

OPERATIONS MANUAL

Ballparks National

Standard Operating Procedures for Daily Facility Operations
From Open to Close — Grounds · Food & Beverage · Guest Experience · Safety

Lake of the Ozarks, Missouri

Confidential — For Staff & Operations Use

1. Purpose & Facility Overview

PURPOSE OF THIS MANUAL

This manual defines the standard operating procedures (SOPs) that keep Ballparks National running as a premier tournament and events destination at the Lake of the Ozarks. It establishes how the campus opens, operates, and closes each day; how the grounds, restrooms, and food & beverage areas are maintained; and how staff deliver a consistent, championship-caliber guest experience across every diamond, indoor space, and common area. Every full-time and seasonal team member is expected to know the sections relevant to their role.

THE CAMPUS AT A GLANCE

- **12+ tournament-grade baseball & softball diamonds** with broadcast lighting and shaded grandstands.
- **The Lab** — indoor fieldhouse with synthetic turf and a perimeter running track for year-round play and training.
- **The Lab** — **technology-driven player development center: motion capture, ball & bat tracking, and biomechanics.**
- **On-site campus & lodging** arranged around a central quad within walking distance of every venue.
- **The Ozark Amphitheater** — 8,000+ capacity lakeside outdoor events venue.
- Concessions, retail/pro shop, parking, and guest services supporting all venues.

OPERATING PRINCIPLES

- **Safety first** — no game, event, or task proceeds if it puts guests or staff at risk.
- **Guest-ready always** — every public area is presentable the moment gates open and stays that way until close.
- **Clean as you go** — restrooms, concessions, and grounds are maintained on schedule, not just at day's end.
- **One team** — grounds, F&B, guest services, and tournament ops communicate continuously by radio.

2. Organization & Responsibilities

Daily operations are led by the General Manager and executed by department heads. The following chart reflects the current Ballparks National leadership team and the areas each role owns.

| Role | Team Member | Owns |
|-------------------------------------|-----------------|--|
| General Manager | Dallas Martz | Overall facility operations, staffing, daily open/close authority, budgets, vendor & league relationships. |
| Corporate Partnerships | Niki Augustyn | Sponsorships, naming rights, signage placement, partner activations on event days. |
| Food & Beverage Director | Genny Rueda | Concessions, catering, kitchen safety & sanitation, inventory, F&B staffing and cleaning schedules. |
| Kitchen Supervisor | (Position open) | Day-to-day kitchen line, food prep, temperature logs, dish & equipment cleaning. |
| Umpire Coord. / Tournament Director | Kaiti McCormack | Game scheduling, umpire assignments, field readiness sign-off, tournament flow & rules. |
| Grounds Manager | Mike Therien | Field prep & maintenance, turf, mowing, dragging, lining, irrigation, common-area grounds. |
| Grounds Supervisor | (Position open) | Executes daily grounds crew tasks, restroom & trash rounds, setup/teardown support. |
| Director of Pawperations | Ace | Team morale, guest greetings, and good-boy duties across the campus. |

CHAIN OF COMMAND ON EVENT DAYS

- The **Manager on Duty (MOD)** — GM or a designated department head — holds final decision authority for the day.
- Weather, medical, and evacuation calls escalate immediately to the MOD.

- All departments carry radios and monitor the shared operations channel from open to close.

3. Daily Operations: Open to Close

Timelines below assume a standard event day. Adjust start times relative to first pitch / first event; on tournament weekends, add 30–60 minutes to the opening block.

PRE-OPENING (T-3 to T-2 HOURS)

- MOD unlocks facility, disarms alarm, turns on lights, powers up scoreboards and sound.
- Grounds crew begins field prep: drag, line, set bases, check mound/plate, inspect for hazards.
- F&B opens kitchen: temperature checks on coolers/freezers, log readings, start prep, brew coffee.
- Restrooms opened, fully stocked, and inspected (see Section 5 schedule).
- Guest services stages will-call, wristbands, programs, and cash drawers; test POS and Wi-Fi.
- Parking gates/cones set; entrances, ramps, and walkways cleared and swept.
- MOD walk-through of all public areas; radio check with every department.

GATES OPEN / GAME DAY (OPERATING HOURS)

- Greeters and ticketing staff in position 30 minutes before gates open.
- Concessions fully staffed and open at gate time; menu boards and pricing displayed.
- Grounds crew on standby for between-game field maintenance and quick repairs.
- Restroom and trash rounds run on the recurring schedule (Section 5) throughout the day.
- MOD monitors attendance, weather radar, and radio traffic; adjusts staffing to demand.
- Between games: quick field drag/line, empty dugout trash, restock as needed.

