

CLUB PRO 2 WORKBOOK

ANSWER KEY

FIRST EDITION MARCH 2004



SECTION 1: UNDERSTANDING THE CLUB BUSINESS

A) The Club Professional

1. List the 5 roles of the Club Professional.

Administrator, Animator, Teacher, Coach, Driller

B) Successful Club

1. List the 3 major attributes of a successful club.

*Refer to “The Business of Clubs” participant manual
Profitable, Achieving club’s mission Statement, Great Customer Service, high member activity, positive image in the community, low staff and member turnover, high court utilization*

2. List three types of tennis club business operations.

Commercial, Private, Community

C) Customer Service

1. What is the definition of customer service?

Refer to Customer Service Definition, participant’s manual, must list 5 points

- 2) List the stages of integration of a club member?

Refer to “Understanding Stages of Integration”, must list 6 stages

- 3) List the three phases of member’s attitude and mentality to integration.

Refer to “Members Attitude to Integration”, participants manual, must list the three stages and an example of each stage

- 4) List 6 components of what members want and need in a club.

Refer to “Know What Members Want and Need”, participants manual, must list 6 points from 11 presented

D) Understanding Club Operations

1. List five types of club operations.

Refer to “Understanding Club Operations” CC guide, must list 5 types

2. Which one is the most important and why?

Front Desk Operations, refer to CC guide “Front Desk Operations” in “Understanding Club Operations”

Reason: *First impression of the club i.e. initial meet and greet, security check point, centre of information dissemination, court reservations, opening and closing of club, enforcing of club policies*

E) Communication

1. List the three types of communication. Which one is the least desirable? Why?

Positive, Negative, Mis-information

Least desirable is mis-information because club has promised something that it has not delivered on, shows lack of professionalism

2. In the communication flow chart, list the three processes and the importance of each.

1st Process - Information Dissemination: getting the information out in a clear and positive format to all parties who will be affected.

2nd Process – Monitor/Follow Up/Feedback: ensure that information has been received, is understood, and action has been taken

3rd Process – Modify/Reprogram/Retention: if need be, modify information or re-state in order to gain desired results

3. In a club setting we want to eliminate _____ communication, reduce _____ and increase _____ communication.

dis-information, negative, positive

4. Our club business is all about self -esteem, we either have to sell them on _____, or sell them on _____.

who we are, who they are

5. Why should you greet people with a smile?

The smile is the universal sign to acknowledge a friendly disposition and an openness or welcome to further communication.

6. Greeting: who have you said hi to in the last 2 days? List a minimum of 10 people. How did they respond to you!

No right or wrong answer, but must have names and type of response in all 10.

F) Why Members Join or Quit

1. List 5 reasons why members quit and 5 reason why members join clubs

Refer to “Understanding Why Members Join or Quit” in participants manual

2. What do you do at your club to help ensure that you retain new members? What else could you do to retain members?

No right or wrong answer for the first part of question, the key is to have additional answers on what else they could do. For example, member surveys, member reports from lessons/clinics, member profiles, loyalty programs, refer to “Why Members join and Quit”.

G) Teamwork/Staff and Club Expectations

1. List 3 club expectations of a club pro and reason why.

Refer to “Club and Staff Expectations” in participants manual

2. List 3 Club Pro 2 expectations of the club and reason why.

Refer to “Club and Staff Expectations” in participants manual

3. What will determine a “good working” relationship between the CP2 and the club/manager?

CP2 must have a job description and agreement/or contract that outlines roles and responsibilities in a clear format. This will be the basis for what is expected of the CP2 for the club and what the CP2 can expect back. In addition a clear and open line of communication between the CP2 and Manager/Tennis Director for the sharing of goals and vision on a regular basis is essential

