

Module Quiz 20 min	Game Room Attendant 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 game 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 clear coin jams from games and replace token if necessary.
 - False
 - True

- 9. True or False:** The Game Room attendant should place 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
- Place an "Out of Order" sign on the game and 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, free of finger prints, prize area should be organized and well stocked.
- 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 your 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"