



# ATTRACTION MANUAL

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All Staff **must** understand how to work **every** Attraction area and understand all Regular & Combo Pricing, Party & Group Pricing, Camps & Clinics Pricing and any other pricing or programs offered at any of the SC locations. All information can be found in our Training Manuals and on our website. These prices are subject to change and any updates will be posted on the website.

## **All Attractions:**

Sports Connection is your number one source of fun for the whole family! With four Charlotte, NC locations, we offer everything from Birthday Parties and Group Outings to Adult and Youth Activities. If you are looking to have some great fun, come out and play with us today!

Everyday knowledge for attraction staff:

- Once clocked in staff should have all their personal belongings put up into their box, be in uniform, have a name tag and have a walkie for communication.
  - Walkies are for communication ONLY, there is no need for unrelated conversations.
- Staff should check in the with attraction manager upon arrival. This allows the attraction manager to communicate any information to staff entering the floor.
- Staff should also check with the attraction manager to go on break or order food from the cafe.
- If required to step away from an attraction the attraction manager should be made aware and know the reason for needing to step away (bathrooms, switching attraction, getting a drink)
- If at any time you feel uncomfortable about a situation, regardless of what it is, radio for a manager.
- If you have down time, each attraction has tasks that need to be completed often or you can ask the attraction manager if anything else needs done.
  - Do not sit or lean on equipment, if it is not a chair or stool it is not meant to be sat or leaned on.
    - When addressing customer staff should never be sitting.
- Anything lost on Sports Connection property is Sports Connection property and should be turned into a manager (including cash)
  - All drinks should be distinguishable or have staff names written on them.
- The current break room is room 1, each person is responsible for ensuring this room stays clean.

Sports Connection is an experience, our goal is to ensure that customers have the best experience possible.

# JUMP-N-PLAY

The Jump-N-Play Inflatable Zone at the Sports Connection is every kid's dream! Our Inflatable Area has many huge inflatables to jump, bounce and slide around in. Socks are required at all times (socks are available for purchase). Jump-N-Play Sessions are 30 minutes long and begin and end at the top and bottom of the hour. The Sports Connection Jump-N-Play area can handle many kids at one time. Sports Connection Marshalls will be located throughout the Jump-N-Play area at all times to ensure all kids will have an enjoyable and safe experience while playing in the Jump-N-Play Inflatable Zone at the Sports Connection.

Jump-N-Play requires staff to always be on their toes and trying to make sure all kids follow our rules. All staff should understand our published rules and enforce them.

At least one JNP staff should have a walkie at all times when working JNP. Staff should not gather together. At any given time, there should be a staff member standing at the JNP counter checking wristbands, swiping game cards to give customers wristbands and allowing access. If only ONE employee, monitor the JNP area from the counter and walking around whenever possible. If there are TWO employees working this area, ONE should be at the counter of JNP checking for wristbands and the other should be positioned in the center of the JNP monitoring the area. This staff member should make a lap around the entire area once every five minutes. Then after 15 minutes (3 laps), the two staff members should switch positions. If more than two employees, only one should be at the counter while the other two are positioned inside.

Do not help kids into bouncers and slides. If they are too small to climb into on their own, they will get stuck somewhere else inside the inflatable. They need assistance from their parents, not our staff. Do not let the bouncers become overcrowded, it is OK to stand outside a bouncer and let kids in as others exit. Do not allow kids to go up the slides or play at the bottom of the slides. If it looks dangerous, stop it. If you have trouble with a kid not obeying, radio a manager to find his/her parents and talk to them. We will not allow one crazy kid to ruin other kid's enjoyment and safety.

## Things to Know

- How to Open & Close (See Checklist)
- Age limit of 10 and younger.
- Rules and regulations and how to enforce them:
  - All participants must wear socks.
  - No running, flips, or rough play
  - No gum, food, or drinks
  - No climbing over walls
  - No jumping on slides
  - One person down a slide at a time
  - No running between or behind bouncers
  - No wrestling or rough housing in inflatables
  - No laying down in slides and preventing people from passing
  - No sharp objects
  - Limit number of people per inflatable as needed
- Power Outage - Grab a flashlight and remove all kids from bouncers calmly and safely. There will be managers that come to help immediately.
- How to handle injuries
  - Notify a manager immediately.
  - We are only permitted to give ice or band aids.
  - Injury reports are located behind the front counter by the mailboxes and should be filled out for any injury.

- How to handle any types of bodily fluids inside the inflatable's like spit, snot, blood, urine, vomit, etc.
  - For blood or any other bodily fluids, remove all children from bouncer, block it off and call maintenance. See Operations Manual for how to properly clean.
- Everyone must have a wristband. Know what the color per session is. There is a guide on the JNP counter for every 30-minute session.
- Birthday parties will all have 1 special design wristband. This does not mean that if they have this wristband they can enter. We should verify that the party they are with is currently scheduled in JNP. Otherwise, they need to purchase the correct time.
- Everyone **MUST** always wear socks in the inflatables.
- Parents may enter the bounce houses to assist their child, they still must follow the same rules.
- Cleaning supplies should be kept in the cabinet at the end of the JNP counter. **NOT UNDER THE COUNTER** at any time.