H) Dealing with Different Types of Members

1. List three types of members and their characteristics and how to deal with each.

Refer to “Dealing with Different Types of Members” in participants manual

2. Why is it important to be able to identify the personality characteristics of members?

By being able to identify each personality characteristic the CP2 can effectively deal with differently with each in a way, which will reach a positive solution far faster. In addition, the CP2 will not get caught up in a situation or group that will create problems with their image and integrity

I) Conflict Resolution

1. What are the four R's of conflict resolution?

Read, Remove, Respond, Resolve

2. What are some key words you would use when dealing with an upset member?

I can appreciate your concern, I understand your concern that must have been very upsetting for you, and I want to help

3. Why is important to take pen to paper when listening to a members complaint?

Recording of their concern shows importance of issue

4. What type of body language can you display to show empathy?

Eye contact, nodding of head, genuine empathy. Must list at least three forms

SECTION 2: IMAGE OF THE PRO

A) General

1. Why is dress and presentation important in the CP2?

"Dress/Presentation" in CC's manual, must list at least three points

2. List 5 personal qualities of the CP2.

Refer to "Personal Qualities" in CC's manual

3. Name five key ethical issues of club pro.

Refer to "Values/Ethics" in CC's manual, must list 5 of 13 issues provided

4. What are the five components of "customer service mentality"?

Refer to "5 Criteria for Customer Service" in participants manual

5. What do we mean when we say the CP2 must be a leader?

Refer to "CP2 Role as a Leader" in participants manual

6. Internet Skills: (Have to type in the website address of www.tenniscanada.ca and from there pick Tennis Canada heading first then:)

- a. What purpose do tennis development centres serve?

*Under heading coaching, under heading tennis development centres
TDC's serve as the hub of community tennis, while developing both high
performance players and growing the game.*

- b. List the names of 5 Ontario Level three certified coaches.

*Under heading coaching, under certification, under certification database,
can look up info by level or location*

- c. List 3 of the organizations with web links on Tennis Canada site

Under coaching, tennis links, under organizations

- d. What is the “mission” of Tennis Canada?

*Under inside Tennis Canada, our mission
To lead the growth of tennis and foster the pursuit of excellence for all
players.*

- e. What year was Tennis Canada founded?

*Under inside Tennis Canada, under our history
Founded in 1890*

- f. What is the website address of your provincial tennis association?

Refer to your Provincial Association Website

- g. What are the main headings on your provincial tennis association homepage website?

Refer to your Provincial Association Website

- h. Are there any sponsors listed on your provincial tennis association website? If so name 3.

Refer to your Provincial Association Website

- i. Does your provincial tennis association website list a summary of tournaments? If so how is it organized?

Refer to your Provincial Association Website

B) Business or Supervisory Skills

1. List three components of supervisory communication.

Refer to Participants Manual, "Supervisory Communication, CP2 should list three of the 9 points offered

2. Why is it important to have all staff adhere to company policies?

Team cohesion, club profitability, and liability issues

3. What is the difference between independent contractor and employee?

Refer to Participants manual, Independent Contractors vs Employee

4. Why is it important to send out thank you letters?

Each thank you letter expresses that the CP2 has taken the time to put pen to paper to thank the individual or group for their support, attendance, membership, etc and it is our way of expressing our appreciation

5. What are two technologies that all CP2's should be proficient in?

Video and analysis, computers

C) Career Management

1. List and describe 4 aspects of importance for the CP2 in career management.

Refer to CC guide, "Career Management", must list and describe 4 points from 10 offered

2. List the benefits and drawbacks of a CP2 as an employee and independent contractor.

Refer to CC Guide "Image of a Pro, Career Management"

3. Why is it important to have a career plan for the future and a current CV?

Refer to CC guide, Career Management, "Goal Setting", the participant must have a good understanding and list at least two points

4. In contract negotiations, what are some of the key elements that should be discussed with the manager or T.D.?

Refer to CC guide, Career Management, "Contract Negotiations". The participant must have a good understanding and list at least two points

