



Station Code  
GAM-GUI-2015B

Updated  
March/2015

# Game Room Attendant

## Station Guide

# 6

CLICK OR SCAN TO VIEW  
TRAINING VIDEO



This training material contains standards and procedures for the Shakey's system that relate to the Shakey's brand, specifically the quality of the products that the public associates with the Shakey's brand, other content is in the nature of advice and suggestion as to operations. You should consult with the Manager on Duty or the Franchise owner if you have questions about restaurant operations. For training use only. All Rights Reserved © 2015 Shakey's USA, Inc



**Please note:** The Redemption System, Games, and Coin Slot Equipment presented in this Station Guide may vary from store by store. Always ask you manager on duty if you have any questions regarding any variation in game model, maintenance and specific procedures of the game room area in your restaurant.



## Game Room Station Guide

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### Description of Work

The **Game Room Attendant** actively assists our guest by demonstrating games when needed and helping 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 the game room are clean and free of litter.

#### Essential Duties and Responsibilities:

- Greet the guests upon arrival at the game room.
- Assists guests with ways to improve their performance on games or how games operate.
- Respond to guests complaints of games not working. Troubleshoot the problem and report the status to the manager on duty.
- Keep games, counter tops, floors and Redemption Center clean and wiped down at all times.
- Merchandize prizes according to Game Room Standards.



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## Tools for Preparing and Maintaining Work Station



**Quaternary**  
To keep work area clean.



**Spray Bottles**  
Fill Spray bottle with cleanser; properly label bottle with specific cleanser name



**Clean Towels**  
Always keep towel in sanitizer solution.



**Paper Towels**  
Maintain adequate supply for cleaning windows and games



**Sani-Wipes**  
Maintain adequate supply for cleaning windows and games.

**Pricing Tags**  
Use to list prices of prizes



**Calculator**



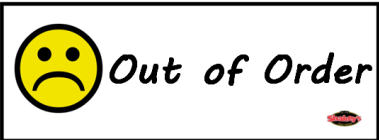
**Game and Display Keys**  
Always keep the keys with you.



**Tickets**



**Thermal Paper Rolls**  
Prints out ticket total



**Out of Order Sign**



**Game and Display Keys**  
Always keep the keys with you.




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### Game Room Area

It is the Game Room Attendant's responsibility to ensure the game room is ready for business and solve any problems as they arise. As the Game Room Attendant you also play an important role in making sure we provide a safe and fun environment for all of our guests, big and small, in the game room. While we want our guests to have a good time; remember, safety comes first.

Here are some basic rules to enforce in the game room:



### Game Room

### Rules

- No drinks in game room.
- No running in the game room.
- No roughhousing or horse play.
- No crawling behind or underneath games.
- No climbing on games, except kiddy rides. One rider per seat unless, it's Mom or Dad.
- Cord covers should be used on all exposed electrical cords.
- All unused electrical outlets must have safety plugs.
- All accidents must be reported to Management immediately.

It is your responsibility to be available to help guests with token and ticket jams. Stay alert, always looking for safety hazards. Keep the game room and games clean at all times.

Keeping the game room sanitized is very important. Make sure that you clean and sanitized game surfaces regularly; this will reduce the spreading of germs to our high risk guests (Children).

Make single use wipes available to parents (Keep out of reach of children).

### Game Room Appearance

- The games should be in good shape and clean.
- Guest contact surfaces on the games should be wiped down, with a towel using sanitizer solution, at least every 2 hours.
- The floor needs to be monitored for food and debris; sweep as needed.
- The game room needs to be checked for cups and napkins left on and around the games by guests.
- The games themselves need to be periodically cleaned.
- Check the glass on the face of the game; it should be clean and free of finger prints and smudges. This will make the games easier to see and play.
- Check game controls; they should be free of dirt and hand prints left from food on kids hands.
- For games containing balls; check the ball area for dust and dirt.
- For driving games; check the seating and footpad area. The seat needs to be clean so as not to soil or stain the guest's clothes. The footpad area will get dirty from guests tracking dirt and dust to the games on their shoes. They should be scrubbed periodically with a mild soap and a brush.
- The tops and backs of the games will accumulate dust. This area needs to be cleaned with a dusting tool or a damp cloth. Be careful not to allow water to run or drip down the top or back of the game; this can cause a shock hazardous to you, or damage the game.
- Turn off the game until clean.
  - Make sure to turn off any games, if the game surface or device is connected using electrical power, before cleaning.



