



Certification 6



Game Room Attendant

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|-----------------------------|-----------------|--|--------------|--|-------------|---|---|
| Total Time 60 min | Employee | | Store | | Date | / | / |
|-----------------------------|-----------------|--|--------------|--|-------------|---|---|

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.



60 min

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

| 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.)