5. How would the CP2 sell themselves in an interview process?

Refer to CC guide, Career Management, "Interview Process". The participant must have a good understanding and list at least two points

D) Teaching Aids

1. List 4 teaching aids that a CP2 could use on court.

Targets, Ball machine, hoops, video, ropes, etc

SECTION 3: PROGRAMMING

A) Club Program Marketing

1. List the three concepts to promote an activity or program at the club.

Informational, Call to Action, Visual

2. List 6 different forms of promotion at a club. What is still the best form?

Club marquee, table talkers, internet, telephone, brochure, newsletter, calendar of events, flyers, bulletin board, banners, washrooms stalls, building façade, club vehicle, etc

Word of mouth is still the best form

3. List three ways to evaluate marketing/member satisfaction.

Refer to point #3 in CC program "Attracting Members to Programs"

4. List key elements of post event/program marketing.

Closing - at the end of every event of activity providing a wrap up, review of what was covered, award prizes accolades to members in front of their peers, and promotion of next event

Post Event Marketing – review data received from evaluations and make modifications to future programs, post pictures, results, notifications, send out thank you letters

5. Provide an example of how you used post event marketing?

- a. What was the event? _____
- b. When did the event occur? _____
- c. What did you do and why? _____

Participant must provide one of the "post event" components from question 4. Must provide the rationale of why they chose the specific way. No right or wrong.

6. Design marketing promotion materials i.e. a flyer, brochure or hand out for one of the following. Attach it to this page.

Topic 1: Summer Camp

Topic 2: Open House

Topic 3: Mixed Round Robin

Topic 4: Battle of the Sexes

Brochure should include Call to Action, Informational, and Visual (Picture)

7. Intra Club Leagues: What presently goes on at your club and how would you vary it? List 3 ways.

Intra meaning "In house". Suggestions on how to vary must make sense, ie move time, change cost, add pro feedback, etc.

8. Get a court sheet layout of 1 week of regular programming: (attach)

- a. Evaluate existing program and given your knowledge of the membership, where do the gaps exist?
- b. What programs would you slot in to the gaps and explain your rationale
- c. Signature of Manager or Tennis Director _____

No right or wrong answer as long as there is a rationale behind it.

B) Club Programs

1. List three reasons for club programming.

Not all members want to just play tennis, beginners need programming/supervision, and programming creates a "something for everyone" integration format. Refer to 1b) in CC Programming section, "Benefits of Programming" for club, members and pro.

2. List the two "types" of club programming and their definitions.

Refer to point #2, in CC Programming section

3. List and describe two examples of each "type" of program under each category.

Regular: New Member Program, Instructional Programs, Junior Recreational Program, Social and Competitive
Special Event: Social theme, Tournaments, New Member recruitment, Instructional camps

4. What is permanent court time or block booking? Why is this beneficial to members?

Where a group of members has a guaranteed booking for a period of time, usually over the winter period

Never need to worry about booking courts; they can make their own little league, have their own spares, set their own rules and level of play

5. Call 3 people following a round robin to find out how they enjoyed it? Based on their feedback what would you change?

If the players liked everything about the program, continue with everything and consider using a few people for testimonials in promoting program. If there is a consistency of a problem, prepare a solution based on respondents comments and ensure new promotional material reflects that.

C) Creating Something for Everyone

1. What data is important to determine new and assess existing club programming?

Look at court availability and club restrictions on programming, demographics of membership, how many male to female and junior memberships, peak and down times, does the club allow non-members in, assess existing programs with “Program Chart” , by evaluations, focus groups, surveys, class participation size. Also look at competition to see what is working well at their clubs.

2. What are the typical “base programs” at a club?

Daytime: typically used for women and senior programs, late afternoon – junior programming, evening working men/women and mixed group program, weekends – all types of programs

3. What are some of the ways the CP2 could create and name programs at a club?

There is no wrong answer here. CP2 can use names of anything, ideas from anything, usually however the name associated with a recognized theme or place or person will work the best.

