

INDUSTRY SPOTLIGHT

■ **Training, and recognition of training**, is the best way to let colleagues and potential employers know who you are and what you have accomplished. Almost every industry has a measuring stick to help employers gauge the level of competency of a future employee.

The Gang's All Here

Answers provided by Joe Prashaw



How did you get into the industry?

I was working at the University, and the Athletic Facilities Manager position opened up. I grew up in an arena playing hockey, so I knew it was a challenge I would enjoy. Glen, Gabe, Roger, and Shawn had always wanted to drive a Zamboni and moved into positions in the arena from other jobs on campus.

Best tip or trick you picked up at a STAR Program: Turning on ceiling heaters to dry out the air when you are having humidity issues. This tip saved us before we installed a dessicant dehumidifier. Also using the pump sprayers to take paint off the ice and brighten the lines during the season.

What's the funniest story from your career that you can share? Roger was being trained to operate the Zamboni on his first day in Appleton. The trainer instructed him to take the machine off the ice. He drove off with the conditioner down and through the overhead door at the end of the Zamboni room. He says he had to change the blade after his exit.

What's the most successful project

you have been involved with?

Installing a dessicant dehumidification system. Our ice quality has improved immensely, and we no longer have to worry about fog and drips.

Tell us about the most embarrassing moment in your career:

St. Lawrence hosted a televised women's play-off game. A member of the camera crew decided to place a stepladder at the entrance to the Zamboni room just as Gabe was finishing a flood. Gabe was doing his best not to run over the cameraman and forgot to turn off the water. Luckily we had several squeegees nearby and were able to start the next period close to the scheduled time.

What's the biggest mistake you have seen? Not training your entire staff. Why would you spend \$100K on an ice resurfer and not have fully competent staff operate and maintain it? We are lucky to work for a University that understands great things evolve from education.

How has STAR Training helped you and your facility? It has allowed the staff to think for themselves and take

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Joe Prashaw, Glen Dibble,
Gabe Szafranski,
Shawn Wright
& Roger Woodard

Appleton Arena, St. Lawrence University

• Canton, N.Y.

Years in Industry: JP (3 yrs), GD (3 yrs),
GS (6 yrs), SW (5 yrs), RW (13 yrs)

STAR Operator level: JP (CIT),
GD (2 classes), GS (CIT), SW (2 classes),
RW (3 classes)

STAR / ORFA Courses Taken:

- IMPT - JP, GS, RW, Napanee, ONT. Thru ORFA
- IMEO - Everyone, Williamsville, NY
- BR - Everyone, Lake George, NY



pride in their work. It is nice to hear patrons say the ice is much better than it has been in past years or the floors and bathrooms are much cleaner than other facilities they've visited.

Importance of STAR and/or NARCE for your business and/or career:

STAR has been a wonderful resource for gaining a wealth of industry knowledge in a relatively short amount of time. I have emailed questions to several instructors at STAR over the last few years. They responded quickly and helped our facility attain the best value for our dollar.

Final Thoughts: The investment you make in your employees will be repaid quickly. It will help retain quality operators, and you will save money in maintenance and operating costs. ★