## Tickets

Many of the games in the game room are redemption style games. These are games that dispense tickets based on how well the guest plays the game. These tickets are used to "buy" prizes and are used just like cash. It is extremely important that you secure the stock of tickets you use in the game room. While the tickets have no monetary value, they can buy prizes if lost or stolen.

When assigned to the Game Room Attendant position, it is important to stock all the redemption games with tickets before it gets busy. It is very frustrating for guests to play a game, win, and not be rewarded.

Always make sure the tickets are stocked:

- When you check the tickets, fill the tickets holder.
- Do not leave the holder half full. If another brick of tickets will fit, stock them.
- Do not leave ticket straps or tabs on the floor or inside the games. Place them in your apron as you work, and discard them when you are finished.

## Ticket Holders

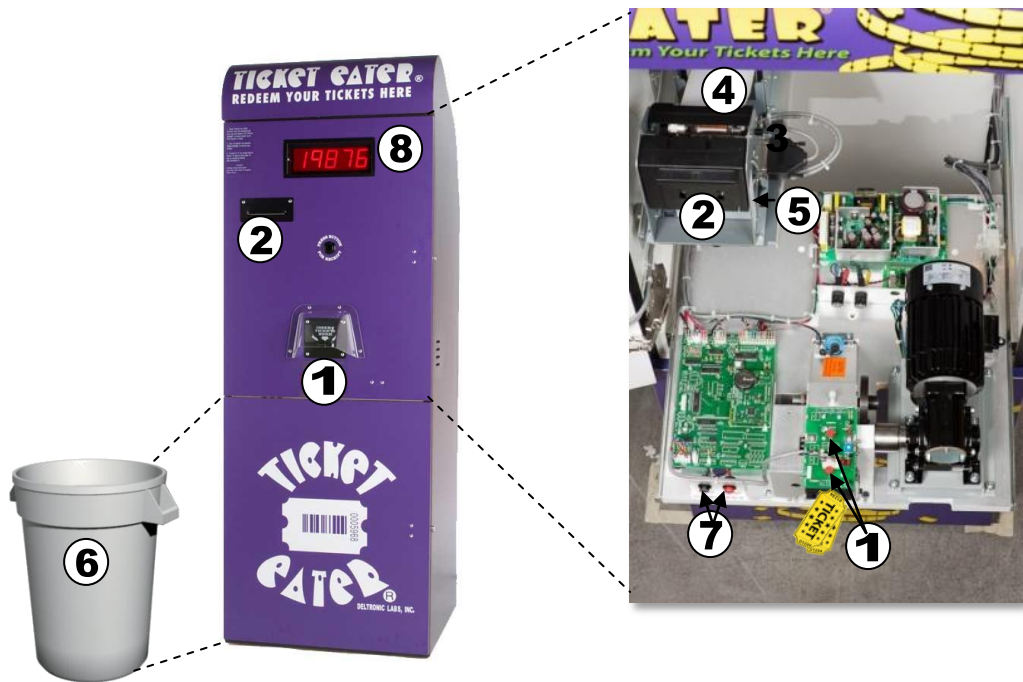
Sometimes a game is simply jammed when a guest requests a game to be checked for tickets.

If this occurs:

- Open the dispensing mechanism and clear the jam; re-feed the tickets back into dispenser.
- After clearing the jam, most machines will pay the tickets owed from memory. Some older machines may require you manually dispense tickets.
- If for any reason you are unable to fix a game, place a Shakey's **"Out of Order"** sign over the coin slot of the game. This will alert guests not to put coins or tokens in the game until it is repaired. Notify management immediately.