D) Budgeting

1. Why is it important to create a budget?

It means the organizer has taken the time to fully assess the revenues and expenses of an event or program that will help create and sustain a financial viability of the program or event and overall, the club

2. What are the basics of creating a budget, how can the CP2 use a budget to benefit their profitability?

Basics of budget is to take into account all the projected revenue expected from event, all the projected expenses from event, subtract the expenses from the revenue and this will determine a profit or loss. The CP2 can then use this budget to modify or

change the revenues or expenses to achieve the desired bottom line of profit, break even, or use it as a lost leader

3. There are times when you will be asked by the club to either increase the profitability of a program or reduce the cost for greater participation in a program. What are three components that are used to accomplish this?

Fee or Cost – for Pro, Court, Food, Balls, Prizes, etc

Courts – Number of courts used, length of time courts used

Ratio – Pro to participants, players on court, # rotations

4. Based on your response from the above question, provide the solution to the following:

You are running a “Doubles Practice” for a group of 8 participants where there is one hour of drilling, followed by Pro supervised 30 minutes of play.

- a. Provide 3 different ways to increase profits for the club/pro? Show your calculations. With each, what are the disadvantages/concerns with making the change?

Any answer that uses the three components and accomplishes the result will be correct.

- b. Provide 3 different ways of reducing the cost of the program to the participants. Show your calculations. With each, what are the disadvantages/concerns with making the change?

Any answer that uses the three components and accomplishes the result will be correct

SECTION 4: PLANNING

1. Design a Drill which takes into account the following considerations:

- 6 players (3.5 rating)
- competitive game situation drill (players compete against one another)
- focus: players practice receiving high arching balls on their backhand in a competitive situation (at least on the first shot, then point can open up)

- A. Be sure to include all six organizational elements as well as the basic rules for the drill.

Any drill which respects topic and includes all 6 organizational elements

- B. What is the goal of the drill for:

1. The player receiving the high ball on the backhand

Any goal that makes sense

2. The player sending the moonball

Any goal that makes sense

- C. Provide 3 ways to adjust the goal/scoring to provide variation and explain your rationale for each variation.

Any 3 ways which make sense based on rationale provided

- D. Adjust the drill by changing the Feed and/or Receivers responsibility (while maintaining same focus of the drill).

Any adjustment that makes sense

- E. Provide one way in which you can adjust the rotation of the players and which contributes to the competitiveness of the drill

Any adjustment to the rotation that makes sense

- F. Provide one way to adjust the initial “people positioning”, explain why it would be a good alternative to your previous set-up and mention the associated changes required with the other organizational elements of the drill.

Any adjustment to initial “people positioning” that makes sense

2. Design a plan for the topic “Moving the Opponent” from the baseline. More specifically, when receiving an easy ball that lands in the $\frac{3}{4}$ court, which will allow the player to attack from the baseline, using your forehand to send the ball in one corner, which will be followed by another weak return by the opponent and hitting the ball in the other corner. (Assume you have 4 players of 3.5 rating).

- A. Design a Basket Feeding Drill which will include all six organizational elements and explain each element including why you position your basket feed at a certain position... Show the movement pattern for recovery behind the line and how you will ensure safety. Describe the main focus of this activity, given the fact you will move to a live feed drill.

Any basket feeding drill which respects the topic and includes all 6 organizational elements and completely answers each element of the questions.

- B. Provide a Cooperation Drill (Live Ball) which will include six organizational elements: Provide a rationale for each element.

Any cooperation drill which makes sense

- C. Design a Game Simulation (Playing) which will include all six organizational elements: Explain each element and how you will ensure that the drill is competitive.

