



BIRTHDAY MANUAL

May 2022

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SPORTS CONNECTION

BIRTHDAY PARTY APPROACH

The biggest thing to take from this manual is for all employees to take ownership of the entire birthday process from the time a customer calls in to book a party until they are leaving the facility and even following up afterwards. Birthdays and groups generate a great deal of revenue and should be treated as such, as well as being our number one source of advertising. Things to work on in the future include:

- Engage birthday parents both while on the phone and in person. Customers are spending a lot of money for a child's birthday party and we should be cognizant of this fact at all times. The more friendly and helpful people they encounter throughout the process, the less that one negative experience will bother them. Remember, the customer should never be an inconvenience.
- Do NOT Up sell Hosts. Hosts are not included with party packages but can be added, typically done with a week's notice. If a customer wishes to purchase host time day-of and we can accommodate with additional staff. Don't just automatically take the NO, YOU DIDN'T ARRANGE / PAY FOR ONE. They may think that they had or in haste just plain didn't.
- When booking parties, always push to promote our other facilities, as it is also a feeder system for many of our programs, i.e CJV, Camps, Kids Night Out and etc. The more often they are at our facilities, the more familiar with those programs they become.
- Constantly think of ways to refine birthday operations. No matter how big or small, all suggestions are invited. If a change we make isn't working out, speak up: we have no problem backtracking if it is for the benefit of the customer.
- Always know what the next hour, day, week, month is going to bring. Plan ahead and if you notice you might be called on to create reports or check people in or doing something you are unsure of, figure it out before the time comes when you'll have to scramble for help. If you notice a party of 30 kids and is only booked for one room, help the situation, don't just notice it and hope someone else fixes it.

Remember, we do nearly 5,000 parties per year, but to the customer choosing Sports Connection, that's the only party they'll have all year. Our job is to ensure party 1 is as perfect as party 5,000.

ADMINISTRATIVE NOTES

Party Request Process

- Receive Google Doc Notification on SCOffice@SportsConnectionNC.com
- Open Google Drive in a new tab/window.
 - If you ever get logged out of the Google Drive, log in using:
Email: SportsConnectionCLT@gmail.com
Password: Zz111111!
- Find Birthday Request Form (Responses) & select it
- Select the row of information that you choose to work with and COPY.
- On Sheet2, PASTE the information by right-clicking Cell 1B. A drop down menu will appear, roll over “Paste special” then select “Paste **transpose.**”
 - This is so that the information will become vertical when we enter it into the Customer Notes in DASH.
 - It is okay to PASTE over old information.
- Once the information is posted, COPY Column A and Column B and PASTE it into the Customer Notes in DASH.
- Once the Registration Form is posted in DASH, copy & paste the information in the current months Tab & highlight the row yellow (use the paint bucket icon to turn the row yellow). Then delete that request form out of Form Responses.
- Once the customer information is updated & the request form has been entered on customer notes, add the customer to the Birthday Party/Request – New Request Form class.

NEXT

- Log into DASH
- Search for Class by typing in “BIRTH”
- Once classes are pulled up, you have several to choose from
- First want to contact all from the class named: Birthday Party/Group - NEW REQUEST FORM
 - TRANSFER OPTIONS
 - To transfer, you will find the customer on the New Request Form class and click the side arrow button to the right of their name and then type in “BIRTH” and click search, select the appropriate class, and click continue transfer
 - If you have booked the party and invoiced them, you will transfer them to the Birthday Party/Group – WAITING FOR PAYMENT class
 - If you have booked the party and received payment, you will transfer them to the BOOKED – Birthday Party/Group
 - If you left a message or talked to someone and they are going to be calling back to book, you will transfer them to the Birthday Party/Group – WAITING FOR RESPONSE class
 - If you do not book the party, you will transfer them to DID NOT BOOK – Birthday Party/Group
 - Once you are finished with the NEW REQUEST FORM class, you will need to move to the WAITING FOR PAYMENT class
- Birthday Party/Group – WAITING FOR PAYMENT
 - Click on the class and then open each customer in a new to see when payment is due and make calls accordingly
 - Each customer will have a note on their account as to when the payment is due. If they do not, you can look at the date the party was booked. Payment is always due 24 hours later unless noted otherwise.
 - We do not offer invoicing as a norm, this is only done if the party is a book now or requests it.
 - Contact parties that are due or past due if they have not already been contacted.
 - If past deadline and they have already been contacted, you will need to remove from calendar, reverse invoice, and transfer to DID NOT BOOK

- Once you are finished with the WAITING FOR PAYMENT class, you will need to move to the WAITING FOR RESPONSE class
- Party/Group – WAITING FOR RESPONSE
 - Click on the class and then to click on each person to see when we contacted them last
 - Jennifer will transfer customer to WAITING FOR SECOND CALL if it has been more than two days and they have not responded to us.
- Birthday Party/Group – SECOND CALL NEEDED
 - If there is anyone listed on this class, click on their name and make calls
 - Once you have contacted this customer (now for the second time), you will need to transfer them to either BOOKED or DID NOT BOOK unless they said they would call back, then transfer back to WAITING FOR RESPONSE.

Our Packages

- **BASIC** Party Package is \$249 for the first 10 participants and \$15 for each additional participant. **BASIC** Parties are 1.5 hours long, with the first 60 minutes spent doing Attractions and/or Games & Rides* and the last 30 minutes in the party room / area. An activity coordinator / host can be requested \$25/hr to assist the party parent(s) with check-in, escorting participants to each activity area, and providing as much (or as little) help as requested while in the party room / area. Determine with the customer when they would like the host for their party. If they would like them for the attractions and the room they must rent for 2 hours. (\$50) **BASIC** Parties are required to be pre-booked and pre-paid for the first 10 participants. Additional participants can be paid for at the end of the party. Pizzas are available for a discounted price if ordered and purchased online by 4 PM the day before your scheduled party. Invitations, plates, napkins, cups, forks and spoons are included with your pre-booked **BASIC** Party Package (drinks are no longer included).
- **DELUXE** Party Package is \$299 for the first 10 participants and \$20 for each additional participant. **DELUXE** Parties are 2 hours long, with the first 90 minutes spent doing Attractions and/or Games & Rides* and the last 30 minutes in the party room / area. An activity coordinator / host can be requested \$25/hr to assist the party parent(s) with check-in, escorting participants to each activity area, and providing as much (or as little) help as requested while in the party room / area. **DELUXE** Parties are required to be pre-booked and pre-paid for the first 10 participant. Additional participants can be paid for at the end of the party. Pizzas are available for a discounted price if ordered and purchased online by 4 PM the day before your scheduled party. Invitations, plates, napkins, cups, forks and spoons are included with your pre-booked **DELUXE** Party Package (drinks are no longer included). **DELUXE** Parties can be extend an additional 30 or 60 minutes, to a 2.5 or 3 hour party, for an additional \$50 for the first 10 participants and then \$5 more for each additional participant per each 30-minute increment.