**What to do during down time:**

- Wiping down counters & cubbies.
- Vacuuming main areas & behind bouncers.
- Spray slides with silicon as needed.
- Clean inflatables and mats.
- Go into the bounce houses to make sure there are no items left behind.
- If there are foam balls out, clean them and put them into the correct bounce house.
- Wipe down the counter.
- Organize the cabinet at the end of the counter where the cleaning supplies are.

# Playland

The Playland Adventure Center at the Sports Connection allows kids ages 4 and under to have Fun and Learn through Playing. Children can play and interact with others, objects and sounds. Utilizing their senses during learning and play while discovering what effect their movements have on the environment around them. It is an active form of learning that engages the senses, body and mind. Learning through play is fundamental in a child's intellectual, social, emotional, and physical growth. Playland Sessions are approximately 30 minutes long.

The Sports Connection Playland area can handle many kids at one time. Sports Connection Marshalls will be located at the entrance of Playland to help ensure all kids will have an enjoyable and safe experience while playing at the Sports Connection.

The staff member at the JNP counter is responsible for monitoring Playland. The counter is located right at the entrance to playland. No shoes are allowed in this area, if parents would like to enter they must have socks on. They can purchase some at the front counter if they do not have any.

## **Things to Know:**

- Any birthday party that has participants 4 and younger are able to access Playland if they choose to do so. This would only be during their scheduled JNP time.
- Staff should not be assisting any children, if a child is unable to do an obstacle, then their parents or older siblings may assist them.
- Older siblings may go into playland to assist a younger child but should not be playing on their own, otherwise they will be asked to leave.
- With this area if it is not busy it is okay to let the little kids stay in longer than 30 minutes.

## **What to do during down time:**

- Wiping down counters & shoe rack.
- Vacuuming main areas.
- Reorganize the equipment.
- Wipe down the equipment.
- Check for trash or other items that do not belong.

# LASER TAG

You enter a strange new environment. A light haze surrounds you. Fluorescent paint glows from the walls. Red laser beams crisscross through the air. You have entered the adrenaline playground. You can feel your heartbeat as you stalk unsuspecting opponents while you fear the unknown that lurks around the corner or above your head. You search for enemy base stations, fire at your opponents, and defend your own base. After what seems like an eternity, but was actually only a few minutes, you hear the end of game announcement and return to your home base to play again. At the end of the last game return to the Armory and hang your Laser Tag vest on the appropriate hook. We can accommodate a maximum of 44 players per session. Sports Connection Marshalls will be located throughout the arena at all times to ensure all players will have an enjoyable and safe experience while playing Laser Tag.

Laser Tag in general is one of our most popular Attractions. Because Laser Tag is played in a dark, black-light, noisy, enclosed room with a mixture of boys, girls and adults, it is **EXTREMELY IMPORTANT** to always enforce the SC Rules and **NEVER** leave players in the Laser Tag Arena without a staff person. On busy days with a large number of players, we should have two or more marshals in the arena at all times

*Laser Tag is not just a Game; it is an **EXPERIENCE**.* Make sure players feel this way from the time they enter until the time they leave. You can accomplish this by making sure all players understand the game. Do not allow a few players to disrupt other player's experience, and be excited and helpful when briefing during and in-between games. All sessions should play **AT LEAST** three games **EVERY TIME**. Sometimes there is time for a fourth game, but it may need to be truncated before completing to finish on time. Sessions should **ALWAYS** start **AND** end on time. It should take 7-10 minutes to vest up and explain rules and about 5 minutes to un-vest and exit.

All birthday kids, public play, etc should have a card to gain entrance to Laser Tag. Spectators, as a norm, are not allowed in the Laser Tag arena. Birthday Hosts may allow the birthday parent(s) to enter the Armory for pictures or to watch after the kids have vests on and split into teams. Parents should be escorted to the viewing area in the Armory if they would like to watch the session.

