FRONT COUNTER TRAINING GUIDE

March 2025

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Front Counter Manual

Customer Service

- Remember! Our philosophy is we're clean, we're friendly, and it works! You are the customer's first impression upon entering the facility. Try to be as friendly and as helpful as you can. All customers should be greeted upon arrival and leaving the facility.
- If a customer has an issue, try to remain as professional as possible. If you are unable to assist them, ask a Manager for assistance. It's what we're here for! If you need to step away from an upsetting experience, just let us know and take a breath in an employee-only area.
- Be friendly! You don't have to go over the top, but we should appear friendly and willing to help. Remember, we feed off of each other's energy!
- Don't lean on the counters, don't have your back to customers, and don't make it obvious that you'd rather be elsewhere. If you are given permission to sit, make sure to stand when customers approach you. The chair is typically for medically approved reasons.

Facility Information (+Age & Height Requirements)

- Restroom locations
- Party Room locations
- **All Facility Exits**
    - Front Doors
    - Pickleball Side Doors – Front & Hallway
    - Back Door
    - Laser Tag Side Door
    - Jump-N-Play Back Door
    - Side Door beyond Bumper Cars
    - Side Door behind Mini Bowling
- **Jump-N-Play**
    - Ages 10 years and younger only.
    - Make sure you give each person a wristband, announce the start and end time of their session, and make sure that they have socks.
    - No one should get a wristband if they do not have socks.
    - Anyone who is 4 and Under also receives access to Playland included.
- **Laser Tag**
    - Recommended for ages 7 and up - OK if they are a bit younger and have done it before or are playing with their parent.
    - Sessions run every half hour and must get a session card at the front counter at time of purchase.
    - Closed toed shoes are required.

- **Bowling**
  - All Bowling inquiries should be directed to the Bowling counter during weekend.
  - OK to sell at the front during weekdays if we are slow during the School Season.
  - Know the bowling specials, bowling combo, hourly vs. per game, etc…

- **Specials – CHECK if they are currently available to sell. Not available during the summer for some.**
  - <u>Ladies Night Out</u>
  - Select days and times (e.g currently Thursday from 4 – 8 PM). Verify with Management in case of change
    - Free bowling for ladies
    - Shoes not included
  - <u>Fall Special – Monday - $8 LT / JNP / Ropes</u>
    - Use the designated POS buttons for these sales
  - <u>Fall Special – Tuesday – ½ Price Games</u>
  - <u>Fall Special – Wednesday – Half Price Bowling - $20 Per Hour</u>
    - Shoes not included
  - <u>Fall Special – Thursday – Pizza, Pitcher, Game Card - $30</u>
    - 1 XL Pizza
    - 1 Soda Pitcher
    - 1 $20 Game Card
    - The POS will have you print a café ticket once you complete the transaction
  - <u>$21 Bowling Special – per person</u>
    - 2 Games of Bowling
    - Bowling Shoes
    - 1 Individual Pizza
    - Medium Soft Drink
  - <u>JNP BouncePass</u>
    - Write the expiration on the punch-card 1 month from the date of sale
    - 10 Unlimited All Day uses per card
    - Provide them with the designated wristband
    - Redeem each punch using the $0 BouncePass button in the POS
    - OK to use for multiple children
    - OK to use on the weekend
    - Not for walk-in party use if we are made aware of it
  - <u>Kids Bowl Free – per person</u>
    - Must sign up through KidsBowlFree.com
    - Bowling Counter staff must redeem their coupon with a code 7044
    - 2 Game FREE per participating child
    - 2 Games FREE per members of a Family Package
    - Shoes not included – See if we are offering the Shoe Pass
    - Monday through Friday for select hours. Verify with Management in case of change

