

Site Coordinator's Bag of Tools for operating a successful Site
(In no particular order)

- Extra stakes for securing goal nets to the ground (from Dicks, REI, etc.).
 - Sledge hammer for HQ tent set up and for use on aggressive parents... just in case
 - Duct tape – for securing goal nets to posts, poles, etc. (use sparingly, and may be prohibited depending on site).
 - Ziploc fasteners, long – for securing goal nets to posts, poles, etc. (from Home Depot).
 - Scissors/snips for cutting old zip locks/excess Ziploc ends .
 - Step stools/ladders – for setting up nets.
 - Traffic cones... if possible – for reserving spaces for your REFs, Certified Athletic Trainers (CAT), and VIPs.
 - Extra coolers, if possible.
 - Toilet paper – you know what for...☺
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- Generally as the Site Coordinator, you should only deal with a team coach or manager. If you are swarmed at the HQ tent by a group of angry parents...explain that you will only speak with one person – the coach or team manager. Likewise, if after resolving a tense situation, one or two parents persist on complaining offer them the opportunity to articulate their dissatisfaction on a Kudos/Concern form.
 - Kudos/Concerns sheets – Keep about ~ a half dozen or more in your Site Coordinator's book. If you get a really upset parent that won't calm down, first get them off to the side, and out of the way. Don't patronize or blow them off. Second – offer them an opportunity to write down their concern/issue on paper. The time it takes to write a formal complaint helps diffuse the situation. Do let them know that you'll pass it along to the tournament authorities at your first opportunity.