**Parties choosing the Games & Rides options, as one of their Attractions, will receive a \$15 Game/Ride card per paying participant for each 30-minute Attraction block. For example, if you choose 30 minutes of Games & Rides, each participant will receive a \$15 Game/Ride card. If you choose 60 minutes of Games & Rides, each participant will receive a \$30 Game/Ride card. If you choose all 90 minutes to be Games & Rides, each participant will receive a \$45 Game/Ride card.*

- **FLEX** Party Package is \$299 for the first 10 participants and \$25 for each additional participant. **FLEX** Parties have no specific start and end time and can stay as long as they choose. The **FLEX** Party is ideal for older kids and groups who want the freedom and flexibility to choose their own Attractions and Games & Rides without having any specific pre-booked Attractions or Times to do their preferred activities. The only required pre-booked time is for the 30-minute party room / area time. An activity coordinator / host can be requested \$25/hr to assist the party parent(s) providing as much (or as little) help as requested while in the party room / area. The **FLEX** Party provides each

participant a \$40 CARD when they check-in and these CARDS can then be used to purchase available Attractions and Games & Rides based on each guest's personal preferences. **FLEX** Parties are required to be pre-booked and pre-paid. Pizzas are available for a discounted price if ordered and purchased online by 4 PM the day before your scheduled party. Invitations, plates, napkins, cups, forks and spoons are included with your pre-booked **FLEX** Party Package (drinks are no longer included).

Not all Attractions are always available at all times. If your child wants to play a specific Attraction for his/her party, and at a specific time, we suggest booking a more structured **BASIC or **DELUXE** Party that has each portion of the party pre-scheduled at specific times. Not available at Sports Connection Northlake or Sports Connection Granite.*

- **WALK-IN** Parties are allowed at our Ballantyne and Northlake facilities during normal business hours. **WALK-IN** Parties can use the public Cafe tables and chairs, on a first come basis, for up to 2 hours. Cakes and other outside food are allowed to be brought inside the Sports Connection buildings, apart from alcoholic beverages and food that need to be cooked in cookers (i.e. crock pots, pressure cookers etc.). Our Ballantyne location serves food and beverages in our Connection Cafe. Not all Attractions are always available at all times. If your child wants to play a specific Attraction for his/her party, and at a specific time, we suggest booking a more structured **BASIC** or **DELUXE** Party that has each portion of the party pre-scheduled at specific times.

The Birthday Booking Process

- Gather all necessary information (Date, Time, Attractions, Type of Party, etc.)
- Create party/group block and fill in birthday summary sheet.
 - Enter Customer name or Customer ID in the "Choose a Customer" field
 - Add customer information in the description field: First & Last Name (___ yrs, ___ max) – Party Type (Basic Party, Deluxe Party, Deluxe Plus Party, Flex Party)
 - **Activity 1-5 Field:** Activity Detail and Time (Jump-N-Play at 2:00 PM to 2:30 PM, Laser Tag at 2:30 PM to 3:00 PM, Games & Rides at 3:00 PM to 3:30 PM, Bowling at 11:00 AM to 11:30 AM, Sport Court 1: Football at 12:00 – 1:00 PM)...Laser Tag needs to be divided into 30 minutes per activity. All others can be time range if more than 30 minutes.
 - **Extra Attraction:** If a package gets added with an extra attraction it is \$50 up charge and labeled as a PLUS party. Extra participants are an additional \$5 per extra participant (Deluxe Plus extra participants would be \$25 per after the first 10).
 - **Room Field:** Room Number and Time (#3 at 2:00 PM to 2:30 PM).
 - **Food Status Field:** Use Drop Down Box and select something for Food (Yes, No, Maybe)
 - **Food Time Field:** Time For Food (enter full time with space and AM PM, ie. 3:30 PM) if putting Yes or Maybe.
 - **Food Type Field:** Enter Food Type (2 Cheese 3 Pep 4 Veggie 1 Half & Half) Make sure to put PAID if they have pre-paid for pizzas.
 - **Other Field:** Enter any additional items customer would like (CCOF, Extra room time, Host, Bowling Pin – NOT PAID, Goody Bags – PAID). Ideally, these additional items should be paid in advance.
 - **Invitation Field:** Select Mail, Pickup – Ballantyne, Pickup – Northlake, Pickup – Granite, None
 - **Invitation # Field:** Number of Invites customer would like to have.
 - **Notes For Party Field:** things that the Purple Counter should know (ie: 1 child will go to JnP instead of LT, Paid for extra room time)
 - Click Save
- Next, create the attraction block for the first attraction under the proper resource (i.e. JP1, LT2)
 - Enter Customer name or Customer ID in the "Choose a Customer" field
 - Add customer information in the description field: Name (___ yrs, ___ Max) – Party Type, just like party/group block
 - Set start time and duration
 - Click Save
 - Then click the "Additional Resources" button

- Select the appropriate resource from the dropdown menu
- Adjust start time and duration for each attraction
- Click Save
- Repeat “Additional Resources” process for each attraction block and the party room
- Review calendar to make sure that all Party Blocks and Attraction Blocks are scheduled under the appropriate resource and time.
- Always save Credit Card # under Child’s customer record at bottom of page. Make sure to hit SAVE button in credit box before going back to Event Screen.
- If your party needs to be looked over- print Event Screen out and give to an admin person to look over.
- Phone calls should be as short as possible – no need to have the customer wait and listen to you key in information you could easily do afterwards. Get the important info and finish everything else after.
- If book party after Work Schedule done (Green block saying See Allan/Mike), check with either Allan or Mike before booking or Birthday manager so party/group can be booked and put in Blue Book (if within the same week, facility manager, should be alerted).
- If party is invoiced and they get added to bluebook make sure to add INVOICED as part of the description so we can remove if not paid.

The Birthday Payment Process

After completing the Party/Group block in the DASH Calendar, click on the Create Invoice dropdown button and click “Select from Cash Register”. You will then see a list of options under the BIRTHDAY PARTIES section. What option you choose will depend on the party package and location of the party.