- **Game Cards**
  - Be sure to explain GAME CARD process in detail, especially if it's their first time visiting.
  - Value can be added to Cards at front counter, Redemption counter, Kiosk Station or Reload Station inside the Game Room
  - When you tap the card, the game will turn on and deduct the cost of the game from your card
  - If you are playing a Redemption Game the winning tickets will automatically be put on your card
  - These can be tracked via the card number on the customer's receipt
  - Try to encourage customers to register their game cards through the website noted on the back of the card, especially if they have a lot of credits and/or tickets

Combos

- Combo cards have a pre-determined amount of credits on them for a discounted price.
- Multiple people may swipe off their activities from the card, but the card may NOT be split into several cards.
- The value of Attractions, Rides, and Games may be deducted from the credits on the card until there is no longer a balance (except Bowling by the hour – must pay separately).
- Make sure to remind customers that if they intend to do anything other than the Arcade, that the credits are used toward all activities.
- Nothing comes set aside with the combo card! Sometimes customers will assume it is a Arcade Credit + 1 Ride. This is NOT the case!
- Customers can use them on any rainbow / purple card scanner.
- Game Credits CANNOT be used toward food, beverage, bowling by the hour, or any other POS purchases

Item Buttons

- Familiarize yourself with all of the item buttons, their locations, and what they are for
  - For example, where and/or what are the following buttons?
    - Socks
    - Playland
    - Attraction
    - Summer Splash Pass
    - Burbee Place
    - Master O's
- If you have any questions, ask you Front Counter Manager(s) for clarification.

Coupons & Discounts

- We have many different coupons and discounts that customers can inquire about / present.
- One coupon per transaction and cannot be used with combo cards as those are already discounted.

- Make sure to read the guidelines for coupon use and verify the expiration date if one is present.
- Once a coupon has been redeemed, mark it through and initial it before turning it into the Coupon Box under POS2.
  - Exceptions to these are laminated coupon cards that we may reuse.
    - E.g. $5 Return Visit Coupon.
- **Become familiar with how to process these.** Most require a manual discount during check-out. You can do this one of two ways. When ringing up, click the button "Discount" and click the circle for either.
  - "%____" and enter the percentage off.
  - "$____" and enter the amount off.
  - In either case, make sure to enter the code for the discount in the Note Section.
    - Refer to the Coupon Key taped beside each POS for the code to type in according to the coupon or discount you are applying. Hit "Save".
- Coupons you might come across include the following:
  - GoPlaySave (e.g. $30 for $20, Family Pack)
  - BOGO from Kids Directory
  - $5 Return Visit Card – Valid on the next visit
- Discounts you might come across include the following:
  - 10% Military Discount – Valid ID required.
    - Does NOT apply to alcohol, combos, other coupons and/or specials.
- **All details regarding individual Coupons, Discounts, and even Specials can be found in the Coupon Log Book** located at the Front Counter. Refer to this with questions on coupons and how to ring them up.
  - It is color coordinated with the Discount Cheat Sheets placed beside each POS for reference.

Credit Returns to Game Cards

- If a customer experiences an error during game play and is unable to use their credit, it is policy to verify that the scanner actually processed the credits.
- If the Wi-Fi fails momentarily, the game may show an "Invalid RFID" error. Sometimes the credit will be taken off and sometimes it will not. Use a Card Scan Report to view the history of gameplay to verify if the credit was taken off.
- If the credit was taken, use Manager Functions to return the correct amount of credits to the card. Be sure to verify how many times the card was scanned if they swiped repeatedly in an attempt to play.
- If the customer decided not to participate in an activity (e.g. they were too young to play Laser Tag or scared of Ropes Course), we can return the credits to the game card once we verify they did not participate.

Refund Policy

- As a norm, we do not process refunds unless there are extenuating circumstances. Only a Manager or Director can authorize a refund.
- Staff, especially newer Attraction Staff, might direct a customer to the front for a credit back to their card and accidentally use the term "refund". If the customer insists even

after an explanation of a credit back to the game card to be used toward another activity, please get a Manager.