## Things to Know

- How to Open & Close (*See Checklist*)
- Laser tag is *recommended* for kids 7 years and older.
- Laser Tag is not just a Game, it is an Experience. When a player enters for the first time, all black lights and **NO** white lights should be on. Inside the arena, keep white lights off and black lights on during the day.
- There should always be enough haze in the room to allow the Red Laser Beams to look solid when shot across the room, not just a dot.
- **ALWAYS** wear yellow reflective vest or a referee Battlesuits.
- **NO FOOD OR DRINKS IN LASER TAG**
  - Staff may have a drink only on the dedicated shelf.
- All Birthday kids will line up first when splitting teams. If there is a birthday party in laser tag we should play the happy birthday song (#8)
- Once the session starts, if more than one person is scheduled for Laser Tag, one person walk through constantly while the other stays in briefing area for late arrivals for the first few minutes. All Laser Tag staff should be walking around the arena after the first 5-minute game.
- **EACH SESSION SHOULD PLAY THREE 5-minute games.** If time permits, you may be able to play a fourth game.
- Battlesuits Problems
  - If a customer has a Battlesuits issue, test the Battlesuits and try to trouble shoot the issue.
  - If still not working, switch Battlesuits, and place bad Battlesuits inside Laser Tag office
  - Fill out Laser Tag maintenance sheet and place the Battlesuits in the tec room. Notify maintenance so they know to come look at the down battlesuit

## How to Run a Session

- When previous session ends one marshal will direct players to put their Battlesuits away in the vesting area while the other marshal greets the next group at the Arena Door.
- Direct them to head into laser tag arena and into the armory.
- Based on the amount and age of the players select a game mode and activate the packs.
  - Once they walk thought the stargate they will be activated into the game.

- Parents/people who are not playing can stand on the stage after all players have a Battlesuits.
- Address all players from the stage and then have players enter to the left of the vesting area and take a Battlesuits and continue back in front of the vesting area to put it on.
- There should be a staff member at the Armory exit door directing players where to stand to wait for instructions. This staff member should be helping players put their Battlesuits on correctly and buckled.
- At this point is when a staff member is to give the Briefing Speech. It's best to try to memorize the speech and use the printed copy as a guide in case you need it. Do not add or delete anything from it. If any customers have questions, answer them accordingly.
- Make sure to point out all bases that can be tagged for points
- After time is up, announce the End of Game speech, bring all players back to the Armory.
- As customers hang up their Battlesuits, remind them to take any personal belongings, then direct them to the door marked "Exit".
- Customers should never enter the Armory through Exit door

## **Instruction Script**

### Game Start

#### Briefing Script

#### Briefing Script

- "Welcome to Laser Force! My name is \_\_\_\_\_ and I will be your Game Marshall today. \_\_\_\_\_ and \_\_\_\_\_ will also be your Game Marshalls and will be here to assist you throughout your experience. If I can have everyone's attention, I will review the rules of the game. Please hold any questions until the end."
- You have already passed through the Stargate, if you did not walk through this side (point) then you will have to go back through to activate your pack.
- Please locate your Phaser. To use this, you must place one hand on the underside like so (Game Marshall demonstrates) and use the other to press the trigger here. If you let go it will not let you tag.

### Individual

- While you have unlimited life and rounds, your life force will be depleted for a few seconds if tagged, giving you time to retreat.
- In this game, the goal is to get as many points as possible.
- To get points, you can shoot 1 of 3 targets to gain points:
  - Small Clusters (10-20 Points; located on the Front & Back Walls and The Green Zone Upstairs)
  - Player Vests (100 Points; located on the front, back, shoulders, and sides of the Phaser)
  - Bases (1001 Points; located at the tops of the Red and Blue Arches and must be tagged 3 times – Marshall points them out)
- To reach some of these targets, you may have to go upstairs.

### Teams

- You will be split into 2 teams, fire and Ice (Blue and Red).
- Each of you have 3 bases, your mission is to protect your bases and tag the opposing teams.
- If you get tagged your pack will give you a few seconds before you can get tagged again In this game, the goal is to get as many points as possible.
- 
- 2 bases are located downstairs and 1 upstairs (point) they are the glowing arches.
- To get points, you can shoot 1 of 3 targets to gain points:
  - Small Clusters (10-20 Points; located on the Front & Back Walls and The Green Zone Upstairs)
  - Player Vests (100 Points; located on the front, back, shoulders, and sides of the Phaser)
  - Bases (1001 Points; located at the tops of the Red and Blue Arches and must be tagged 3 times – Marshall points them out)

### Color Conquest

- In Color Conquest, the Game of Team Domination, you will be assigned a color and 3 lives.
- Tagging a player will revoke 1 life.
- If a player loses all 3 lives, they will automatically join the team of the player who tagged them.



- Therefore, the goal is to tag the other players, changing their color to match your own.
- Once everyone is on the same team, all vests will randomize to a new color and the game will start again.
- You can gain extra lives by tagging two players in a row or by destroying a base.
- Bases are located at the top of the Red and Blue Arches.
- Each side has 2 downstairs and 1 upstairs.
- To get upstairs, there are ramps located on either side of the arena.
- You can gain bonuses by repeatedly tagging the Beacons located in the center of the front and back of the area. bonuses are randomized, but you can gain perks such as a point multiplier, and invulnerability. To activate rapid fire, you must tag two players.
- While playing, we do have a few guidelines for safety and players will be removed if they are caught breaking them after several warnings. These include no running, lying down, climbing obstacles, and no offensive language. If you are violating these rules a game marshal will tag you out and you will have to locate a game marshal to be tagged back in.
- In addition to that if you hit your phaser or pack too hard it will go into offline mode and you will have to find a game marshal to be tagged back in.
- If you need any assistance throughout the game, please find a Game Marshall.