- Choose the base price of the party, depending on type (A BASIC – Party / Group, A DELUXE – Party / Group, A FLEX – Party / Group)
- If the party would like an additional 30 minutes of activities, click Party / Group – Extra 30 Minutes – SCB
- For a Granite Street All Sports Party, click on Z – Party – Granite, find the correct item(s) and click “Add To Cart”
- For a Northlake All Sports Party, click on Z – Party – Northlake, find the correct item(s) and click “Add To Cart”
- If the party parent would like the invitations mailed to their house, the fees are:
 - “\$6.00 - Postage \$6” for 20 or more invitations
 - “\$3.50 - Postage \$3.50” for 19 or less
 - For a SCB party, click B – Party OTHER – Ballantyne, find the correct Postage item (price) and click “Add To Cart”
 - For a SCG party, find the Postage item under Z – Party – Granite
 - For a SCN party, find the Postage item under Z – Party – Northlake
- After finalizing the cart, click “Check Out”. You will then be prompted to assign the invoice to a customer. You can search for the customer by first and last name, or select them from your “Recent Customers” below the search bars.
 - Click “Check Out” again after assigning the invoice to the appropriate customer.
 - Then Copy and Paste the correct party email invoice from the “A-Birthday Parties” template and update the items in red (DATE, START TIME, and ROOM TIME).
 - Make sure the correct location is attached per party. (Granite, Northlake, Ballantyne)
- Lastly, you will process checkout using whatever method of payment the party parent has provided, and click the box that says “Send receipt”.

Birthday Booking Misc. Notes

When booking parties, please try to keep the following in mind:

- Parties/Groups with **MORE** than 25 Max are required to prepay for 1/2 the total Max number. No refunds will be given if less people show up. It is not too much to ask for birthdays to at least commit to half their max number before booking their outing.
- Book in this order:
 - Games should ALWAYS be first, LT should ALWAYS be last (unless requested otherwise).
- When booking All Sport parties, make sure to ask for the sports they would like to do.
- When booking bowling parties, we will be booking **ONE LANE** for every **FIVE PARTICIPANTS**. We only book 7 lanes for birthdays/groups/rentals an hour (for a total of 35 people).
- When booking an hour of Laser Tag, list as 2 activities in Event Screen. For instance, Laser Tag at 1:00 PM for Activity 1 then Laser Tag at 1:30 PM for Activity 2. This is so when printing reports, it is clearly stated they are doing an hour of Laser Tag.
- Please let all parties know that they will receive an email reminder about Pizza & Max # at least 2 days before their party.
- If the max number is 20 & more, please make sure you block off two columns for that activity (Especially Laser Tag).
- If the max number is 22 & more make sure to assign them 2 rooms. Please use best judgment according to age.
- Do **not** book more than 2 parties in any area at one time, without manager approval.
- SCB Only: Parties going into the birthday rooms **on the hour**-start with room 2 and work to the right. Parties going into the room **on the half hour** start with room 7 and work to the left. **When the 2 sides meet, we cannot have any more parties that hour.**
- Book bowling parties on lane 1 first and moving to the right (Ballantyne Only).
 - Must book bowling for 1 hour, not 30 min increments.
- To evenly distribute the number of parties we have starting every half hour, please **attempt** to follow this simple booking strategy:
 - We should only be booking 4 parties an hour total (2 every half hour)
 - **BALLANTYNE: There should be no more than 30 people booked in Laser Tag at any one time.**
- We **DO NOT RECOMMEND** booking Laser Tag as 1st attraction due to the possibility of late arrivals. If you do book 1st, need to document notes on account that you communicated with the parents to arrive at least 15 min. early.
- Granite Parties:
 - Courts 1-3 & Courts 7-9: Can do any sports on surfaces.
- Northlake Parties:
 - Courts 4-6 and Courts 11-13: Can do any sports on surface area.
- Notes for Party section of Event Screen is for summary notes to purple counter, etc for party. CUSTOMER NOTES are for initial conversations regarding party or birthday request and ongoing contact for camps, calls etc. Comment Section of the EVENT SCREEN is for note details for ongoing communication regarding this particular rental/birthday/group.
- When changing the maximum number for a party, be sure to update ALL blocks as well as on Customer notes.
- If you move an event on the calendar, MAKE SURE to update times in the details of the Event.
- When setting up a Company, Church, School etc in DASH, put the whole Company Name in the LAST NAME field and a "Group" in First Name Field.
- If there is a "Green Rental" under Location in DASH Calendar that says WORK SCHEDULE DONE, you **must** check with a manager **BEFORE** booking a party or group on this day.
- \$16 per pizza (CH, PEP, H/H) Ordered through Hungry Howies
- Drinks are not included, pitchers can be purchased for \$5 per pitcher.
- Additional food can be purchased at the Connection Café at menu price (Ballantyne Only).

Invitations:

- If mailing invitations: Copy customer's name/address from invoice in DASH and delete CID # after pasting in Dymo Label, unbold address, click save and print
- If picking up invitations: Copy customer's name from Event Screen and paste in Dymo label, then enter date of party under name, click save and print. Or Hand write Party Child's name and date of party.
 - 1-15 invitations use 6 x 9 envelope
 - 16-20 invitations use 9 x 12 envelope
 - 21 or more invitations use flat rate envelope (if mailing). No need to weigh. See postage meter for note about what current Flat Rate price is.

Cancellation/Rescheduling:

- Birthdays/Groups/Rentals have a \$50 cancellation fee, unless requesting otherwise via email per circumstance.
- Reversal entries, emails, and notes should be handled as soon as the email is received.
 - Appropriate ways for refund of remaining payment
 1. Credit to account for a future use at SC.
 2. Can be issued on a Sports Connection Game Card & pick up at SCB Mon-Fri.
 3. Can issue a Sports Connection refund onto a Credit Card but needs to be approved by Allan/Jon/Mike.
- Refunds are not to be issued without approval – an email from customer with a request to waive policy is required.
- Custom Birthdays/Groups/Rentals that are paying 50% of their balance upfront, this is consider a DEPOSIT and the deposit is NON-REFUNDABLE.
 - It can be transferred up to 10 days before with NO penalty like normal.
- Pre-Paid attractions are NON-REFUNDABLE.
 - Can be transferred if more than 10 days out (this is usually not the case)
- Birthdays/Groups/Rentals can transfer to a different date or time with **NO** penalty as long as it is done 10 days before the event.
 - Transfers can be handled with a phone call or email.
- Email confirmations/receipts should be sent as normal.
- Enter customer notes on record.

