

SCENARIO



Allenwood Sports and Leisure Centre

The Allenwood Sports and Leisure Centre is situated on the outskirts of Ware in Hertfordshire. The centre is owned by Celedex PLC and is the largest centre that it runs.

Allenwood has:

- a multi-use sports hall
- various sports pitches
- a large concert hall
- a theatre
- a swimming and diving complex
- two fully equipped exercise rooms
- a leisure complex which includes state of the art gym equipment, saunas, a hairdressing salon and a beauty room
- a skatepark including BMX ramps.

Facilities within the centre can be booked by members of the public for events such as birthday parties.



The staff at Allenwood produce all the literature that is sent out to the public. Timetables for the use of the facilities at the sports hall, and for the swimming pool are changed monthly. Posters, booking forms and tickets are produced for the events that are held at the concert hall, theatre and the skatepark.



All members of the Allenwood Sports and Leisure Centre are issued with a membership card. The card is being redesigned to allow it to be swiped for entry to the centre. The card will be double sided. One side will have a photo of the member, their membership number and an expiry date. The reverse will have a place for a signature and the magnetic strip which holds all the member's information, and the facilities they are entitled to use. A reminder letter is sent annually to tell members that their Every year, during one of the summer bank holidays membership is due for renewal. Annual membership fees are decided at a board meeting held every October.



, Allenwood holds a three day festival where many national, international and local music and sporting stars will take part. Members of the public will be invited to listen to the music and join in some of the sporting activities. Part of the grounds is used for camping and one of the car parks is available for caravans and camper vans.



The General Manager, the Concert Hall & Theatre Manager and the Administrative Assistant form the committee that meets, in the Meeting Room, to plan the three-day festival.



The Allenwood Sports and Leisure Centre logo Here is the logo for the new Allenwood Sports and Leisure Centre.



It will be included on all documents produced by Allenwood Sports and Leisure Centre.

Allenwood Sports and Leisure Centre details:

Allenwood Sports and Leisure Centre
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Ware
Hertfordshire
SG12 1XY
Tel: 01920 853215
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Tel: 01582 975123
Fax: 01582 975124
E-mail: headoffice@celedex.com

Personnel Information – Allenwood Sports and Leisure Centre

- Heath Abrams is the General Manager. He is in charge of the day to day running of the centre.
- Niraj Neesar is the Concert Hall & Theatre Manager. He arranges all the events that are held at the concert hall and theatre.
- Jean Williams is the Office Manager. She leads a staff of six, who produce all the literature the centre sends out, and deals with the membership of the centre.
- Kelsey Homes is the Sports Complex Leader. She is in charge of all the events held at the sports complex and is also responsible for arranging the timetables for the sports events and staffing the various activities.
- Angelo Tirsh is the Administrative Assistant. He books and arranges all the events for the festival and deals with the bookings for camping and caravan spaces.

Three Day Festival

A meeting was held on 13 September 2006 to discuss the next three-day festival. At this meeting it was decided that the festival will take place from 25 August 2007 to 27 August 2007. Events will start at 10 am each day, finishing at 10 pm on Saturday and Sunday, 6 pm on Monday.




These ticket prices were decided:

Adult 1 day –	£10	3 days – £20
Concessions (children under 16, students, pensioners)	1 day – £6	3 days – £12
Family (2 adults + 2 children or 1 adult + 3 children)	1 day – £25	3 days – £50

Tickets will be available by post or through the Allenwood website.


At the next meeting the committee will discuss catering and health and safety.

Swimming and Diving Complex


 There are three pools in the complex: learner pool, main pool and diving pool. All pools normally open at 9 am. The learner pool closes at 7:30 pm and the diving pool at 8:30 pm.

The main pool normally closes at 9 pm except on Monday when it does not close until 9:30 pm because of the 1-hour lifeguard course.

The main pool always opens early on Tuesday, Wednesday and Thursday for the Early Bird swimmers from 7 am to 9 am.

 Swimming lessons always take place in both the main pool and the learner pool from 4 pm to 6 pm on Monday to Friday and from 9 am to 12 noon on Saturday.

The learner pool also has lessons from 11 am to 2:30 pm on Monday to Friday.

 The main pool always has aquarobics sessions on Monday from 6:30 pm to 7:30 pm, Wednesday from 8 pm to 9 pm and Thursday from 9:30 am to 11:30 am.

The swimming club always takes place between 8 pm and 9 pm on Friday in the main pool. The diving club takes place at the same time in the diving pool. When swimming lessons, aquarobics sessions, swimming club and the lifeguard course take place in the main pool, one lane is always available for swimming. Each month one or two new sessions are added in each pool. Examples of such sessions in the main pool are family aqua fun, swimming for the over 50s and snorkelling.

Concert Hall Bookings

The concert hall can be booked in advance. The facilities can be used for parties as well as concerts.

Here are the details for one booking:

Customer Details Booking Details

Caroline Prestwich End of Year Party on Saturday 6th July 2008

Deputy Head Venue: Concert Hall

Fablethorpe School No. of people: 180

Cox Close Start time: 7 pm

Fablethorpe Finish time: 11:30 pm

PE9 4KS Hire of disco: £180.00

Tel: 01255 377884