Now, let's customize your Battlesuits! You can swipe the screen on your Phaser to change the logo on your vest so please take a moment to pick one before we start. You can also change settings such as your firing mode and language.

### Game Over

Everyone please return to The Armory, unbuckle your Battlesuits and hang them on the first available hook. Congratulations to the winners of this round. Make sure the area looks clean and organized before starting the next session.

### **What to do during down time.**

- Walk through the arena with all lights on and check for trash or anything else on the floor.
- Keep briefing room clean/neat, vacuum as necessary, rack and hooks clear.
- Check wall charging cords and clips on packs (that hold the phaser)
- Vacuum the arena at least once a day when arena is empty.
- Wipe down equipment and obstacles.
- Wipe down packs.

## GAMES / REDEMPTION / MINI BOWLING

The Games and Rides Area at Sports Connection features the most popular games, simulators, ticket redemption games and best prizes, all under one roof! Whether you want to book a birthday party or are just looking to come have some fun, Sports Connection's games and rides section has over 100 games and rides for the whole family.

All staff need to understand how the games operate and how to troubleshoot and fix the basic problems, the information on how to work the Redemption Counter, how to restock minor games and how to operate and troubleshoot Mini-Bowling.

### Things to Know

- How to Open & Close (*See Checklist*)
- If there is more than one staff member assign to the arcade, it is okay for the other to walk around, check to see if games are properly working, checking in on customers, sweep, wipe down games and seeing what needs restocked
- All game cards are the property of Sports Connection, regardless of where found or if they have money/ticket value left on them. All game cards should be recycled. Combining cards or placing money/game value on a card of your own without receiving payment is stealing and reason for termination.

### Redemption

- How to scan cards to redeem prizes
  - Once you scan a card, hand it back to the customer in case they do not use the whole value.
  - Prizes with ticket values exceeding 300 will have specific buttons. Do not scan out an item if it is not the item they are receiving.
  - Be sure to finalize EVERY transaction before moving on to the next or clearing the screen.
  - All coins and cards redeemed from games must go through the redeem machine. If they do not have barcodes, then radio a manager to redeem the points.
  - If a customer would like a plush from the wall check behind Bumper Cars BEFORE taking anything off of the wall.
  - If a customer would like a prize from the glass case, radio a manager to open and retrieve it.
  - If you take the last of something, restock it or make a note of what was there.
  - If you run out of an item, restock with another item and place the correct ticket value out
- How to use scanner on more than one customer
- How to combine cards
- How to register game cards - Know why it's important for someone to register his or her card as well as when and how.
- How to reload a card – NO CASH OR COUPONS at the redemption counter
- How to handle customer problems/complaints (DO NOT say game always breaks) You can send them to the front or radio a manager to the counter.

### Redemption Closet

- Everything has a place; it should stay there. If you take something out to restock and have extra put it away in the correct location.
- If you take the last of something let a manager know to relay it to the redemption manager.

### Games

- How to work and explain all games to customers
- How to troubleshoot and fix basic problems (if you don't know ask maintenance )
- How to check games if not properly working (start & reset button)
- How to use the kiosk/reload station and check balance station

## Mini Bowling

- How to un-tangle pins
- Proper way to clean lanes, balls, and pins
- Do not allow kids to throw & play with balls if not actually playing the game

### **What to do during down time:**

- RESTOCK and organize the redemption closet.
- Walk around and help customers
- Check to make sure all games are working or placed in workshop.
- Check mini bowling for balls.
- Wipe down all glass
- Wipe down all games (even the back)
- Sweep/vacuum the carpet
- Take recycled game cards to the front
- Check the large games for trash inside.

### **Redemption Kitchen:**

This area should only be used to retrieve prizes, get party supplies and store staff lunches. This is not a hangout area and should be kept clean at all times.

# ROCK WALL

Our Indoor Rock Walls are located inside the Sports Connection Family Entertainment Center at our Ballantyne location.

You will have your choice of four different climbing stations – each with a unique challenge. Can you make it to the top and sound the siren? Come find out today!

All staff and hosts need to understand how to operate the Rock Walls. Everyone needs to practice safety at all times. Need to make sure that everyone has closed-toed shoes, is harnessed properly, and acts appropriately during climb. Staff should always be watching the climber and never have more climbers on the wall than they feel comfortable handling. The Rock Wall should be inspected daily.