Checking/Ordering Supplies:

Birthday Inventory should be done at least once a week, usually on Monday or Tuesday. The inventory sheet can be found under Birthdays/Birthday Supplies.

During the week make sure all the birthday rooms are fully stocked. Every room should have white plates, white napkins, clear cups, birthday plates, birthday cups, white plastic sporks, candles, a long lighter. The kitchen (formally known as the break room) should be stocked with extras of all of these items as well as pitchers, spatulas, cake knives, and juice boxes.

- White paper plates, white napkins, white plastic sporks, clear cups are purchased through Gordon's Food.
- The birthday plates & cups we order from Dollar Tree website. We process order online and usually take about a week to come in. There is no specific amount that we order, just depends on how low we are. There are 216 cups and 432 plates per case.

(Checking/Ordering Supplies, cont.)

Other birthday items that need to be monitored are wristbands, birthday stickers, colored paper, bowling pins, lighters, dawn dishwashing soap, sponges.

- Wristbands are ordered from www.wristbandsonline.com. We normally get a variety of colors. They may change on what they have available at that time. They are the ¾ Tyvek Wristbands solid colors. We get them in quantities of 1000 per color.
- Soap and sponges can also be purchased from Sams.

The Birthday Report Printing Process

Updating Pizza Orders

- In Dash, search “Pizza” in the search bar daily. Multiple times a day if you have nothing else to do.
- Check the number on the roster. All rosters should say 0. If they have a number greater than zero then someone has registered for pizzas and we need to update their Event page.
- Click on the name of the Team. Ex: [Pizza Orders - Friday, November 4, 2018](#)
- Click on the Customers Name and go to their invoices. Could also find invoice from “Pay History” tab on the team page.
- Find their Pizza invoice. Copy their invoice number and see what pizzas they purchased. Go to the Event page, update their order, type “-Paid” and paste the invoice number in existing invoices on the Party/Group.
- Go back to the team page and remove the customer.

Exporting Party/Group Events

- Log into DASH
- Go to Search Box and type in Event Search. Then select from the drop down
- Select your **Start & End Date** for the date range of party information you need (Ex: Start Date: 2020-02-26 & End Date: 2020-02-26)
 - This date is typically the Next Day
- Select your Event Type: **Party/Group**
- Click Search
- Click **Export CSV**
 - Click on the excel report at bottom of screen
- Open Birthday Reports (2021: Birthdays: Reports: A- New Birthday Reports)
- Click on **Data From DASH** tab to open
 - Right click on Paste here section and select value on past special
- Copy & Paste from the excel spreadsheet (which is Export CSV) to the Eventdetails1 spreadsheet
 - This should export all data for all sheets (Itinerary, Cart sign, Room sheet, Master Summary and Labels)
- Save as copy for date exported for. **DO NOT SAVE ON REPORT ITSELF.**
- After exporting print all sheets.
 - Rooms must be printed several different times per each room.
- Print Range: Page(s) From 1 to however many parties for the day. (Will automatically print all 36 pages if not changed)

The birthday sheets for SCN, SCG, and SCB facilities should be saved under 2022:Birthdays/Birthday Sheets/Granite or Northlake or Ballantyne. Save as, the document name and party date (Example: Bday Summary 2-26-20). Save all Birthday Summary Sheets for all locations under the correct location folder. Print out all Birthday Summary Sheets for all Locations and write which location and date on top right corner. (See below for SCG and SCN instructions).

Misc. Notes:

- The only tabs needed for SCG and SCN are the Cart Sign tab and the Master Summary tab
- Print sheets for all locations (call SCG and SCN and tell them to print)
- After the sheets are printed, the laser tag & game cards can be pulled. Assemble in envelope with correct number of laser tag/game cards/wristbands/sticker/etc.

Pizza Orders

Note: Monday-Thursday we try to do pizzas through the Café. Friday – Sunday we order out from Hungry Howies (Ballantyne Only)

- Open My Google Drive
 - Username: SportsConnectionHH@Gmail.com
 - Password: see office manager since it changes frequently
- Double Click on the correct Location folder
- Click on the correct date (along the bottom) that you are placing an order for.
- Use the Birthday Summary Sheet for the Pizza Orders
- Enter total pizza order for that type & time in the correct column
- Pizza Orders for Granite will be called in to the appropriate Dominos. Make sure to order the pizzas 15 minutes before actual room time.

Pizza Process through Dash

Online Pizza Orders can be updated and processed starting at 6:00 PM six days before the customer's party date until 4:00 PM the night before. Customers will be sent a link to access online ordering in their 48 hour reminder.

Ex: Sunday, November 6th Joe Smith 3:30 – 5:00 PM

Joe's mom can order pizza online starting Monday, October 31st at 6:00 PM until Saturday, November 5th at 4:00 PM AND receive a 5% discount by entering the discount code (discount percentage subject to change)

If a customer calls in to order pizza before, we simply tell them the option is not online yet. If a customer calls in after that time frame, we can still process the order for them. They do not receive the online discount unless we decide to make an exception.

How to Process Pizza Orders

- If a customer calls in to place a pizza order you can handle it a few ways:
 - If before their reminder email 2 days in advance, let them know they will receive an email reminder 2 days before their party and in that email there will be a link to order pizzas
 - If after their reminder email, let them know an email was sent (can check Email History for date and time). Have them check their email
 - Send them the link
 - Do it for them
- If they choose to use the link they will just have to register for the day that they want the pizzas AKA the day their party is. They must change the quantity of pizzas before adding the item to their cart. If they add the item before changing the quantity, they will have to close their cart and start over.
- To process their order for them, type "pizza" in the search bar. Select the day of their party.
- Add the customer to the team and do not send the email.
- Click the \$0.00 to the left of the customer's name.
- A shopping cart should appear and you will be able to select the products you want below.
- Once their pizzas are in the shopping cart you can check out and take payment. If you would like to apply the discount code, it is up to you.
- You will then follow the steps for "How to Update Pizza Orders" above.

