responsible lifeguards, especially if they have been referred to us by you. We will reward you for it! For each lifeguard you refer to us, we will pay you a **referral bonus**. The

lifeguard you refer must meet all of our criteria and work until the end of the season. Be sure to ask us for more details about this bonus!

My friend is not a lifeguard, but is looking for work. Can they still call you?

Yes! Our Learn to Lifeguard program enables unqualified people to become fully qualified lifeguards by taking their Bronze Medallion, Bronze Cross, and NLS courses. If they pass, they can be given a full-time placement! Through our program, they may be eligible for reimbursement of the cost of their courses. Tell your friends to call us for full details about this program. We also hire a limited number of non-lifeguards who are qualified to teach Aquafit, Aerobics, and Yoga at our sites. Contact us for details.

Are your recertification courses and uniforms *really* free?

Free means FREE! Contact us if you need recertification and we will tell you what dates are available. You will have to pay for the course initially. Since we do not run recerts for a profit, we charge a very low fee. If you complete the terms of your employment and work the entire season, we will fully reimburse you. If you fail to pass or if you fail to work the entire summer for any reason, you will not be reimbursed. Similarly, uniforms are deducted off of your first pay cheque but are paid back in full if you work until the end of the summer.

Can anyone recertify, even if they don't work for Superior?

Yes! To enable us to keep costs as low as possible for our employees, we welcome all non-employees to recertify their NLS with us. However, Superior will not reimburse them.

What happens if there is an emergency at my pool?

As soon as we are notified about an emergency, a Supervisor will be sent to your pool as soon as possible. The Supervisor Team will help you handle any resulting issues at your site. Additionally, Superior maintains a public liability insurance policy that specifically protects Lifeguards. We carry more insurance than many other pool companies. Our policy protects all of our employees, including you!

How does the bonus system work?

The bonus system is a monetary reward to recognize a job well done. When you are hired, you are given an hourly pay rate *and* an hourly bonus rate. Throughout the summer, your regular pay cheques are based on your hourly pay rate. Your bonus is calculated by adding up all the hours you worked and multiplying them by your hourly bonus rate. We pay your bonus retroactively in early December (right in time for Christmas shopping!). Provided you work the entire term (as per your contract) and you perform your job responsibly, you will can look forward to a sizable bonus payout well after you've finished working!

Are there any year-round job opportunities?

Yes! We operate year-round and we are always looking to place responsible people at our indoor facilities. Indoor scheduling usually begins in the middle of August. Indoor positions are usually given to our most reliable summer guards who show the best maintenance and communication skills. Please ask us for more details.

How do I contact Superior? What if I need to get in touch outside of regular business hours?

Communication is very important to us. During the summer season, our office is staffed from 8:00am to 8:30pm, and we encourage you to contact us during this time. Additionally, all supervisors, management personnel, and maintenance technicians carry cell phones to facilitate communication. We also have a 24-hr answering service which is available to take after-hours calls. In an emergency, they will connect you with the appropriate Superior supervisor.

My family owns a swimming pool and / or spa. Is there an employee discount?

Yes! All Superior employees receive a minimum discount of 10% off merchandise. For some products, discounts can be as much as 50%!

How can I stand out on the job? Am I recognized if I am an exceptional employee?

We value responsible and dedicated employees who diligently work hard at their pool. Professionalism is important to us, as is reliability and communication. We have a variety of lucrative reward programs to recognize hard work. Prizes are awarded for the Most Punctual, Most Reliable, Best Dressed, and Most Helpful lifeguards. We also keep track of who has the cleanest and safest pool. Past prizes have included tickets to the Blue Jays, Argonauts, Rock, and Raptors. Movie passes, Wonderland tickets, and gift certificates have been handed out. At the end of the summer we give out the prestigious Superior Pool of the Summer and Lifeguard of the Summer Awards. These lofty awards are accompanied by a \$250 cheque.

Tell me more about the company!

Superior Pool, Spa, and Leisure Ltd has been leading commercial swimming pool and recreation management in Southern Ontario for over thirty years. We have built our reputation as a conscientious and responsible provider of lifeguarding service for our customers through hard work, dedication, and by providing competent, reliable, and responsible lifeguards.

We treat all Superior lifeguards with the utmost respect. We are dedicated to ensuring that your working experience with us is enjoyable and rewarding. We look forward to working with you this summer!