## Things to Know

- How to Open & Close (*See Checklist*)
- Customers cannot wear open toe shoes – can wear rock climbing shoes or other SC provided shoes.
  - There are additional shoes at ropes course if needed.
- How to strap customer into climbing harness properly and safely check
  - Ask the customer before hooking in if everything fits correctly and they are comfortable.
- Harness should be tight enough that only two fingers should fit between (thighs and around waist) (have customer check)
- Explain all safety rules to customers before they climb
- Know the proper way to come down the wall (Hold the red cord and walk down, don't jump.)
- Know how long each customer gets on the rock wall (they should 3 climbs, if it is not busy they can attempt a few more)
- Know how to attach and un-attach cord to harness and wall.
  - If one is let go, harness in and either get a tall ladder or climb up the neighboring side and pull the line back down.
- The weight limit for the rock wall is 300 lbs.
- 40 lbs to resistance level regarding weight limit, if they are close to or under attach the white rope.
  - The white rope is to assist lighter children in descending if needed.
- Stand back from wall so you can watch all climbers
- Observers must stand behind stanchions, 1 parent may stand on the red floor to assist a child starting to climb.
- Employees should not climb the wall except for an emergency, with permission from a manager or to retrieve a line that was let go.
- Always remember to check and re-check that the climbing harness and belay cable are secure. Have the customer check behind you and verify everything is secure.
- Once a harness is removed be sure to zero out the harness before returning it to the rack.
- Staff scheduled at rock wall should remain either at the rock wall or at the games counter until radioed. Certain staff who are trained on bowling may help at the bowling counter while waiting on customers, check with the attraction manager before going anywhere else.

## What to do during down time:

- Vacuum the red carpet
- Inspect each harness for fraying or other abnormalities.
- Inspect the wall for any loose rocks.
- Assist in keeping the café area clean.

# SPIN ZONE / BUMPER CARS

These Bumper Cars are not like your parents played when they were kids! The Spin Zone Cars can go FORWARDS and BACKWARDS, but they also SPIN. You can SPIN yourself, or “bump” any car on their left or right side, and send them into an uncontrollable SPIN! Watch out, others will be aiming to “bump” and SPIN you as well.

All staff and hosts needs to understand how to operate Bumper Cars. Know how to swipe card, know how to explain rules to customers, know how to start, pause, stop ride. All staff needs to understand how to properly turn off Spin Zone at night and report maintenance issues. Never leave Spin zone unattended or enter the arena area while the cars are moving. Always keep the gate locked.

## Things to Know

- How to Open & Close (*See Checklist*)
- General Information
  - **ONLY ONE PERSON PER CAR! NO EXCEPTIONS!**
  - You can run a session for as many active cars as we have. The more riders you have during a session, the more fun for everyone.
  - Age and size guidelines are 6 years, 42 inches tall, and less than 350 pounds. These are guidelines, so use your own judgment. If you have any questions regarding these guidelines, call the Attraction Manager on the radio.
    - If the child can reach and steer the bumper car on their own and the seatbelt fits, they should be okay to ride.
- **How to Start a Session**
  - As you start a session, you swipe each rider’s card, verify correct payment, then tell them to get into any available car and buckle their seatbelt. It is easiest to let them go in one at a time to pick their cars.
  - After all cards are swiped, close the gate and secure, then walk into the arena and verify that everyone’s seatbelt is fastened. Also, fasten the seatbelt on all unoccupied cars.
  - **Your verbal briefing while you’re checking the seatbelts should include telling riders:**
    - To move forward, push both handles forward.
    - To move backward, pull both handles back.
    - To turn right, push the left handle forward and pull the right handle back.
    - To turn left, push the right handle forward and pull the left handle back.
    - Point out the “Spin Zone markings on the sides of their cars. Tell them that, if you hit another car in that spot, that car will spin for 3 seconds.
    - Stress to them that they must stay in their car until the session ends and they are told it’s OK by you.
    - Lastly, explain and demonstrate the signal they should use if they get sick or need to stop for any reason. (Hold one arm straight above your head with **closed** fist.)
- **How to Start the Ride**
  - Walk back to the control panel, visually check that everyone is seated and ready to begin, and then press the RIDE button on the panel.
  - The ride will play a 30 second briefing then the actual ride begins.
  - You may spin the customers during thier, press the SPIN button to spin all cars. Some customers may enjoy this more then others, use your best judgement to determine.
  - Keep your full attention on the riders during the entire ride.
- **How to Stop and Restart the Ride**
  - If, for any reason, you need to stop the session, press the STOP button (Top row, right hand button on both.)
  - If you’ve stopped the ride, enter the arena only after ensuring that all cars’ lights are OFF.
  - DO NOT start the ride again until you’ve exited the arena and you’re certain that everyone is still seated and buckled in.

- Start the ride again by pressing the button release directly below the STOP button.
- When the ride officially ends, direct riders to the exit gate. Once all riders are out of the arena, walk back to the entrance gate and you can start letting the next group of riders into the arena.