Outside Food Policy
- If a customer purchases cards for a Walk-In Party, please inform them that we do not allow outside food, regardless of if the café if open or not.
- If they insist on keeping the food they've brought in, there is a $75 fee. If they pay this, they may also have access to a party room for 30 minutes IF available. This is usually not accommodated on the weekends due to party traffic. If they choose to remain in the main area to eat, they must plate their food and trash anything indicating the place they purchased it from.

- **Standard Policy:** No outside food allowed. There is a $75 charge to keep the food. They must plate it and throw out any bags or other items indicating it's from outside. If it is slow and we have one available, we may offer them a party room for 30 minutes. There is no additional charge for offering the room. On the weekends, there is no flexibility with this policy.
- **Café is Closed:** No outside food allowed. Follow the policy. If it is a slow weekday and a customer brings in food, we need to approach IMMEDIATELY to share the policy. AT THAT POINT, assuming that it is a very small portion of food, they may be instructed that we will make an exception for that instance only, but that they must plate the food and dispose of bags and such. This is to prevent others from walking in and seeing that they brought it in. However, do not make this a failsafe and just allow. We will not permit this on a regular basis as customers will absolutely take advantage and they will continue to get away with it on another visit. If a significant amount of food is brought in, they need to either take it out OR pay the $75 and be granted 30 minutes in a room.
- **Allergies:** When the kitchen is closed, no one should be bringing in outside food regardless. When the kitchen is open, if someone has allergies, they are able to bring in food from outside ONLY for the person with the allergy. This does not mean we will allow them to bring in food for everyone in the group. Do not offer a room.
- **Small Items:** We are not going to force a charge if they bring in small items like a snack or a bag of grapes, etc… If parents bring in a bag of McDonalds for just for their kids, it's the same idea. Warn them that we do not allow outside food, this will be an exception, and that they must plate the food so other customers don't think it's allowed. Do not offer a room. It adds up throughout the year and can impact us as a business.
- **General Info:** Our policy is posted in our entryway and on the homepage of our website. The website also indicates that walk-in parties can pre-order up to 24 hours in advance. If they PRE-ORDER, we can make sure someone is available to turn the ovens and/or fryers on the next day even if the kitchen is closed. We will not do this as a last minute request as equipment takes time to reach proper temperature and staff may not be available to attend to the request (might be phase training, working on a project, in a meeting, etc…).

Counterfeit Bills

- All bills $20 and larger should be marked with a counterfeit pen and held up to the light or computer screen to look for the security strip.
- The security strip contains text of the denomination of the bill. Please check to see that the words match the actual bill. (Sometimes a smaller bill will be bleached and reprinted to be a larger bill. If the strip is missing, it could be counterfeit. If the strip says one denomination but the bill is another denomination, it is counterfeit).
- The counterfeit pen only confirms that the paper the bill is printed on is real or not. For the example of bleaching a smaller bill to make it a larger one, the counterfeit pen will detect that the paper is real. When the paper is real, the marker will show as more of a yellow color. If the paper is fake, the marker will show as brown or black. If you mark with the pen and its brown or black, the bill is counterfeit and we cannot accept it.
- If you do confiscate a counterfeit bill, please put it in an envelope with written details (date, time, customer's info – name and address or phone number if you can get it – or at least a description of the customer and any other info you can think of) and give it to HR HR will get the bill to the Secret Service.
- Please note; we do not get reimbursed for any counterfeit money turned in to us. That's why you need to check to see if it's counterfeit before you finish the sale. There have been times that a bill was found to be counterfeit once our deposit got to the bank. The bank returns this money to us (as it is our responsibility) but does NOT count towards our deposit.
- If the bill is old, it may not have the security features above. Use your own judgment on accepting the bill. We are not required to accept it.

