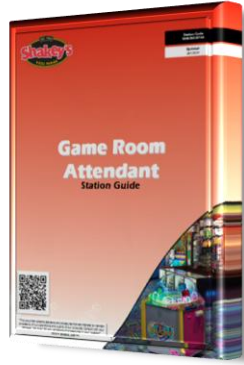




Store: _____

Team Member: _____



6 Game Room Attendant Module

Total Time 1-2 days (4-8 hrs)	Course/Topic	Trainer/ Manager	Trainee initials	Date	Passed/ Completed
	1 Game Room Attendant Tools				
	2 Game Room Attendant Sequence				
	3 Tokens				
	4 Tickets				
Guide Review 30 min	5 Redemption Area	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	<input type="checkbox"/>
	6 Money Handling Policy and Procedures				
	7 Guests Situations Resolution (L.A.S.T.)				
Module Video 10 min	8 Game Room Attendant Training Video	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	<input type="checkbox"/>
Practice 3 Hrs	9 Game Room Attendant Hands On Training	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	<input type="checkbox"/>
Module Quiz 20 min	10 Game Room Attendant Quiz	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	___%
Certification 60 min	11 Manager-Trainer Certification Check List	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	___%

General Comments (recommendations, areas for improvement, etc.) _____ _____ _____	General Score <input type="text" value=""/> % Passed <input type="checkbox"/> Yes <input type="checkbox"/> No
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6

Game Room Attendant




Module

The Game Room Attendant actively assists our guest by demonstrating games when needed and helps guest choose prizes at the Redemption Center. The game room attendant also helps with routine game/ticket maintenance and repairs. They ensure that all games, Redemption Center and game room are clean and free of litter.


Description of training: The Game Room Attendant Training Program includes all material necessary to facilitate the learning process; such as Station Guide, Training Video and Quiz specific to the position. The training also contains a summary of the Game Room Attendant responsibilities. The Game Room Attendant Training Module has been designed to provide all Shakey's Team Members with tool and training material to guarantee thorough training of the Game Room Attendant position.

The Team Member will review the role and responsibilities of a Game Room Attendant: how to assist guests in redeeming prizes, basics rules of the game area, troubleshooting. **The recommended training hours per day is 4hrs, and the module program should be covered between 2 days or 4-8 hrs.**


2 Days (4-8 hrs)	Training Program
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Station Guide 30 min	Game Room Attendant Station Guide	Resource	Main Goal:
	1 Game Room Attendant Tools 2 Game Room Attendant Set-Up 3 Game Room Attendant Sequence 4 Tickets 5 Tokens 6 Redemption Area 7 Money Handling Policy and procedures. 8 Guests Situations Resolution (L.A.S.T.)	Station Guide	The trainee will review all basic standards required of the position. The trainee will review all procedures, policies, and responsibilities specific to their position.

Comments:

Module Video 10 min	Module Video	Resource	Main Goal:
	Game Room Attendant Video	Video	The Team Member will review the video to gain a better understanding of the station guide and will be provided examples of how to perform their job.

Comments:

Practice 2 hrs	Training	Main Goal:
	Game Room Attendant Hands On Training	The Team Member will work with the trainee, in the station area, to review the opening and closing responsibilities and tools necessary to being successful in their station.
Effective Training: We strongly recommend training the Game Room Attendant at least one day (4hrs each day) during buffet hours (lunch/open) and one day during evening hours and during a fundraiser (diner/close).		

Game Room Attendant Tools

Review, Practice and Feedback

- Game Room Attendant Tools.

Game Room Attendant Set-Up

Review, Practice and Feedback

- Setting up Work Station.

- Fill Tickets
- Stock Prizes
- Tokens, tickets, and bags.
- Sani-Bucket, towels, and wipes.
- Clean Game Room area, floor, display area, remove trash and tickets out of ticket eater.
- Check for hazards (plug-in, cords, floors, glasses etc.)
- Overall Game Room Appearance
- Game Room Rules

The Game Room Attendant Sequence

Review, Practice and Feedback

- Game Room Sequence

- How to greet (welcoming the guest).
- Show and Help. Show guest prizes and help or answer questions when needed.
- Assist the guest in redeeming prizes.
- Offering a bag when needed.
- Thank you and good bye.

Tickets

Review, Practice and Feedback

- Refilling tickets holder.
- Solving quick fixes.
- Place an "Out of Order" sign when game or ticket eater is not properly working.

Tokens

Review, Practice and Feedback

- Solve quick fixes in coin slot.

Redemption Area

Review, Practice and Feedback

- Organize and clean redemption area.
- Make sure merchandise is attractively displayed in a neat fashion.
- Make sure all prizes have the correct pricing tags.

Money Handling Policy

Review, Practice and Feedback

- Always verify (count) tokens that are assigned to them, with manager present.
- Never leave tokens unattended.

Guest Situation Resolution

Review, Practice and Feedback

- Shakey's Problem Solving System (L.A.S.T.) Listen, Apologize, Solve, Thank.
- How to solve a Guest Situation Resolution and common examples

Opening/Closing Procedure

Review, Practice and Feedback

- Opening and closing the station.

- Train (3-5 times) a full Game Room Attendant Sequence with guest present (feedback)

General feedback and comments

Comments:

Module Quiz 20 min	Practice Quiz	6
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▷ **Instructions:** Complete before taking Game Room Attendant quiz.
Note: The trainee should get at least an 80% (16 of 20) to pass the quiz.