### **Floor Sweep Compound:**

The green floor powder is to be used any day that schools are out or if there was a large group outing that used bumper cars.

To use: move all the cars to one half and sprinkle the compound all over the floor and then sweep it up. Repeat the same once you move the cars to the other side.

- There are 2 bins (blue and green)
- Green Bin: Brand new – after using compound it goes into the blue bin for a second use.
- Blue Bin: Has been used once – After using this compound throw it away.
  - Do not dump pieces of trash back into the blue bin.
  - When the green bin is low notify maintenance.

### **What to do during down time:**

- Wiping down the bumper cars.
- Inflate any tube that need it.
- Inspect all seat belts for fraying or other abnormalities.
- Make sure all charging cords are wound up and out the way.
- Walk though and look for anything on the floor.

# BOWLING

Whether you are looking for classic tenpin bowling, cosmic bowling, bumper bowling, bowling birthday party or group outing, Sports Connection bowling has it all! Bowling at Sports Connection is fun for the entire family!

Selective staff need to understand how to operate, set up for time and for game play, and know all aspects of Bowling. We typically put 4-6 people per lane. 4 people can easily play one game in an hour and usually start another one. 5-6 people may not finish a full game in an hour. All bowling employees need to know how to check via Daysmart the day's rentals and parties, wait list, handle maintenance issues, etc.

## Things to Know

- How to Open & Close (*See Checklist*)
- Know what the password is to turn the bowling program on if it were to be shut off (**password is Conqueror**)
- How long it takes to bowl an average game (10 minutes per person, per lane is an easy explanation)
- Cosmic Bowling starting at 4:00 PM Mon-Thurs and all day Saturday & Sunday and holidays
- \*Bowling "Per Game" may not always be available on busy weekends and holidays. If it is busy it is okay to only sell by the hour to ensure smooth scheduling.
- Have a basic understanding of Daysmart and how to enter in walk in. IF THEY ARE NOT ENTERED SOMEONE CAN PAY TO RESERVE IT ONLINE STILL.
- Always use the top #, red is for women, black is for men.
- The lightest balls we have are the light green 6lb balls located next to the bowling counter.
- Know how to use the keyboards at the lane to help customers.
- How to handle bowling sales using RFID
- We do not have a "waitlist" we can put someone onto the day smart calendar to reserve their time when a lane is available.
- How/when to transfer lanes
- Know prices of the games by the hour and by the game + shoes and know how to sell.
- Everyone must wear bowling shoes to bowl. That is not a Sports Connection rule...it is a bowling facility rule.
  - The exception to this is birthday parties and camps do not need shoes if they have closed toed shoes. There should be a list of all FLEX parties for the day at the bowling counter.
- Have some knowledge with bowling - what is a spare /, strike X, and how many pins are on a lane.
- If bowling has a 'wait list' and people currently on the lanes, you do not have the option to extend customers bowling time until that wait list is cleared up. Make sure to explain this rule when groups are initially paying and be sure to offer them the option to purchase more than the first hour then, as they will not be able to add on time even if a wait list develops after they start.
- Leave 1 or 2 bowling lanes open at most times in case one or two breaks. On some nights, if we feel the lanes are performing well, and we have bowling maintenance staff on hand, management may choose to book all the lanes.
- How to place lanes on workshop and put that lane unavailable on daysmart.
- Know what to do with pinsetter errors: cycle vs. reset. Do try to resolve issues this way before radioing maintenance.
- How to put up bumpers at the computer and at the lane.
- How to call problems to pin chaser/maintenance
- When pin is in gutter - walk down wide gutter cap carefully, step over camera, slide pin down gutter to back of machine – DO NOT WALK ON THE LANE, walk down the strip where the balls return from.
- How to fix scoring errors – learn all "special functions" and how/when to use – get comfortable with bowling software
- Be sure not to let anyone out of the building with bowling shoes. A lot of the most used sizes go missing.
- UNDERSTAND HOW TO EMERGENCY SHUT OFF A BALL RETURN ON A LANE.

- If there is one person scheduled at bowling they should be at the counter ready to help get lanes started and hand out shoes. If there is an additional person this person should be walking around making sure lanes are working, checking on customers, clearing lanes after customer finished.

### **How to Start a Lane**

- Putting people on lanes: press appropriate lane
- Set time vs. set game: (if 2 people are bowling 2 games, we enter 4 games)
- Open now: walk down (tell customer they must hit red button to begin)
- Know how to set names up in the computer and add bumpers for individual bowlers
- Add time-lane, modify, uncheck all but purchase total, set time, OK

### **How to Close a Lane**

- Put bowling balls back under the tables. 6 lb balls go on separate rack by bowling counter
- Make sure you close lanes as they become available.
- Spray & return all shoes to proper position: left shoe over right. Always use the top #, red is for women, black is for men. Left & upper rows for women's (red) - right and lower rows for men's (black).