Waivers

- All customers are required to fill out a waiver if they are participating in an activity other than the Arcade. This includes Birthday Parties, who are ALWAYS required to submit one.
- Customers can fill out paper waivers on site, print out a PDF to bring from home, or log into their account to submit one online. We also have a QR Code for another online waiver.
- Please make it a habit to verbally check that the customer has completed a waiver, especially if they mention it is their first time at our location.
- Waivers can be entered by Front Counter staff during their down time.
  - Request the log-in of a Manager or use the bstaff log-in.
  - Have a Manager show you how to enter a waiver onto the customer's account as there is a specific process online.
  - Waivers should be clearly marked once they are completed and have the customer's account ID (aka CID) written somewhere on the waiver.
  - Admin can show you how to process an online waiver.
- If a customer turns in a waiver from a Birthday Invitation, please be careful to return the coupon portion to them in case they do not notice it on the backside.

Restocking

- There are multiple items that can be stocked:
    - <u>Lanyards</u> – Located in the Serve Room beyond Mike's Office Bathroom.
    - <u>Socks</u> – Located behind Laser Tag – Right Side.
        - Let Cyndi or Admin know if we are running low as this is when Cyndi knows to order more.
    - <u>Game Cards</u> – Clean, recycled game cards are typically located in the cubbies to the left of Purple Counter.
    - <u>Jump-N-Play Bands</u> – Spare boxes are located in the black drawers below.
        - These boxes can be restocked from back-up boxes below the Clock-In Station.
    - <u>Laser Tag Cards</u> – Spares are located in the black drawers below.
        - If we are missing spares, inform Admin so we can print and laminate more.
    - <u>Literature</u> – Located in the black drawers below POS1 & in the Server Room.
    - <u>$5 Return Visit Coupons</u> – Located in the Server Room.
    - <u>Sanitizer Bottles</u> – Inform Ops.
    - <u>Pens</u> – There is a plastic bin labeled "PENS" in Admin in one of the center cubbies.

Down Time

- Enter Waivers
- Restock any of the above items
- Create game cards for parties, events, etc… Ask Admin
- Count & replenish Laser Tag Cards – Mark the numbers you count on the Tracker Sheet
- Dust & clean computer monitors
- Clean recycled game cards (Use Purell. Toss any that are bent, stained, scratched, etc…)
- Work on Front Counter Deep Clean List located in FOH binder

Birthday Inquiries

- When a family inquires about birthday parties, feel free to answer their questions to the best of your ability.
- You can also provide them with our Combo Pricing Sheet as it has our packages listed on the back of it.
- If they would like to fill out a request form, you can locate a Party Request Form in the Back Office. Ask Admin if you are not sure of it's location.
- A Birthday Coordinator will contact them in 1-2 business days during the hours of 10 AM – 4 PM. They should not call beforehand to book as we contact parties in the order we receive requests to provide everyone with a fair chance of getting their first choice of date and time.