How To Turn Pizza Dates Online and Offline

- There is a team for each day of the week. The current day and yesterday should always be offline until 6 pm. At that point the current day and the next day will be offline and yesterdays date will be changed. Here's how:
 - At 4:00 PM every day, Type "Pizza" in the search bar
 - Click "Start Date" to put the teams in order
 - Open Pizza orders for the NEXT day, in a new tab, and uncheck "Allow Online Registration"
 - Save and close.
 - Go back to the Pizza teams and open the Pizza orders to the PREVIOUS day. Change the Name to the date of the next week. DO NOT delete the teams; just change the name and date.
Ex: Pizza Orders – Wednesday, November 2, 2018 would become Pizza Orders – Wednesday, November 9, 2018
- Change the date in the drop down calendar. Then check the box that says "Allow Online Registration.
- Save
- Click on the direct link symbol (looks like a chain link) to the far right of the Season to access Dash Online. Confirm that there are only five days listed.

Directions for exporting Party/Group Event and confirming birthdays

- Log into DASH
- Go to Location and click on the Event Search
- Select your Start & End Date for the date range of party information you need (Start Date: 2020-02-26 & End Date: 2020-02-26)
- Select your Event Type: Party/Group
- Click Search
- Click Export CSV
- Click on excel report at bottom of DASH to open spreadsheet
- Open Birthday Reports (Birthdays: SC Report)
- Click on Eventdetails1 report to open
- If anything is saved in report, delete it
- Copy & Paste from the excel spreadsheet to the Eventdetails1 spreadsheet
- Click Save
- To get everything even, click Home, click Format, then click AutoFit Column Width
- Click Sort
- Sort by Resource, Start Time, and then End Time
- Insert Row between each location
- Click Save
- Now you are ready to Confirm and look over all aspects of the Birthdays/Groups booked (correct location, areas are blocked correctly in calendar for that day, activities and times match what is blocked and what is typed, etc...).

BIRTHDAY OPERATIONS NOTES

Birthday Check-In Counter Procedures

Preparation:

- At the start of the day, the coke machine needs to be turned on and prepared for the day by either you or the first Birthday Manager that arrives. The key to the coke machine is kept at the café. The black nozzles & white diffusers need to be put onto the machine, the ice bin & portable ice bin needs to be filled, and the ice scoop washed.
- Any pitchers/spatulas/knives in the drying rack from the day before should be put away to prepare for the current day, and the “clean rags” bin filled.
- Be aware of any back-to-back parties that hosts will need help with.
- Manager needs check over all parties for the day and make sure no rooms are double booked. The hosts should review all of their parties for the day after they clock in, if they have time before their party, the carts should be cleaned, top **AND** bottom. This should be checked every day, and at the very least, all of the carts need to be cleaned thoroughly once a weekend.
- Any leftover ice cream in the freezer from the day/week before may need to be thrown away before the day’s parties are started to make room for new ice cream/cakes.

Checking in birthday parties:

- When at the birthday counter, greet everyone that walks in the door, especially anybody that is carrying a gift and/or invitation. Ask if they are here for a party or whose party they are here for. Locate party on the Birthday Summary sheet and direct them to the correct location.
- If a birthday party parent/family comes in, first tell the birthday kid “HAPPY BIRTHDAY!” Ask whose party they are checking in for and confirm the max number of children, activities, number/kind of pizzas for the room time, what drinks they would like, and instruct them to put the cake & supplies on the bottom of the cart, gifts on top (have additional staff help do this if available). Highlight the parties as they check in.
- Tell parent who their party host is; instruct them where to meet their host (if they have one) and where you will have the rest of the party meet them. Let host know that party has checked in.
- If there is a change in a party’s pizza order, note change on both the birthday summary AND fill out purple form (Birthday Counter to Admin) to give to Admin staff. If you receive a green form (Admin to Birthday Counter) update total pizzas on Birthday Summary sheet. Check to see if we are getting pizza from Hungry Howies or the Café that day. If the Café – fill out Red Form and give to Café Staff and the host will get them from the café (notate on Birthday Summary Sheet). If we are getting them from Hungry Howies fill out form and give to Admin Staff. A change in an order has to be made 50 minutes in advance to the time it needs to be in the party room.
- Remind hosts during the day (or have the birthday helpers walk around to check on parties/help out the hosts) to wash their pitchers and ask them to take the trash out when the bins are full.

Maintenance/End of day:

- At the end of the day (or during the day as needed), both sets of the front glass doors need to be cleaned.
- Note: On Sundays someone needs to clean drink machine nozzles & white diffusers with hot soapy water, a toothbrush, thoroughly rinse/wash off, and store in a dry pitcher.
- Also if we have a day that has parties and then have a few days between parties, we need to follow the Sunday cleaning procedures for the nozzles.
- All pitchers need to be washed and dried, and stored in the cabinet. Spatulas & knives need to be washed, dried, and stored in the drawer. Counter and white table need to be cleared (of any leftover food/cake/drinks left by employees) and wiped down.

- Each party room needs to be checked for cleanliness (especially tables & counter),
 - Cabinets need to be re-stocked with as many supplies that are needed.
 - Dirty rags need to be returned to the drawer in the break room and replaced by 10 clean rags
 - Hand sanitizer needs to be replaced if empty
 - The drawers of plastic ware & candles need to be checked/filled
 - Make sure party room is stocked with trash bags (can ask Maintenance for them)
 - Lights in the party rooms should be turned off, and the doors left open.
- The day's party sheets should be separated in order of birthday summary sheet and put away. All of the hosts' party forms need to be paper clipped underneath the birthday summary & filed in the "Birthday Sheets" folder that is in the back office. The pizza receipts need to be paper clipped and filed in the "Pizza" folder.
- Return Visit Cards and Game Cards should be returned to the admin office after each day.
- If there are parties for the next day, the next day's papers need to be put on the blue clipboard and organized. Back Office Staff prints out sheets and may need assistance in putting together.
- Laser Tag cards need to be pulled for the next day. Back Office Staff prints out sheets and may need assistance in putting together.

Miscellaneous:

- Host should be checking in and out with the birthday manager on duty ("the purple person") and also the Opening/Closing Manager when they arrive, when they leave, and when they need breaks.
- For large group outings, the host should make sure they have the Host Sheet AND a print out of the RENTAL SCREEN AND a copy of the GROUP PROPSAL from Word. If they are missing any of these forms, please see Manager on Duty.

If you or other staff members have extra time, visit INSIDE the Birthday Rooms and communicate with hosts and party parents. Best way to make sure parties are going well and evaluate how party hosts are performing is to go visit them in the rooms and at their attractions. We need more staff "on the floors" in games, JNP, Party Rooms, In Front Of Laser tag, etc than in back office and behind counters on busy days. If you find yourself hanging behind a counter or in office talking to co-workers, make a lap around the facility and monitor, visit, and talk to customers and staff.