### **What to do during down time:**

- Re organize the shoes and look for any missing matches.
- Wipe down the ball return.
- Clean the balls.
- Wipe down chairs and tables.
- Make sure all tables are in the correct position with the correct number of chairs.
- Make sure all 6 lb balls are on the correct rack.



# Sky Trail Ropes Course

Come take a “stroll” on the Sky Trail Ropes Course located inside the Sports Connection Family Entertainment Center at our Ballantyne location, but don't look down!

The Ropes Course is suspended HIGH above the Arcade Room and offers many challenging routes and elements to test your balance and nerves!

All staff and hosts need to understand how to operate the Ropes Course. Be aware of how the course works, safety, scan card, and proper way to move through the course. **Make sure to let the Attraction Manager know if you are not comfortable working the Ropes Course.**

Every operator working the ropes course **MUST** take this responsibility **SERIOUSLY**. An inattentive operator can cause serious injury or death to themselves, to a participant, or to people below the course. **ALWAYS** obey all written rules, and always use good judgment. If you are ever unsure call for a manager.

## Things to Know

### Participant Rules

- Participants who would like to experience Sky Trail® must be able to understand and demonstrate knowledge of all safety rules to go without an adult supervisor.
- You must be healthy and in good physical condition. This activity is not recommended for anyone with heart problems, back or joint injuries, those who have had recent surgery or women who are pregnant.
- You must be 48” tall to participate in this activity or accompanied by a responsible adult.
- Participant maximum weight is 300 lbs.
- You must safely fit in the harness.
- Everyone **MUST** wear secure shoes. No flip-flops or open-heel shoes. Make sure shoe laces are tied.
- Pockets must be empty. **NO PHONES**
- No loose objects that could fall such as cell phones and cameras on the course. Eyeglasses should be secured.
- Customers must have pants or shorts on. No dresses or shirts.
- No food, candy or gum in your mouth while on the course.
- Only one participant on an activity at a time unless a child is being assisted by a responsible adult.
- No running, jumping, hanging in harness, falling on purpose or horseplay. Anyone displaying these behaviors will be asked to leave the course for the safety of themselves and others.
- Sling line should stay in front of and in between your shoulders at all times.
- Do not touch the overhead tracking system.

**These rules apply to employees as well.**

## Harnesses

Participants wear a full body harness when experiencing Sky Trail®. The harness fits around the upper body and legs to support the participant's entire body. Try to consider the size of the participant before outfitting them with a harness. Harnesses are available in several sizes to accommodate most heights and sizes of people. The harness is designed to fit over all layers of clothing, including jackets and coats, and should be adjusted as close to a participant's body as possible.

All harness straps (6 of them) should be at “**zero**” when the harness is handed to a customer. Zero means all straps have been fully opened to their largest size. You will notice a yellow strap on each harness. The yellow strap should be slid down to where the shoulder straps tighten, at the waist, so the customer can get the harness on properly. Make sure the customers feet go through the leg holes correctly, and then tell them

to pull the harness on like they are putting on a pair of overalls. Before tightening any straps, do another visual check to verify you have given them a harness that will fit properly.

- Tighten the waist belt first. The thick padding will overlap itself, you may need to position it correctly, if it snags on itself. The waist belt needs to be just tight enough that it can't be pushed down over the hips.
- Slide the yellow strap up towards the participants' neck.
- Next tighten the shoulder straps. Make sure the customer is standing up straight, so you can adjust them right. You don't want them too tight or too loose.
- Once the shoulder straps are snug, slide the yellow back strap up as high as you can to the customers neck. This strap is what keeps the shoulder straps in place. The shoulder straps are never to be able to come off the shoulders.
- Next tighten the leg straps. They should be just snug enough that you can fit 2 fingers between the strap and the hip.

You will notice 3 loops on the front of the harness. They are for attaching the participant to the sling line.

#### **The sling line is made up of multiple parts:**

- The redundant slider assembly (RSA)
- Webbed straps; a blue one and a black slotted one.
- 2 carabineers; a red one attached to the blue strap, and a locking one on the slotted strap.

#### **To properly load a participant:**

- The RSA needs to be placed into the overhead track.
- ALWAYS, ALWAYS, ALWAYS make sure the movable white puck is put in the track. Even if you were not the one that put the line on the track.
- Have the customer stand about 8 inches behind the overhead track where you are loading them at, but in line with their sling line.
- The **RED** carabineer attaches to the **DARK RED** loop on the harness. This is the bottom loop.
- The **black sling line** is to go through the **top (chest) loop**. Let it dangle in front of the participant. Notice where the strap is touching the middle (red) loop. You will want to put the locking Carabineer through the **THIRD** hole below the **middle (red) loop**, and then also connect the locking carabineer to the middle loop. For small children, it's ok to go to the fourth hole. The locking carabineer has a key to open it with.
- Double check; that both carabineers are locked by doing the "squeeze test", that the carabineers are attached to the proper straps, and that the sling line is properly loaded in the overhead track.