Ticket Eater Troubleshooting Guide		
Problem	Probable Causes	Solution
<b>1</b> Ticket Stuck	<ul style="list-style-type: none"> <li>The knives are stuck.</li> </ul>	Carefully remove the 2 red screws and remove the tickets. Go to error 6 if necessary.
<b>2</b> Doesn't print Ticket	<ul style="list-style-type: none"> <li>The thermal paper roll is over.</li> </ul>	Change the thermal paper with thermal side up side.
<b>3</b> Doesn't spin the Thermal Paper Roll	<ul style="list-style-type: none"> <li>The thermal paper roll is down.</li> </ul>	Place on the roll holder and adjust.
<b>4</b> Ticket is blank	<ul style="list-style-type: none"> <li>The thermal paper roll is upside down.</li> </ul>	<ul style="list-style-type: none"> <li>Adjust the paper.</li> <li>Change the paper.</li> </ul>
<b>5</b> Doesn't spin the printer	<ul style="list-style-type: none"> <li>The safety brooch is outside.</li> </ul>	Adjust the safety brooch of the printer.
<b>6</b> Full Error! Display	<ul style="list-style-type: none"> <li>The trash can is full.</li> </ul>	Change trash can and put a new bag.
<b>7</b> T-Error! Display	<ul style="list-style-type: none"> <li>The ticket eater needs be reset.</li> </ul>	Reset the ticket eater.
<b>8</b> Prt Error! Display	<ul style="list-style-type: none"> <li>The ticket eater needs be disconnected.</li> </ul>	Disconnect a few seconds and turn on.
<b>9</b> Out of Order	<ul style="list-style-type: none"> <li>Needs technical support.</li> </ul>	Place "Out of Order" sign.





### Tokens

Most restaurants will have dispensing machines to provide change or tokens for guests in the game room. You will need to know the location of these machines so you can direct guests to them when necessary.

These specially manufactured coins are not real money, but they have the **same value** as real money in our restaurants. It is extremely important that you treat these coins the same as you would cash. In the game room, you will be held accountable for tokens. Any abuse of tokens by team members will be considered theft.



Occasionally, a guest will complain that they put a token in a game and “nothing happened”. This is usually the result of a coin jam. You will be required to open the face of the game, remove the coin mechanism from the game, clear the jam, and replace the mechanism.

**Note:** Once you fix the problem, place a coin in the machine to ensure it is operating properly. Allow the guest to play the game once you’ve started.

If for any reason you are unable to clear a coin jam or fix the coin mechanism, place a Shakey’s® **“Out of Order”** sign on the coin slot of the game. This will alert guest not to put coins in the game until it is repaired. Notify your manager immediately and the manager will handle any refunds.





### Redemption Area

Always check the condition of the station:

- Make sure the glass in the display counter and cabinets are clean and free of finger prints and smudges. The area should be organized and clean.
- Do not allow employees to clutter the area with beverage cups or other trash.
- Do not leave items like catalogues and books on the front or back counter area.
- Be sure the merchandise is attractively displayed in a neat fashion, make sure that the area is well stocked and kept clean in even rows.
- Check the trash to be sure it is empty and that all tickets are being defaced or shredded and discarded properly.
- All price tags for prizes should be the approved Shakey's ® logo tags, with the pre printed ticket amount clearly legible.