Any game simulation drill which makes sense

3. A group of 2.5 Level players have been introduced to a slice backhand. Design a sequence of 3 drills using the concept of “learn-move-compete” to provide the students volume on new skill. Use the organizational elements of feeding and reception to progressively provide volume on the skill. For each drill, include the other organizational elements as well.

i – iii: Any answer that is complete and makes sense

4. From the “Teaching Players to Play and Improve their Tennis” document, provide a series and/or progression of tasks (minimum of 4) for the following topics and describe for each task (outcome) what you will focus on (process) in order to build up to the final task/skill. Assume a 3.0 level of play.

A – G: Any answer that is complete and makes sense

5. For the following tasks, design 2 drills: one closed and one open (which requires decision-making). Be sure to include all organizational elements.
 - closed: explain why you chose this closed situation amongst other possibilities and what will you focus on regarding the outcome and the process
 - open: explain what element (ball received, your positioning, opponents positioning) you will use to determine why one decision may be more relevant than another decision. Explain your rationale why you chose this element (frequent, important, easy)

A – C: Any answer that is complete and makes sense

6. Using the following chart, use the 4 variables to define a specific situation and task to be trained. Use a combination of variables and then design a drill for 4 players, which include the 6 organizational elements. Complete 4 different drills using different combination of variables. Start each new drill with the main focus of an element of a different column (column heading).

i – iv: Any answer that is complete and makes sense

7. Design 2 drill(s) for each of the following themes based around playing against different gamestyles. Be sure to include rationale for why drills are important for playing against the particular gamestyle (4 players, 3.5 level). For each, explain the situation and why you chose it and explain the response and why you chose it?

1 – 4: Any answer that is complete and makes sense

8. Given the following theme “Getting to the Net”, design 5 drills which will cover the most common play situation which allow players to “get to the net” (4 players, 4.0 level). Drills could be for singles and/or doubles.... Explain why you are choosing the drill.... Remember to explain the initial position, i.e., where the approach shot will be hit from and where they will recover to for the second shot and how they will move in order to get back behind the line. Show a basket feed and a live feed for each situation.

i – v: Any answer that is complete and makes sense

9. For the following theme, “Defense in the Midcourt” in Doubles, provides a list of topics, 4 different situations and 4 different responses, which takes into account the various situations and responses in which each player could be involved in this situation.

Any answer that is complete and makes sense

10. Design 3 different drills for each of the following doubles topics. For each drill explain the specific purpose for the given topic. Include all 6 organizational elements. (4 players, 3.5 rating)

i – v: Any answer that is complete and makes sense

11. Design a series of 4 practices for your Ladies 4.0 Doubles Interclub Team. Each practice is 1.5 hours and there are 8 ladies. There should be a progressive logic for each practice and a logic for linking the 4 practices. Include times and topic headings as well as a couple of bullets explaining the drill and the logic of your progression to prepare them for their first match of the season after practice 4.

Any answer that is complete and makes sense

SECTION 5: ROLE OF THE TEACHER

1. You have been asked to work with a member on their volleys. Provide a list for singles then another for doubles of the tactical topics which you would cover for each. Prioritize each list in the order that you would cover them. Minimum 7 topics for each. Explain why you have prioritized the list in the order you have selected

Any answer which is complete and makes sense.

2. What is the importance of decision making training? What are the variables which can effect a player's decisions? Present a situation in which you could use any of the 4 possibilities to justify decision-making and then prioritize amongst the 4 which you would use to develop decision making.

Decision making training helps players make better decisions in match play. Variables include: Opponents position, our position, ball received, ball sent. Any example which makes sense.

3. What are 5 issues that members have when taking private lessons?

- *did not respect needs*
- *changed my technique*
- *too much talking*
- *always do the same thing*
- *did not listen to me*
- *didn't improve*
- *any other answer which make sense*

4. What are 5 issues that members have when taking group lessons?

- *not enough playing/hitting*
- *lack of equal attention to all participants*
- *lack of individual feedback*
- *always playing with same person*
- *players of in-equal abilities*
- *any other answer which makes sense*

5. Why is the concept of learn-move-compete an important one when “learning new skills”?

It ensures that each teaching point/skill is fun and enjoyable as there will be learning, exercise and competition associated with the learning of new skills. Keep it from being boring. Respects student needs of learning, exercising and competing.