1. **When must you wash your hands?**
 - Before starting your work and after using the restroom.
 - After counting tokens.
 - Every time you start a new activity.
 - All of the above.

2. **Which of the statement below describes a Game Room Attendant?**
 - They are a team member that redeems prizes and keeps the game room clean.
 - They actively and enthusiastically promote a fun atmosphere and excitement among our "kid" guests. Help with the games, serve our guests at the Redemption Center and demonstrate game play.

3. **What are some of the essential duties of a Game Room Attendant?**
 - Greet the guest upon arrival in the room.
 - Assist guests on how to operate games.
 - Respond to guest complaints of games not working
 - All of the above

4. **What are three basic rules of the Game Room?**
 - No drinks allowed, no running, no climbing.
 - No laughs, no smiles, no food.

5. **How often should the games be wiped down and sanitized?**
 - At the end of the day.
 - Every 4 hours.
 - Every 2 hours.

6. **Why is it important to turn off and disconnect games before cleaning?**
 - Because you save energy.
 - Is important to remove all dirt behind the game.
 - Is important to prevent an electric shock risk.

7. **True or False:** The Game Room attendant should model or demonstrate to guest the selection of prizes they can purchase.
 - False
 - True

8. **True or False:** The Game Room attendant should remove the coin jam from the game, clears, and replace token if necessary.
 - False
 - True

9. **True or False:** The Game Room attendant should places a Shakey's "Out of Order" sign if they are unable to fix the game right away.
 - False
 - True

10. **True or False:** It's okay for guest to rough house or horse play in game room area.
 - False
 - True

11. **True or False:** It's okay for kids to climb on games.
 - False
 - True

12. What should you do if a guest gets hurt in the game room area?

- Inform your manager on duty.
- Nothing.
- Inform the guest to call corporate.

13. What should you do if you cannot fix a game?

- Nothing.
- Inform your manager on duty.
- Try to fix it until you can figure it out.

14. What should you do if a guest needs help with a ticket or coin jam?

- Nothing.
- Inform your manager on duty.
- Be available to assist them.

15. The game room should always be:

- Clean, filled and operating so that each guest is guaranteed to have fun.
- In good condition.
- There are no standards for the game room.

16. What are considered situations that a guest may need immediate assistance?

- They've won and their tickets are not coming out of the machine.
- They've inserted a token but the game is not starting.
- The ticket eater is not working.
- All of the above.

17. How should the redemption area look?

- Clean and free of finger prints; area should be organized and clean.
- Full of clutter and empty plants and cups.
- There is no standard.

18. What you should do when sneeze :

- Cover your mouth with your t-shirt.
- Cover your sneeze with you arm ("Dracula" approach) and wash your hands.

19. True or False: Tokens are not real money, but they have the same value as real money.

- False
- True

20. What does L.A.S.T. stand for?

- LISTEN Do not interrupt, let them talk / APOLOGIZE "I'm sorry" / SOLVE "How can I fix it for you?" / THANK "We appreciate your attention".
- LISTEN "I can't fix it now" / APOLOGIZE "I don't know what happened" / SOLVE "The Manager is not here, please call later" / THANK "Thanks"



Certification 6

Game Room Attendant



Total Time 60 min	Employee		Store		Date	/	/
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Instructions: To complete the Certification process, the manager will do a general review of the Team Member's performance, after they have been trained. The trainee should score at least **8 out of 10** (80%) to be certified in their position. If their score is less than 80% the Team Member will need to review all training material and reschedule the certification process with their manager.

Manager-Trainer Certification Check List

In order to confirm the Team Member has been certified as a Game Room Attendant the Manger will confirm, through the check list below, that the Team Member has be thoroughly trained and has knowledge of the position.

1. **General Knowledge** Yes No
 - Has knowledge of description of work and Mission & Values. Knows how to wash, check and clean work area, and knows station tools.
 - Knows his or her Responsibilities, uses uniform, visor and name tag.
2. **Game Room Attendant Characteristics** Yes No
 - Smiles, Makes Eye Contact, Welcomes/Friendly, Listens Patiently, Offers/Show and Help, Thanks, Says Goodbye
3. **Work Station Set-up and maintenance** Yes No
 - Fill tickets correctly, stock prizes, clean Game Room area, floor, display area glass, remove trash and tickets, check for hazards (plug-ins, cords, floors, glasses etc.), and follow Game Room rules.
4. **The Game Room Attendant Sequence** Yes No
 - Greets (welcomes), sincere smile, eye contact and listen, shows and Help, shows guest prizes and helps or answers questions when needed, redeems prizes correctly and quickly, brings a bag, says thank you and good bye.
5. **Tickets** Yes No
 - Knows how to fill the tickets holder, quickly solves issues with the ticket eater, and places an out of order sign if game is not working.
6. **Tokens** Yes No
 - Quickly solves issues with coin slots.
7. **Redemption Area** Yes No
 - Kept organized, guests are able to see prizes.
8. **Game Room Attendant Forms** (If applicable) Yes No
 - Count their cashier/Drops/change, and fill a Till Counts correctly
9. **Guest's Situations Resolution** Yes No
 - Knows the Shakey's Problem Solving System (L.A.S.T.)
 - Listens, Apologize s, Solves, Thanks
10. **Open and Close** (shift /close) Yes No
 - Knows how to Open and Close his/her position



60 min

Total Time	Name of Manager/Trainer Certifier	Trainee initials	Passed/ Completed
			_____ % <input type="checkbox"/> Yes <input type="checkbox"/> No

General Comments about the trainee (recommendations, suggestions for improvement, etc.)