BIRTHDAY PARTY FOLLOW UP

- Birthday/Group host sheets should be put in order of birthday summary sheet and filed in BDAY SHEETS TO FILE box
- Birthday sheets should be entered in DASH and reviewed the day of the party and never later than 2 days after.
- The pizza receipts need to be paper clipped and filed in the “Pizza” folder in back office.
- The birthday summary is paper clipped and put in the folder “birthdays” that is in the back office at the end of the day.
- **Reviewing Birthday Sheets/Schedule:**
 - Make sure to put any pertinent notes about a party issue in the child’s customer note in DASH. Make a note of any host errors on the sheets and correct the mistake before their next shift.
 - All invoices must be entered in DASH. Begin by searching the name of the party child. If it is still the day of the party, click on the purple block on the customer account. If it is a day or two after, you will have to find the purple block in the calendar. Scroll down and enter the tip amount that the host received. Make sure the host name is correct.
 - Hand Cyndi or place in her box, any receipts for HH pizzas attached with birthday summary.
 - After the party sheet is reviewed, write your initials in the bottom right hand corner and file in cabinet labeled Birthdays

Party Host Cheat Sheet

Before you start your first party you should...

- Check your box
- Turn cell phone off and put in box
- Check the employee notes
- Label any food (name and date) and put in refrigerator
- Put on name tag
- Clock-in
- Get a walkie-talkie and ear piece
- Check in with Birthday Manager (at birthday counter)
- Get your clip board and read over your Birthday Sheets for the day (note if you have any back to back parties)
- Pick up supplies for your parties (at birthday counter)
 - “It’s my birthday” stickers
 - Pen
 - Wrist bands
 - Laser Tag- cards
 - Games- cards
 - Mini Bowling – Mini Bowling Card (Get from Games Counter under POS 7)
 - All Sports – Need Activities & Equipment (to include pennies)

Starting a party...

- 10 minutes before your party starts hold host sign up in one of the roped off areas.
- Introduce yourself to the birthday parent(s). This is your time to communicate with the parent to confirm # of kids, pizzas & drinks, activities, length of the party, give them a wristband, and CLEARLY understand what they expect from you while in the party room. The 30 minutes in the party room is where we get most of our complaints.
- Give the birthday child their “it’s my birthday” sticker and wristband.

- Ask if they checked in at the birthday counter (if not send them back up there)
- As party guests arrive give them their party supplies for their first attraction. Then line group up with birthday child in front and keep a count of how many are participating in the party activities.
- Take group to first activity at the party start time, no later!
 - When waiting for late arrivals, wait outside of your 1st attraction and not at the front counter.
- Keep an accurate count of how many people participate in the activities and charge accordingly. Count every time you line them up, as you walk into another activity area, and when you go into party room!
- **STAY WITH YOUR PARTY AT ALL TIMES **If you need to leave at anytime make sure to let your party parent know and have another employee come be with your party while you are gone. Unless you are only scheduled for a certain duration of party.***

Laser Tag:

- Take group over to LT entrance 3 minutes before the session starts
- Hand out the first session cards to each person playing.
- Explain to party that they will give their card to the person at the door as they go in and then they will be told what to do.
- Hold onto the second session cards if they are playing for an hour and give them directly to those running LT once the first session is over (*Return unused/extra cards to front counter for second session)
- Put on reflective vest and walk around arena as a marshal while party is playing (Do **NOT** leave your party. This is not a time for you to take a break while the LT staff watches your party)
- If party parent has a camera and wants to take pictures, invite them into the vesting room to take photos. ***Only after all participants are in arena and vested.***
- Line group up with birthday child in front and count to make sure everyone is there before leaving

Jump N Play:

- Escort the party to Jump N Play and before entering, group all party kids together and instruct them of the rules:
 1. No running between or behind the bouncers
 2. Must slide down one at a time on bottom
 3. Must wear socks
 4. No flipping or climbing on the sides of the bounce house
 5. No climbing over walls of bouncers
 6. Bigger kids watch out for smaller kids
 7. No big kids allowed in the smaller bouncers
- Remain inside JNP with party and monitor
- Start rounding party up 5 min before next activity
- Line group up with birthday child in front and count to make sure everyone is there before leaving

Bowling (Ballantyne Only):

- Write down participant's names
- Give this sheet to bowling counter
- Help hand out bowling shoes to your party (sizes tend to run small)
- Escort party to their lanes and tell them to find their name on the screen
- Have them find their own balls (light green 6lb balls are in a rack beside the bowling counter)
- When time is up have everyone change their shoes and bring their bowling shoes to the counter (don't worry if the games are not finished)
- Line group up with birthday child in front and count to make sure everyone is there before leaving

Games & Rides:

- Make sure you have the exact number of game cards needed for party.
- Line party up in single file line with birthday child in front
- Walk party over to games area and gather them around one game and give explanation:
 1. Everyone gets a game card (amount will depend on what type of party has been booked – refer to host sheet).
 2. When you find a game that you want to play look for the box with lights on it, it will tell you how much that game cost
 3. Explain the difference between Games & Rides
 4. Put the black strip inside the box and swipe your card
 5. If the lights turn green the game will begin but if the lights turn red you have to try swiping your card again
 6. If you win tickets for playing that game the tickets go onto your card
 7. If you want to know how much money is left on your card and how many tickets you have you can swipe your card at the “Check Your Balance” station
 8. When you are done playing games you can come to the prize counter and go shopping for your prizes. If they do not have time while in game room, they can always redeem their tickets after the party is over.
 9. Ropes Course: Inform party participants if they want to do Ropes Course it is \$9.95 and takes about 25 minutes. Better to do this if scheduled for 1 hour of Games & Rides.
- Explain that the party has certain amount of time (varies depending on what type of party has been booked – refer to host sheet) to play games and when they hear you calling they need to stop playing and line up
- Hand everyone a game card
- Walk around the game room and help them swipe their card and redeem tickets
- Encourage them to redeem tickets at end of party.
- Walk around game room and round up party 5 minutes before it is time to head to the next activity
- Line group up with birthday child in front and count to make sure everyone is there before leaving

Bumper Car Ride:

- Recommend 42 inches and taller.
- Single rider – cannot sit in lap of parent or have 2 children ride in 1 car.