6. How can you make your students feel good during a private lesson?

- *praise and encourage constantly*
- *make them feel smart and/or skilful*
- *listen well and respect their needs*

7. What does it mean to “have a group objective and provide individual feedback”? Provide an example for a down-the-line drive approach shot for a group of 4.0 players.

It means that entire group will have the same teaching point, and the Pro will then individualize the feedback by providing each person praise/encouragement related to the group objective.

Any example which makes sense

8. A pro is giving a lesson to a group of 4 players members and while providing them some feedback, says “I want you to be set-up early for the ball.. I want you to react early... then I want you to move fast in order to be set up early”? Please comment and elaborate.

The word “I” does not give them ownership on what they would like to do. Its not for the Pros, it’s for them. Use a different phrase other than “I – want”.

9. What does SMART refer to? Why is it important?

S – Specific; M – Measure; A – Agreed; R – Realistic; T – Time

To ensure that each teaching point/drill has an effective focus associated with it

10. What is the difference between a technical and task progression? Provide an example of each using a similar topic.

Technical: series of teaching points on a specific task

Task: series of tasks on a specific topic

TECHNICAL PROGRESSION

- Any example which makes sense

TASK PROGRESSION

- Any example which makes sense

11. Provide and explain 5 recommendations on how you would adopt your teaching when working with recreational juniors?

- *use 5 common game situations*
- *have them learn while competing*
- *use gradual length of court approach*
- *adapt equipment as required*
- *keep it fun*
- *any other answer which makes sense*

12. Discuss the importance of having the proper equipment when working with 6-8 year olds. Explain which equipment is important.

In order to ensure success, need to adopt equipment, including:

Racquets: shorter and lighter

Balls: foam or softer balls

Net: possible use of adapted nets

13. Private Lesson on Technique: Self Evaluation

Any answer which is complete and makes sense

14. Private Lesson on Tactics: Self Evaluation

A – D: Any answer which is complete and makes sense

SECTION 6: CONTRIBUTE TO CLUB ENVIRONMENT/IMAGE

A) Club Maintenance and Safety

1. What is a maintenance logbook and why is it important?

A maintenance logbook provides a way to account for the inventory of club equipment and its status for either repair, replacement, or modification. This will ensure the proper storage and safety issue as well as contribute to the overall club financial viability.

2. Why is it important to have an EMS procedure in place for the club?

In order to provide the fastest response for safety members and staff, it is imperative that all staff be aware of where how to call for 911, assist in incident, know where first aid kit, oxygen, and nearest club exits are in case of an incident.

B) Pro Shop

1. How would the Club Pro 2 encourage members to use the shop?

Offer tip at lesson, bring member into shop to help try demo, offer their racquet to show difference in racquets. CC can determine other answers of participants.

2. What are two characteristics or key selling features of string, racquets?

String – gauge 15, 16, 17, material nylon, gut, syngut, tension, type of filaments – mono, multi

Racquets – Brand, head size, weight, grip size, material make up. CC can use judgment.

3. List 3 manufacturers of shoes on the market, and the characteristics for playing on different surfaces

Wilson, Head, Prince, Fila, usually herring bone for clay, flat for hard, nubby for grass. CC can use judgment for other brands, shoe versatility.

4. How can the CP2 sell themselves to the owner of Pro Shop for commission based sales?

CP2 puts together a proposal to highlight strengths of themselves, i.e. they are in a position of a leadership and respected for opinions and ability, best type of salesperson meeting potential clients each day, can develop business cards for referrals, etc. CC will use his/her judgment.