- CONTACT can be either a phone call or, if we are unable to leave a voice message (e.g. full mailbox, etc…), then we will e-mail.
- **Familiarize yourself with our Birthday Party Packages**
  - **Basic** ($249 for the first 10 participants / $15 per extra participant)
    - 60 Minutes Activity Time
    - 30 Minutes Party Room Time
  - **Deluxe** ($299 for the first 10 participants / $20 per extra participant)
    - 90 Minutes / 1.5 Hours Activity Time
    - 30 Minutes Party Room Time
  - **Deluxe Plus 1** ($349 for the first 10 participants / $25 per extra participant)
    - 120 Minutes / 2 Hours Activity Time
    - 30 Minutes Party Room Time
  - **Deluxe Plus 2** ($399 for the first 10 participants / $30 per extra participant)
    - 150 Minutes / 2.5 Hours of Activity Time
    - 30 Minutes Party Room Time
  - **Flex** ($299 for the first 10 participants / $25 per extra participants)
    - $40 Game Card per participant to be used at their discretion
    - 30 Minutes Party Room Time
  - **Ultimate** ($649 for the first 10 participant / $50 per extra participant)
    - $50 Game Cards in Lanyards for the Arcade
    - Wristband for Unlimited Attractions / Rides during 3 Hour Reservation
    - Party Room for 3 Hours
    - Host for 1 Hour
    - Drinks Included (1 Soda Pitcher per 5 participants)
  - Food is included in the cost, but they can pre-order pizza at a 5% discount
  - Soft Drink Pitchers are included at 1 Pitcher per 5 Participants. They can order more pitchers the day of from the soda fountain at $5 per pitcher.
  - Attraction Birthday Parties are at Ballantyne: Basic, Deluxe Types, Flex, and Ultimate
  - Sports Birthday Parties are at Granite: Basic & Deluxe Types
- If a family is expecting less than 10 kids, they can opt for a **Walk-In Birthday Party:**
  - Purchase their activities day of at the Front Counter
  - Set up at the Party Tables in the Bowling Alley (First Come, First Serve)
  - Alternatively, they can call in to rent a room if they want a Private Area
    - $30 Per 30 Minutes, per availability
    - We do NOT do same day rentals
  - We prioritize Pre-Booked Birthday Cakes in our Fridge, but if we have room, they can store their own in there
  - If we have a party cart available, they are free to use one
  - Outside Food is not allowed at any time, even when the café is closed, but Walk-In Parties can pre-order 24 hours in advance through the link on our website.

Birthday Invitations

- Invitations are only supplied to customers who have booked a party with us. If you are unaware of how to check, ask Admin to verify that they have already pre-booked.

- Invitations should be prepared in advance by the individual who booked the party. These packets, labeled with the party name and date of party, can be found in the top left black drawer under POS2.
- Extra Invitations are available in the Back Office cubbies in bundles of 10, 15, and 20. A note should be placed on the account indicating that the parent has picked up their invitations and how many they have collected.
- If they ask for more than 10 extra, please check with Admin. We might want to warn them about reserving extra space for rooms and attractions.

Birthday Mailers

- Our system automatically generates birthday mailers to go out to qualifying customers.
- If a customer shows you an e-mail to redeem their mailer, have them scroll up so you can verify the date the e-mail was sent and the name of the birthday child.
- As stated at the very bottom of the mailer:
    - They can redeem this for either **1)** A $25 discount toward a birthday party **OR 2)** a $25 Game Card.
        - If you do not know how to do so, ask Admin to verify if they have already redeemed this mailer. There should be notes and an invoice on the account indicating so.
    - Birthday Mailers have an expiration of 60 days, as stated at the very bottom of the mailer.
    - Families can redeem one per household.
    - Mailers cannot be used in conjunction with other discounts and specials.
- Ring up the game card and discount off $25. Type the note "BDAY25 – [Last Name]".
- Leave a note on the account indicating they have used it.
- Add them the Birthday Marketing Tag on the bottom right of the account (Ask Admin if needed).
- To make the game card, you can either 1) activate a new card or 2) reload the customer's card to Manager Function 25 Credits onto it.

Injury Reports

- When a customer is injured and requires ice, it is policy to fill out an Injury Report.
- These can be located on the immediate left when turning into the Back Office.
- Staff are required to fill out the form to make sure it is completed properly.
- Turn into Admin upon completion so we can enter the information onto their account for future reference.
- Reports are not required if a customer asks for a bandage.
    - Exception is when the laceration is significant, and especially if it requires stitches.

Employee Applications

- If someone requests an Employee Application, please verify that they are at least 16 years old. If they are not, they can submit a paper or online application when they are of age.
- Employee Applications are located on the immediate left upon turning into the Back Office.
- Make sure all information is legible and all fields / questions are filled out.
- Turn into Admin or put it in Michelle's Mailbox when completed.
- We will communicate with them via e-mail so keep an eye on their inbox and spam folders for a reply.
  - Typically, this will not take any longer than a week, but it depends on when Directors are in.