Rock Wall Ride:

- Recommend to be at least 40 pounds.
- Allow to go up each side of the wall 1 time.
- Must have closed toe shoes on (may need to wear the climbing shoes that we have available.
- Do **NOT** allow a parent or child to take off the clip.

Party Room:

- The host that was in the room prior to your party is in charge of setting up the party room (if there is not a party prior to yours, then one of the birthday managers will assign someone to set it up)

While in party room

- Start by filling drinks and passing out pizza (allow parents to help if they want). Order to serve drinks & pizza: 1. Birthday child 2. Other children 3. Adults.
- Clean up plates (after you have asked if they want seconds.)
- Start getting the cake ready. Ask the party parents if they would like to present and cut and serve the cake. Order to serve the cake: 1. Birthday child 2. Other children 3. Parents and other adults.

- Clean up plates and cups after making sure no seconds.
- Collect trash as people are finished
- Remain in the room to help at all times. If must step away, please communicate with party parent and/or Birthday Manager.

Check-out Party

- 5 minutes left in the party start cleaning up around the party kids

Notes:

- All tips (cash, check or credit card) should be turned into Host Manager.
- If you have time, ask the party parent if they would like you to take the Party Cart out to their car. (This is Optional but communicate with the party parents)

Pricing

- See Current Price Sheet For Detail For Birthday and Group Pricing.
- ****Anyone who participates in the birthday party activities should be charged***
- Party Favors (game cards, goody bags)- \$5 each
- Pizza (from café or Hungry Howies) - \$16 each Ch, Pep or H/H
- Extra Pitcher- \$5 each
- Extra 30 Minutes In Party Room- \$30 per half hour
- Catering from Café- usually prepaid so check with birthday counter (Ballantyne Only)

Cleaning Party Room

You are responsible for cleaning and restocking your room after every party & setting up the room for the following party. Notice order in which you clean

- Spray and wipe down counter
- Spray and wipe down table tops
- Spray and wipe off chairs
- Sweep entire floor (behind trash can and under tables). Mop and Spot clean the floor if any spills.
- Tie up trash bag and replace with a new bag
- Replace rag with a clean one from kitchen area/break room when needed. (Try to always have 10 rags in birthday counter per room)
- Clean pitchers and spatulas in kitchen area/break room (squirt a little soap onto sponge and wash entire pitcher) SCB: Rinse pitchers and place on "Dirty" rack
- Clean off party cart and return it to the front
- Then start setting up the party rooms for the following party in your room.

Setting up party room

- You are setting up for the party after you. No matter how long till the time scheduled.
- Everything you need to know to set up the room will be on the cart sheet. (Drinks, pizza, decorations, frozen cake, ice cream, etc.)
- Make sure to check and see if there are any decorations on the cart that needs to be set up.
- **Things that need to be done to get a party room set up**
 - **There should be 2 Items set up on the Table**
 - Napkins
 - Party Cups turned upside down on Napkin
 - **There should be 10 Items set up on the Counter**
 - Birthday cake plates (balloon themed)
 - Lighter
 - Candles

- Cake cutter/server
 - Pizza
 - White pizza plates **SEPARATED**
 - Pitchers
 - Clear cups for Adults
 - Extra Napkins
- **Other Items Needed for the Room & Notes**
 - Party Cart is in Room
 - Ice Cream Cups (If Applicable)
 - Put any Sports Connection party favors on counter
 - The white paper plates are for pizza and the birthday plates are for cake. The birthday cups are for the birthday kids and the clear cups are for adults
 - Make sure that you only lay out the same number of cups & as you have kids. If adults want drinks, give them the clear cups.

Back-to-Back Parties...

- Make your way to the birthday counter to collect anything you may need. Then meet your next party.

If you have a break between parties...

- Clean any dirty pitchers or spatulas in the kitchen area/break room, Take out the trash from the bins, Restock the cabinets in any open party rooms, Clean the coke machine in the kitchen area/break room, Ask birthday manager if there is anything you can help with.

All Sports (Granite and Northlake Only):

The goal for All Sports Parties and Groups is to make sure **ALL** the kids are having fun, are active and are safe. The sports are **NOT** an opportunity for you to show off your skills against a seven-year-old, to work on your game or monopolize the ball.

Remember, these kids have requested to play these games, so they should know the General Rules. But go ahead and ask briefly if they know and understand how to play. Make sure ALL the kids understand. Keep your explanations of the games simple, with emphasis on the important rules and policies. Sports Connection has certain procedures for playing our sports. We adjust the rules according to how we think they best serve the interests of safety and participation from all. Do not deviate from these rules and policies. They are in place for a reason.

The clock on the scoreboard should ALWAYS be used. The clock helps you, the kids, and parents watching know how much time is left and makes sure you have time to do all the activities the party has requested. Be sure all your equipment is out and available before the party begins. Party coordinators should review their party's scheduled activities in plenty of time to be refreshed on a sport or game if needed.

All party coordinators should have a whistle and wear their normal SC collar shirt and pants/shorts and tennis shoes. Coordinators are there to coordinate the party, not necessarily play with the party. There are sports like Kickball or Wiffleball where the coordinator may need to pitch or Football where they might quarterback, but even in these parties, the coordinator should quickly hand the ball off, throw short pass, roll the ball, etc, not necessarily run around to avoid a tag, try and catch the kickball etc.

Remember the parents are watching the kids and you. Make sure you are setting a good, positive attitude and are encouraging and supporting all the kids and making sure they have a great time and play safe and fair.

KICKBALL

- **General Rules:** Make sure the kids understand how and when to run, how a person is out, force outs, field of play, 3 Outs, Batting Order, Runs, etc.
- **SC Rules:**
 - Coordinator is all-time pitcher, but you should have a kid stand near you to play defense.
 - Everyone kicks once in the first inning, then switch sides. Keep score if it is age appropriate and it does not get too lopsided. After the first inning, play three outs.
 - No one armed Pegging! Kids can get the runner out by throwing the ball with both hands on the ball and hitting the runner below the shoulders.
 - Get the ball back to the pitcher! Runners must FREEZE when pitcher has the ball. Pitcher then chooses which base child goes to.