CLOSING (LAST EVENT → LOCKUP)

- Announce closing; guide guests out; sweep grandstands and dugouts for belongings and trash.
- F&B: shut down and clean line, store/discard food per policy, clean equipment, run dish, log temps, reconcile cash.
- Grounds: final drag, cover mounds/plates if rain expected, collect field equipment, secure bases.
- Restrooms: final deep clean, restock, and lock.
- Trash and recycling pulled from all areas to dumpsters; liners replaced.
- Guest services: count drawers, secure cash in safe, complete daily sales report.
- MOD final walk-through; power down scoreboards/lights/sound; check all doors; set alarm; lock up.
- Complete end-of-day log and note any maintenance issues for the next morning.

4. Grounds & Field Maintenance

Owned by the Grounds Manager. Playing surfaces are the product — they are inspected and maintained to tournament standards every day of play.

| Task | Frequency | Owner |
|---------------------------------|---------------------------------|--------------------|
| Infield drag & rake | Before 1st game + between games | Grounds crew |
| Chalk / line fields | Before each game | Grounds crew |
| Set & check bases, mound, plate | Pre-game daily | Grounds crew |
| Field hazard/safety inspection | Pre-game & between games | Grounds Supervisor |
| Mow outfields & common turf | Every 1–2 days (growing season) | Grounds crew |

| Task | Frequency | Owner |
|----------------------------------|-----------------------|-----------------|
| Irrigation check / watering | Early AM & post-close | Grounds Manager |
| Mound/plate covers (if rain) | As needed | Grounds crew |
| Dugout clean & trash | Between games + close | Grounds crew |
| Warning track & fence line | Weekly | Grounds crew |
| Landscaping / common grounds | Weekly | Grounds crew |
| The Lab turf grooming/inspection | Daily when in use | Grounds crew |

RAIN & WEATHER PROTOCOL

- Grounds Manager and MOD monitor radar continuously; tarps/covers staged before threatening weather.
- On lightning within 10 miles, clear fields immediately and follow the 30-minute restart rule (Section 7).
- After rain: assess playability, apply drying agent, re-drag and re-line before resuming.

5. Restrooms & Janitorial

Restroom cleanliness is one of the most visible measures of the facility. Restrooms are checked and serviced on a fixed rotation during operating hours, with a documented deep clean at open and close. A signed check sheet is posted in every restroom.

| Task | Frequency | Owner |
|----------------------------------|--------------------------------|------------|
| Full deep clean & restock | Open & close (2x daily) | Janitorial |
| Rotational check + spot clean | Every 60 min (light traffic) | Janitorial |
| Rotational check + spot clean | Every 30 min (peak/tournament) | Janitorial |
| Restock paper, soap, seat covers | Each rotation as needed | Janitorial |
| Empty restroom trash | Each rotation / when 3/4 full | Janitorial |
| Sinks, mirrors, counters wipe | Each rotation | Janitorial |
| Toilets/urinals disinfect | Each rotation | Janitorial |
| Floor mop & wet-floor signage | Open, close, & as needed | Janitorial |
| Sign the posted check sheet | Every rotation | Janitorial |

COMMON AREAS & TRASH

- Trash and recycling bins checked hourly; emptied when three-quarters full and at close.
- Concourses, walkways, grandstands, and entrances swept/spot-cleaned throughout the day.
- Spills addressed immediately with wet-floor signage; report biohazards to MOD.
- Hand-sanitizer stations checked and refilled each restroom rotation.

6. Food & Beverage

Owned by the Food & Beverage Director and executed by the Kitchen Supervisor and concessions staff. All F&B operations follow Missouri food-safety code and county health department requirements.

OPENING THE KITCHEN & CONCESSIONS

- Wash hands; put on clean aprons/gloves; verify no one works while ill.
- Record cooler ($\leq 41^{\circ}\text{F}$) and freezer ($\leq 0^{\circ}\text{F}$) temperatures on the daily log.
- Inspect deliveries; check dates; discard anything out of temp or expired (FIFO — first in, first out).
- Sanitize prep surfaces; prepare sanitizer buckets; start prep, fryers, grills, and coffee.
- Stock condiments, cups, napkins; post menu and pricing; open registers.