Lost & Found

- We have several Lost & Found locations in the Back Office:
  - General Lost & Found - Black basket located by Front Counter Door.
  - Personal Lost & Found – Small, plastic bin located over the towel dispenser in the bathroom connected to Mike's Office. Place it in a small baggy with a note including the date, time, and location found.
  - Claimed Lost & Found – Blue Bin located by the Front Counter door on top of the cabinet in the back office.
- If a customer has lost something and it is not in one of our bins, have them provide us with their name, phone number, and a detailed description of the item. Give this information to Admin so we can enter into our system. If we locate it, we will contact them.
- If we do have it in one of our bins, give it to them only if you are certain they are the owner.
- Customer are NOT allowed to look into our bins in the event that they try to claim something is theirs that is, not in fact, theirs.
- EMPTY LIQUIDS from bottles before placing in the basket.

Customer Complaints & Problem Solving

- If a customer has a serious complaint about staff, other customers, theft, a hit & run in the parking lot, etc…, find a Manager. They will out the appropriate forms as required according to this manual.
- There are multiple examples and explanations of problems customers may have listed in this manual. Make sure to review the steps carefully and ask any questions you may have.
- Problem-Solving issues may include, but are not limited to:
  - Verifying if credits were removed from a card due to Wi-Fi failure, technical error, etc…
  - Verifying which game card number on a receipt is the lost one by checking the cards they do have.
  - Informing customers who claim they have been charged by the Kiosk machines but credits have not been placed on their card, that it is a false charge. If it is

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pending, the credits won't go on the card. It will hold for 3 days. If it does not say pending and it seems finalized, either:

- (1) have a Director do a Kiosk Report if they can to verify the amount to Manager Function onto the card.
- (2) have them fill out a Credit Card Charge Research Form and place in Cyndi's box.
- (3) if it is for a cash transaction and we cannot do a Kiosk Report, have them e-mail in.

Credit Card Charge Research Form

- If a customer reports that they were double charged, overcharged, or charged without receiving their game card credits, get a Manager.
- Customers are required to fill out a Credit Card Charge Research Form in these cases
- These should be turned into Cyndi or her mailbox so that she may investigate the situation.
- She will reach out to the customer in 1-2 business days.

Security Camera Review Request Form

- If there is an incident where a customer has lost an item due to theft, their car has been broken into / hit, etc… they may request security footage for a Police Report.
- We ONLY provide security footage to Law Enforcement.
- Ask Admin / MANAGEMENT FIRST. If needed, turn these forms in to a Director for review.

Emergency Protocols

- **Code Orange:** A child is missing. Management should be informed immediately. Details such as name, age, gender, ethnicity, and physical appearance should be collected so we can inform staff of who to look out for in their areas. Pickleball should also be alerted so we can make sure staff is positioned at exits in both facilities. If the child is not found in 10 minutes, we will call the police.
- **Thunderstorms & Black-Outs:** In the event of a thunderstorm, Management will make the call to inform staff to check their areas for working flashlights and to be vigilant. In the event of a power outage, staff in the immediate vicinity of Jump-N-Play, as well as Managers, should rush to get the children out of the inflatables before they deflate
- **Weapons:** If you locate an abandoned weapon, inform Management immediately. If you notice a customer has a weapon on them, remain calm and discreetly inform Management or a Director immediately.
- **Fire:** If you notice a fire, evacuate customers and staff from that area, inform Management immediately, and locate the fire extinguisher (Inside Office by Front Counter Door, BOH entrance, next to Bumper Car Storage, next to Back Door). Call 911.