### Prize Counter

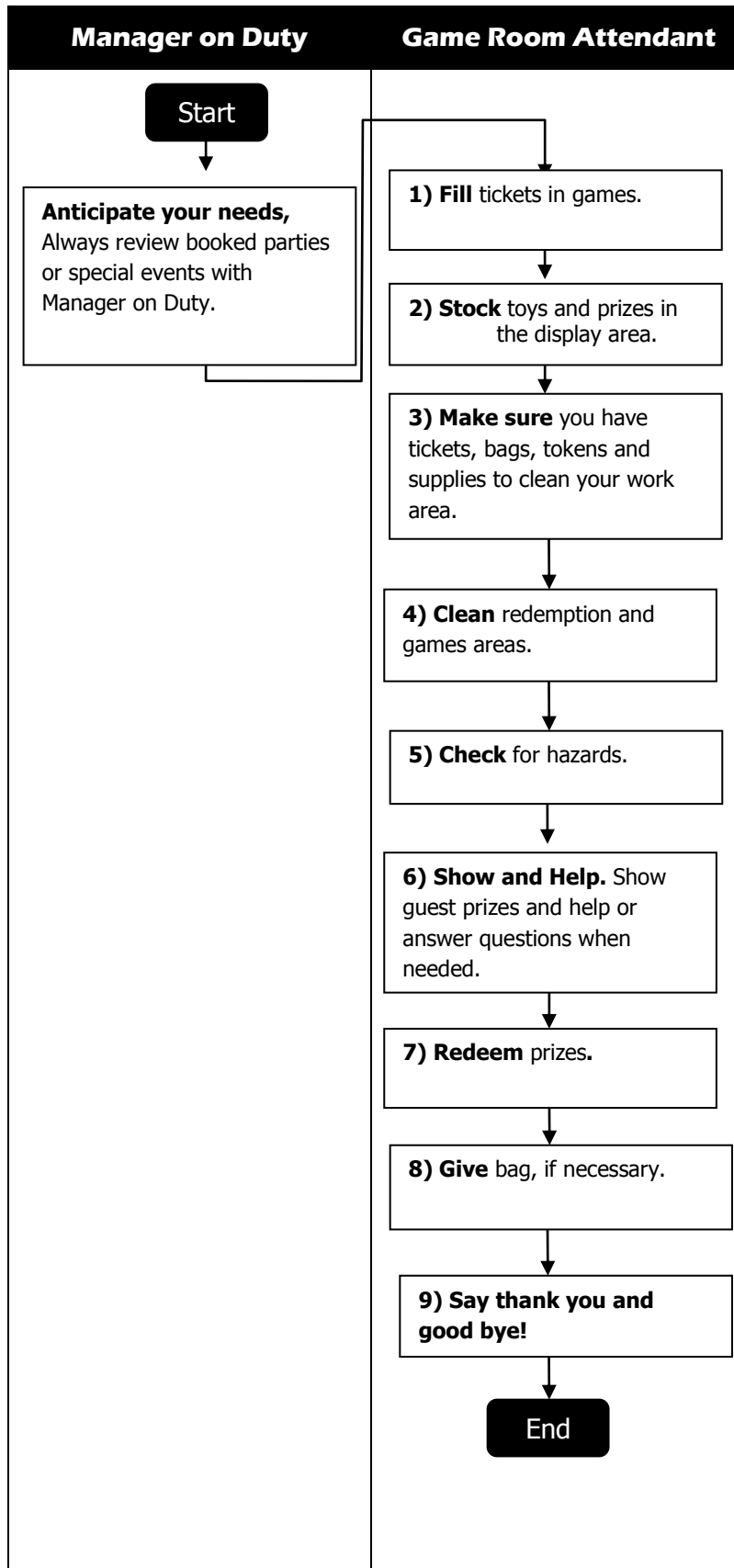
When a guest comes to the prize counter:

- Ask if they are ready to redeem their tickets. (Some guests will approach the counter just to look at the prizes, or check how many tickets they need to win the prize they want). If they are ready to redeem, count the tickets using the method in your restaurant. Some restaurants have ticket eaters that count and shred the tickets, others have scales that tell you by weight how many tickets the guest has, and some restaurants still hand counts the tickets. No matter which system you use, you must be accurate. Guests may become upset if they think they are being "short changed".
- Model or demonstrate to the guest the selection of prizes they can purchase with the number of tickets they have. You may wish to point out appropriate prizes using age, gender, and the number of tickets they have. Assisting in the selection may save you time.
- As they select items, subtract the price of the item from their ticket count, until they have spent all their tickets.
- When down to 10 tickets or less, show them where your low cost items are and ask which item they would like. Some guests, usually children, will stare longingly at prizes they can't buy. Try to move their attention to the prizes they can afford. This will save time and help you get to the next waiting guest more quickly.
- As you redeem the tickets, it is extremely important that you shred them so they are unusable.



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