C) Public Relations

1. What are the roles and responsibilities of the Club Pro 2 as a public relations contact?

The CP2 role will be to establish a working relationship and rapport with the sports writer of the local newspaper. The responsibility will be to update the newspaper writer with all relevant information on club news as well as any other tidbits of information that might be helpful for the paper. The CP2 can provide tennis tips on instruction, where to play at local clubs, how to select a racquet, etc. It is also the responsibility to keep up to date records of club players in events and tournaments, provide pictures, invite paper down to club, etc.

2. In all media releases, the _____, _____, _____, _____, _____, and the how should be covered.

Who, What, Where, When and Why

3. Why is it important to forge a relationship with local sports writers, community club presidents, and local business sponsors?

To help create a positive image in the community it is imperative to forge relationships within the community. The paper will highlight the club, respond back with an ad, the community club are your source for winter members, respond back with demo nights, fun fair at their club in return for membership list, and with the local businesses the club can get product or free advertising in return for in house advertising

D) Community Involvement

1. List the benefits and methods of the CP2, and the club's involvement in the community.

Run schools programs, fun fairs at city or community club, malls, instant tennis for not members, a non-member league, city wide tournament, etc. The benefit is that by providing these activities and programs the club creates a positive image in the community. When the time comes for a prospective member to make the decision to join a club, the first club that will come to mind will be the one that has provided the most in the community, word of mouth will also be very positive.

2. Describe a project that you could propose to your club owner or manager for community involvement.

No right or wrong answer as long as there is a rationale behind it. Must however have a list of benefits for the club, pro, and community.

SECTION 7: ROLE AS A DRILLER

1. Name a program that you are responsible for that you spend much of your time in as “a driller”? Answer the following questions which are related to this program.

A – F: Any answer which is complete and makes sense

2. Name 2 recent programs in which you ran “Game Simulation” training and respond to the following questions.

A) Program 1: a) – e) Any answer which is complete and makes sense

B) Program 2: a) – e) Any answer which is complete and makes sense

- f) What are the 3 energy systems? Describe their importance for the sport of tennis? How does your knowledge of the energy systems affect your job?

Aerobic:

- *important for endurance*
- *recovery between practices, matches, points*

Anaerobic Alactic:

- *main energy source for tennis as tennis involves medium to high instantly work which usually lasts under 10 seconds with 25 seconds between points*
- *would try to respect the work/rest ratio's when training*

Anaerobic lactic:

- *not prevalent in tennis*
- *need to be careful when designing and running drills to not go into lactic system as it will hurt coordination, effort, concentration*
- *can be good for development of mental toughness with high performance juniors (not with recreational players)*

SECTION 8: ROLE AS A COACH

1. When addressing a team (interclub doubles), before a match, what are some important considerations which a Pro should take into account?

- *Clarify who will play which side, who will serve first; how each player wants to play (serve and volley or stay back; poach or not, return and come in or stay back)*
- *Encourage them to have fun*
- *Provide a tactical objective which will make the difference, what will allow them to win*
- *Emphasize teamwork: communicate well, refocus strategies*
- *Be inspirational (i.e. "you have all the solutions, just work as a team")*

2. When addressing a team (interclub doubles), after a match, what are some important considerations which a Pro should take into account?

- *start by addressing the team, then the individuals, always begin by asking them what they thought*
- *bring awareness to what they did well*
- *bring awareness to what was the main difference in the match*
- *provide recommendation on what they might do better next time*
- *Bottom Line: show that it matters; show that you care*

3. When an interclub team is playing a match, what should the Pro do while the match is underway? How should the pro act?

The Pro should ensure that they are focused on the match and that they are "really into" the match (might take notes on match). For example, if a player looks over, the Pro will be watching them and not talking to others.

SECTION 9: ROLE AS AN ANIMATOR

During the course we emphasized the importance of a "closing" to ensure that we never leave the court without informing them of another lesson, session, social, etc.. List the last 3 on court

activity that you did and specify what your closing was. What were you satisfied about your closing? What improvements could be made to your closing?

Any answers that are complete and makes sense