Opening

- Please see a Manager or Senior Front Counter Staff with questions on the following:
    - Turn on all POS Monitors and log into the POS Program
        - You will be provided with the log-in code upon training
        - This is **NOT** to be shared with non-Front Counter staff members
        - If you help open at Bowling and Redemption, sign in using their respective POS log-ins otherwise staff will have access to Front Counter permissions
    - Make sure the correct JNP & LT bins are out for the day
    - Turn on the Front Counter Kiosk & its TV
    - Make sure Advertisement Table is neat (if set up next to Kiosk)
    - Turn on the Display Case & Entrance TV
    - Turn on the Purple Counter TV
    - Check Purple Counter for parties if no Purple Staff are scheduled
        - If none, provide any Food Tickets to BOH staff immediately
        - Set out the Cart Sign
        - Put up the Room Sign
        - Ensure the Party Room is clean and set out paper products
    - Unlock the Front Doors
    - Unlock the Pickleball Side Doors if their facility is open
    - Complete your Checklist and check that everyone has completed their share

Closing

- Please see a Manager or Senior Front Counter Staff with questions on the following:
    - Restock Game Card holders
    - Restock the JNP Bands
    - Return LT Time Cards to the bin
    - Wipe down the Counters & Computers
    - Turn off the Display Case & Entrance TV
    - Turn off the Purple Counter Monitor and TV if not Purple Staff are scheduled to close
    - Managers must close down Drawers
    - Lock the Front Doors
    - Lock the Pickleball Side Doors if we close before they do
    - Complete your Checklist and check that everyone has completed their share

Checklists

- The following checklists can be found in Hercules (Documents Folder with Green Shared Symbol):
    - SCB Opening Checklist
    - SCB Closing Checklist
    - BOH Checklist
    - Admin Checklist
    - Parties Checklist
- Please help to make sure that staff are completing both the Opening & Closing portions in their entirety.

- Management should be ensuring these are completed and initialing the bottom of each day's column once reviewed.

Operating Amusement Connect (AC)

- **Verify for Correct Log-In**
  - The top right of the Amusement Connect POS Program should say 'Front Counter'.
  - If it says Games, Bowling, or anything else, close out of the program.
  - Enter the correct log-in to get into Front Counter's program.
- **Card Scan Report for History (Checking Games)**
  - Scan the game card to pull up the Card Scan Report.
  - You can view game play history, attraction history, values of individual activities swiped, if we have reloaded credits/tickets onto a card, the current balance of credits/tickets, etc…
  - When a customer reports that they have swiped a game and were not able to play it, use this function to verify that the game actually took the credits.
- **Searching Cards by Card Number**
  - If a customer loses their game card, we can search for the card using the number located on its back.
  - This number can also be located on a receipt or their account if they have registered the card.
  - Hand type the found card number into "Combine Cards", and move the total balance onto a new card once that card number is verified to belong to the lost card. Be careful if a receipt has multiple card purchases, and verify which cards they DO have to locate which one is the lost card.
- **Cash vs Card vs RFID vs Check vs Split Payment**
  - Verify with the customer how they would like to pay BEFORE finalizing.
  - If they would like to use RFID, collect their game card – NOT to be used on food or beverage.
  - If they would like to use Split Payment, enter the value for the first amount and select Cash or Card. Continue dividing payments until the total balance is paid and click 'Finish'. ALL Payment should be ready to be given when starting.
  - We should not be splitting payments more than 3 times without a manager.
- **Loading vs Reloading Cards**
  - New Game Cards collected from the card holders should always be loaded using the 'New' option. This erases previous balances of recycled cards.
  - Old Game Cards collected from the customers should always be loaded using the 'Reload' option. This will not affect their previous balances.

- **Viewing Previous Card Life**
  - If you accidentally click "New Card" when reloading a customer's pre-existing game card, you can view the previous card life by completing a "Card Scan Report".

