

Court Host Job Description

The main role of the Court Host is to assist the Board in ensuring that players feel welcomed and help facilitate a ***steady and smooth transition*** between players and courts, (especially during our busiest play times) to provide a *positive and fair playing* experience for everyone.

Duties include:

- Record your name on the white board and put on the hostess lanyard.
 - Unlock the **bathroom**. **Code:** 000
 - Direct people to the Collector if they have not registered to pay. ***No pay no play!***
 - Place 4 flags (colour coded for each level of play) in the fence by arrow to be used as an indicator that the game is now at 9/11 or 7/9. Send players to be ***on deck in advance*** and ready at court gate with a flag. Teams coming off bring their flag back to the fence location.
 - Ask what level they usually play at and direct them to the appropriate paddle racks. If the player does not know, have them refer to the ***skill level charts***. Every now and then, remind people to be respectful and to play at their appropriate level. If not scoring many points, losing two games in a row or being 'picked' on (continuously hit to), this is a possible hint that they should drop a level.
 - Explain rules of the court and etiquette. (or refer them to the ***rules poster***)
 - If ***less than 8 paddles***, winners stay and losers come off (regardless) to be replaced with 2 new players. If played 2 in a row, the players must come off. If more than 2 players come off, winners paddle up first. Combine the paddles if less than 8 paddles, make sure that no one loses their rotation to play (depends on arrow).
 - If ***8 or more paddles***, all 4 players come off and separate into gold (winners) and silver (losers). All levels now regardless come off in 4's! If a group has less than 6, you can allow them to replace the losers, however, that group will need to all come off to reset and use that court for another group (flex).
 - Use the ***clip*** near the level sign to indicate which ***group will be next***.
 - Remind players to have a ***ball ready*** to play and be also ready to play.
 - If ***new people arrive***, have them set their paddles on the rack side with the least amount.
 - If early am, try to have groups start in designated areas if it helps you to keep track: Beginner -3.4 @ courts 1 & 2, 3.5-3.9 @ courts 3 & 4, and 4.0-4.9 @ courts 5 & 6. Resetting is when you need to take a group off and replace those players with a group that has 8 more paddles in the rack than another.
 - Continue to ***check that paddles*** have drop-in or membership stickers noting the expiry date. Ex. Jan 9 indicated as J9. If no sticker, name label or expiry date, pull the paddle and send them to the collector. (Note: with some paddle finishes, the sticker will not stick).
 - ***Monitor the number of players*** and ***wait time*** at each level of play. You can use a clip or towel on the fence as a marker for yourself as to which group is next. Use your ***discretion*** regarding which division to send out as long as wait time seems the same for each. Be aware of the number of courts being used by one particular level.
 - Games go to 11, win by two when only 5 courts are used. If all 6 courts are used, games go to a hard 11. If there are ***12 paddles in one group on a rack OR a total of 24 or more paddles up*** in all groups combined, go to ***hard 9*** for the next groups going on (not groups in play).
 - When there are ***8 more paddles*** in one division than another, that group gets ***priority for a flex*** court (can be any). Try to ensure fair play time.
 - ***AED: IS IN THE BODEGA*** in the cabinet (Code will be provided) or red basket. If you notice that the AED is beeping 3 times, there is something wrong with the machine. Notify a board member immediately.
- *Court hosts have the authority to ask players to leave the courts if rules are not adhered to. The host needs to inform a board member of any unacceptable behaviour so that the board can follow up. Rude or obnoxious behavior will not be tolerated!***

Note: Shift is from 7:00-9:00am or 9:00-11:00 depending if it is a split shift. If not, stay for as long as you can. If not busy, you can play but have someone who is trained cover you. Saturday shift: 7:30-10:30 am.

Aug 11, 2025