SOCCER

- **General Rules:** Make sure the kids understand that there is **no** using their hands, Goalie rules, 1 point/goal, No Fouling, Positions
- **SC Rules:**
 - Stay off boards
 - **No** Punting (older kids, use common sense)
 - **NO** slide tackling
- **Other Games**
 - World cup
 - Two ball soccer

WIFFLEBALL

- **General Rules:** Make sure all kids know how to hit, how and when to run, how a person is out, force outs, field of play, 3 Outs, Batting Order, Runs, etc.
- **SC Rules:**
 - Coordinator is all-time pitcher, but you should have a kid stand near you to play defense.
 - Everyone hits once in the first inning, then switch sides. Keep score if it is age appropriate and it does not get too lopsided. After the first inning, play three outs.
 - No Pegging! Kids can get runner out by tagging the runner with the ball.
 - Get the ball back to the pitcher! Runners must FREEZE when pitcher has ball. Pitcher then chooses which base child goes to.

FOOTBALL

- **General Rules:** Make sure all kids understand a “good” catch, incomplete passes, fumbles, offsides, line of scrimmage, blitzes, touchdowns, 1st downs. Out of bounds, etc.
- **SC Rules:**
 - Coordinator is all-time QB. If older kids want to QB, that is fine. But the moment you see the same kids are always getting the ball, you will step in and be QB. Remember, keep everyone involved!
 - 2-hand touch. **NO PUSHING or TACKLING!** Flags should only be used if older teens that specifically request flags. Our birthday packages state Football, not Flag Football. We want kids spending their time running with the ball and chasing each other, not spending half the time messing with their flag belt.
 - Out of Bounds cones must be used to identify the playing area and to keep kids off the soccer boards. No need for kids to come in contact with wall. Netting is out of bounds

- **No kicking/punting.** Kids throw off to each other. Depending on the location and age of the kids, kick offs may be allowed. Never by the host, always by the kids. Can start at the 20 yard line also, depending on the age and skill, etc.
- Offense has 4 downs to score. **No 1st** downs. Allows for more play between teams.
- First play of game should be hand off to birthday child, not a pass.
- If throwing the ball try to do 3-4 yard passes no long bombs. Kids get hurt, ball bounces everywhere.
- **No huddles,** takes too long and slows down the game. Try and maximize the number of plays you can get in. If possible try and have each kid get the ball on offense. The easiest is to just hand it off to them or toss a short, simple pass.

BASKETBALL

- **General Rules:** Make sure everyone understands Traveling, Double-Dribbling, Fouling, Out-of-Bounds, Points.
- **SC Rules:**
 - If too many kids, avoid playing a scrimmage. We don't want every kid going after the ball in a herd
 - Can play with No stealing allowed – helps avoid collisions
- **Other Games:** Depending on the number of kids and ages, it may be best to play “games” with the basketball, not play “basketball games”. Other games to play, include:
 - Knock Out – One player shoots (usually foul shot) and has to make the foul shot or layup before the next person behind them makes a foul shot or layup.
 - Hot Shot – Put spots on the floor and assign them point values. Give kids a certain time to see how points they can get. Can have multiple people go at once. Can play teams or individual play on one goal or two goals.
 - Or layup drills/ relay races – Add some cones, etc and have kids dribble through cones, make a layup, pass back to teammate or other kind of drills or relay races.

DODGEBALL

- **General Rules:** Make sure and explain safety, as well as make sure everyone knows how a person gets out, getting hit above shoulders doesn't count, etc.
- **SC Rules:**
 - We'd prefer to play team games and get everyone involved. Avoid chaos.
 - Please make sure kids don't poke holes in balls. They are EXPENSIVE!
 - **Games:** *Our main two games are MEDIC & PRISONER, but you should know others and be ready to play them, as dodgeball is one of our most popular games and some parties' request to play it for 15-30 minutes.*
- **Medic Dodgeball**
 - Each team has 1 person that is their “Medic.” They don't announce who their medic is. The other team has to figure it out and try to hit the other team's “Medic” and protect theirs. The medic can have a guard, but only one at a time.
 - If there are a lot of kids, play with 2 or more medics. When one medic gets hurt, they become a normal player.
 - Divide the field in half. Players can only go outside the boundaries to retrieve dodge balls; they cannot throw or be hit outside the boundaries. Medics cannot go outside the boundary and cannot touch, catch or be hit by a dodge ball.
 - If a player gets out, they have to sit down where they got out and cannot be involved in the game again unless their “Medic” comes over and tags them. Once they are “fixed” by the “Medic,” they can continue playing.
 - The game ends when the medic is hit, OR all kids are sitting down.

- **Prisoner Dodgeball**
 - Divide the field in half, with a basketball hoop on each side.
 - If a player gets out, they have to go to the OTHER team's "jail" under the basketball hoop. If they catch a ball thrown from their teammate, they are free from jail and get a free walk-back to their side. They must be touching the wall when they catch it.
 - If a teammate throws it from their own side and hits the backboard...it's a "jailbreak!" and everyone is free.
 - The game ends when one team has captured everyone from the other team.

- **La Riche Dodgeball**
 - This game has no boundaries or teams. The object of the game is to get everyone sitting down by hitting all players with a dodgeball.
 - The kids should spread all out and then the facilitator will throw some or all of the balls into the air and the kids scramble to get a ball.
 - You cannot run with a ball in your hand, but can run around if you do not have a ball in your hand.
 - If a player gets out, they have to sit down and cannot get up again unless the person who got them out, gets out. Then they can get back up, and so on.
 - The facilitator can add or take away dodgeballs during the game to make it easier or harder.

All-Sport Checklist:

- Get Clipboard of Parties, Whistle & Walkie Talkie and check sports and equipment needed
- Take clean pinnies out to field and ALL equipment needed
- Turn on clocks and make sure know how and when to use
- Coordinate what activities will be on what side of the field/court and when
- Bring out toy bins (if applicable)
- Sit the kids in the middle of the field, start the clock, introduce yourself, go over rules of 1st game & choose teams. Either let the Birthday Kid choose captains & teams or you choose (1-2-1-2, etc).
- Whenever your party is done, or when changing games during a party, have the kids help you pick up the toys. Make it a race, or give them a time limit.
- When finished with the party:
 - Count the kids before they leave the field
 - Take the kids to the appropriate room or next activity area
 - Write number of Extra Guests on the birthday Summary
 - Collect payment for balance due and write "CC" or "Cash" on Summary
 - Indicate if a tip was given and the amount and write "CC" or "Cash" on Summary
- When finished with parties for the day:
 - Pick up the field after the last party.
 - Put Field 1 bin back behind swinging door. Put Field 2 bin back in Beirut (SCG)
 - Take Pinnies, put in Wash and start cycle.