- Scan the card and near the top of the online Amusement Connect page, select the drop-down from Card Life.
  - Select the next lowest number and note how many credits and tickets they had before the card was erased. Be careful with this step as there are several areas to research for this.
  - Manager Function these values back onto the game card.
  - See a Manager with questions.
- **Processing Gratuity**
  - If a customer would like to tip us, they are more than welcome to!
  - Cash tips should be collected in the Café Tip Jars.
  - Card tips should be noted for the amount and signed on the receipt.
  - The receipt should be collected and put in the slot in the drawer.
  - When we have time, go back and search for the customer's receipt according the transaction number on the receipt.
  - Select Gratuity on the right most side of the column.
  - Enter the amount according to what the customer wrote on the receipt.
  - Click 'Save'.
- **Combining Cards**
  - Scan one of the cards to pull up the online Amusement Connect webpage OR access the website through the POS by scanning a card and clicking "Details".
  - Select 'Combine Cards' from the left panel.
  - Verify with the customer if they would like the values on a specific card.
  - Scan that card as the first number.
  - Click into the larger box below.
  - Scan as many of the game cards as the customer would like to combine.
  - Verify if they would like to combine just tickets, just credits, or both.
  - Finalize the combination.
  - Double check the other cards to make sure they are empty.
  - Ask the customer if they would like to keep them. If not, recycle them.
- **Reissuing Damaged Cards**
  - If a customer has a bent, broken, faded, etc… game card, we can reissue it by combining it onto a new card.
  - If the card scanner does not read it, manually enter the card number on the back of the card when combining.
- **Adjusting Credits / Tickets**
  - If a customer has an issue with a game or activity and is in need of a credit return, verify the amount using the Card Scan Report and apply using Manager Functions.
  - If they claim that a game was supposed to award them tickets but they did not receive them, verify with the Card Scan Report and inform a Manager.
    - Do not immediately trust a picture unless the date and time mark was recent .
    - Make sure the balance was not already returned by another staff member.

- **Processing Refunds**
  - Only Managers are authorized to process refunds as this is against our policy
  - If a customer requests a refund, please get a Manager.
- **Reprinting a Receipt**
  - If a customer requests their receipt and you have already opted out of the option to print, go into the 'Utilities' Tab and select 'Refunds / Adjustments'.
  - Locate the correct receipt based on the amount paid, time, date, cash, and/or last four digits of their card.
  - Click the 'View' eyeball symbol to open the receipt.
  - Click 'Duplicate Receipt' on the right side of the screen.
- **Accessing another POS from a different POS**
  - Click into the 'Utilities' Tab.
  - Select 'Refund / Adjustments'.
  - On the top left, select the drop-down box under POS.
  - Select the correct POS you would like to view the transaction history of.
  - You can reprint these receipts, add gratuity, etc…
- **Restocking Receipt Paper**
  - More receipt paper can be located in the bottom left cubbies in the Back Office.
  - Press back on the black button (with the arrow symbol on it) near the front of the receipt print to open it.
  - Remove the plastic tube leftover from the previous roll.
  - Insert the printer paper so that the paper is coming up from under the rest of the roll.
  - Close the printer with a bit of paper sticking out.
  - Test print a receipt to make sure it the right way up. Rotate the roll if no text prints.
- **Creating Tabs**
  - See an FOH Manager on how to accomplish this.
  - We do not allow tabs for walk-in customers. These can be used for groups, parties, corporate events, etc…
  - If the system does not work and we are running a tab, there will be a sheet of paper located near POS3 and POS4 indicating all purchases to be rung up at the end of an event.
  - The customer's card should be held under the till in the drawer as collateral.
  - Those walking up to add to the tab MUST announce they were affiliated with the group. Never ask a customer if they are adding to a group's tab.
- **Opening the Cash Drawer**
  - Click into the last tab on the right and click 'Open Drawer'.

Camp Inquiries

- If you are scheduled to open during a week of camp, please make sure you are properly trained on the check-in and check-out process! We need to make sure you know:
  - How to check-in campers (signing up, lunch, snacks, authorized pick-ups, etc…)
  - How to check everyone is here for the day

- How to make a Camp Lunch Ticket
- How to assist with ringing up Camp Snack if needed
- How to check-out campers (authorized pick-ups, tickets if applicable, etc…)
- You can refer to the following staff: Bre D., Kaitlyn, Dylan, Abigail, and Michelle.
- It is very important that this process is done correctly from start to finish.