DURING SERVICE — SAFETY & CLEANING CADENCE

| Task | Frequency | Owner |
|---|----------------------------------|--------------------|
| Wash hands / change gloves | Every task change & 30 min | F&B staff |
| Hot-hold $\geq 135^{\circ}\text{F}$ / cold-hold $\leq 41^{\circ}\text{F}$ check | Every 2 hours (log it) | Kitchen Supervisor |
| Sanitize counters & prep surfaces | Every 2–4 hours & after raw food | F&B staff |
| Change sanitizer buckets | Every 2–4 hours | F&B staff |
| Wipe customer counters / condiment area | Every 30–60 min | Concessions |
| Empty F&B trash | When 3/4 full | Concessions |
| Restock product | As needed | Concessions |
| Discard time-expired held food | Per hold-time limits | Kitchen Supervisor |

CLOSING THE KITCHEN

- Cool and store or discard food per policy; label and date everything (FIFO).
- Break down, clean, and sanitize grills, fryers, prep tables, and small wares; run dish machine.
- Final temperature log; clean floors, drains, and grease traps on schedule.
- Reconcile registers; secure cash; take out all trash; set traps/pest checks.

ALCOHOL SERVICE (WHERE APPLICABLE)

- Only trained, of-age staff serve; ID every guest who appears under 30.
- Follow posted service limits and last-call times; never serve visibly intoxicated guests.
- Report incidents to the MOD immediately.

7. Safety, Security & Emergencies

WEATHER & LIGHTNING

- Suspend play and clear fields when lightning is within 10 miles; resume no sooner than 30 minutes after the last strike.
- Direct guests to designated shelter areas; MOD makes all resume/cancel calls via radio and PA.

MEDICAL

- First-aid kits and AEDs are located at guest services, concessions, and the fieldhouse — know your nearest one.
- For any serious injury: call 911, notify the MOD, send someone to guide EMS, and document the incident.

FIRE / EVACUATION

- Know exits and extinguisher locations. On alarm, evacuate to the designated assembly point and account for staff.
- Kitchen fires: use Class K extinguisher / hood suppression; never use water on grease fires.

SECURITY & LOST CHILDREN

- Lost child: radio the MOD immediately with a description; monitor exits; reunite only with a verified guardian.

- Report suspicious activity or altercations to the MOD/security; de-escalate, do not engage physically.
- Cash handling: drops to the safe on schedule; never leave a drawer unattended.

INCIDENT DOCUMENTATION

Every injury, altercation, property-damage, or foodborne concern is logged on an incident report the same day and reviewed by the GM.

8. Guest Experience & Service Standards

- Greet every guest; make eye contact; wear clean, identifiable staff attire and name tags.
- Know the daily schedule, field map, restrooms, first aid, and F&B locations to answer questions.
- Resolve complaints on the spot when possible; escalate to the MOD when needed — own the outcome.
- Keep the campus photo-ready: no overflowing trash, no clutter, signage straight and visible.
- Teams, families, and officials all receive the same championship-level hospitality.

9. Daily Checklists (Quick Reference)

| OPENING CHECKLIST | CLOSING CHECKLIST |
|---|---|
| <ul style="list-style-type: none"> <input type="checkbox"/> Alarm off, doors unlocked, lights/scoreboards/sound on <input type="checkbox"/> Fields prepped: dragged, lined, bases & mound set, hazard check <input type="checkbox"/> Kitchen temps logged; prep started; concessions stocked <input type="checkbox"/> Restrooms deep-cleaned & stocked; check sheets posted <input type="checkbox"/> Guest services staged; POS & Wi-Fi tested; drawers set <input type="checkbox"/> Parking & walkways cleared; entrances swept <input type="checkbox"/> Radio check; MOD walk-through complete | <ul style="list-style-type: none"> <input type="checkbox"/> Guests out; grandstands & dugouts swept <input type="checkbox"/> Kitchen cleaned & sanitized; food stored/discarded; temps logged <input type="checkbox"/> Fields: final drag, covers if rain, equipment secured <input type="checkbox"/> Restrooms deep-cleaned, stocked, locked <input type="checkbox"/> All trash/recycling pulled to dumpsters <input type="checkbox"/> Cash counted, secured; daily sales report done <input type="checkbox"/> Lights/sound/scoreboards off; doors checked; alarm set; end-of-day log filed |

This manual is a living document. Department heads should recommend updates to the General Manager as operations evolve across the outdoor complex, The Lab, and the amphitheater.