#### **To unload a participant:**

- Remove both carabineers from the harness.
- Lower the yellow strap and loosen the 6 harness straps in reverse order from strapping them in.
- Ask the customer to step out of the harness.

## Things to know: Employee Rules

1. Orange Sling lines are for staff use only. An on duty staff member is never to use a blue sling line.
2. NEVER put your own sling line into the overhead track. Always have someone else do it, and be double checking each other.
3. Customers are NEVER to attach or un-attach themselves from a sling line, or to load a sling line into the overhead track.
4. Ropes course harness are to be taken off when you leave the ropes course area. This includes to go to the bathroom or to take breaks. If you are working the games counter then you should leave your harness on.
5. Always have a whistle and a carabineer key on you when working the ropes course. Return the key when done.
6. The Emergency Take Down Kit (ETK) MUST be somewhere on the course, Typically at the top of the stairs. Do not move it.
7. Your pockets are to be empty. Nothing is allowed up on the course which could potentially fall and hurt somebody below.
8. No horseplay while on the course, EVER.
9. Always stay on your feet. DO NOT ever "sit" or swing in your harness. Harnesses and RSA's are meant to catch a person if they fall, but sitting or swinging in them causes damage and premature wear on the parts. This damage will not be covered under warranty. This equipment is expensive. Anyone caught purposely mistreating it will be held liable for damages.
10. The entrance area to the ropes course is to always be kept neat and clean. Anything not being used is to be properly hung up. Harnesses and sling lines are NEVER to be just thrown on the floor. Harnesses should always be at zero when hung up.
11. Sling lines can be left loaded in the overhead track when unloading a customer.
12. These carabineers are made from aluminum. Aluminum can be damaged easily, although it is almost impossible to see the damage with the naked eye, until the carabineer completely breaks. For your safety and the safety of others, never let anyone bang the carabineers on floors, walls, steel beams, or anything else.
13. Maximum number of participants is 20, plus 2 operators. If you are about to go over this limit, let a manager know.

# FRONT COUNTER TRAINING TOPICS

Staff that has been approved to manage the Front Counter need to clearly understand all aspects of SC and be able to handle all items listed below and above. Staff not assigned to the Front Counter should not hang out there unless asked to by a SC Manager. Most Front Counter staff will have worked all areas of SC and are capable of answering basic phone calls if needed.

## Things to Know

- How to Open & Close (*See Checklist*)
  - Facility
  - Attractions
  - Café FOH is separate from front counter
  
- Acknowledge **ALL** customers with Hello and Goodbye
- Front counter is responsible for ensuring the checklists have been completed
- How to handle birthday party or group inquires (when to use Birthday Request Form and where)
- General facility information such as hours of operation, prices of attractions, rules, etc (how to navigate through website)
- Customers must be 18 years old to be in the building unaccompanied unless registered for events.
- How to use DASH & Bluebook (know about daily happenings like rentals and pre-booked activities)
- Know age requirements/limits for all attractions
- How to handle customer general complaints
- How to enter waivers
- How to give out birthday invitations
- How to handle applications for employment
- Understand the refund policy & process and who is approved to do so
- Understand Emergency Procedures regarding missing child or other emergencies.
- How to re-stock (where everything is located)(socks, game cards, gift card selves, wristbands etc..)
- Understand birthday process – know where to send people who are looking for a particular party
- How to operate Amusement Connect (AC)
  - How to Register and looking up cards – card register program
  - How to process payments; cash, credit, debit, and check
  - How to load/reload cards split cards
  - How to handle Gift Cards and what the difference is
  - How to do split payments
  - How and when to apply coupons and discounts
  - How to combine cards
  - How/When to do card balance adjustments
  - How to re-print a receipt
  - How to re-issue damaged/lost cards
  - How to add tickets to a card
  - How to change receipt paper and where to find the correct type of receipt paper
  - What to do with extra b-day cards/promo cards
  - Opening and closing cash drawer procedures for the day
  - How and when to use RFID payments
  - How to reset a POS
  - Where lost and found is and where valuable items go
  - What to do with old embed cards

- Know specific attraction information
  - **Jump-N-Play:** Ages 10 and younger all the time. Make sure you give each person a wristband and that they have socks. No one should get a wristband if they do not have socks.
  - **Playland:** Ages 4 years and younger all the time. Make sure you give each person a wristband and that they have socks. No one should get a wristband if they do not have socks.
  - **Laser Tag:** Ages 7 and up, Sessions run every half hour and must get session card at front counter at time of purchase. OK for younger than 7 if with playing parent or if they have played before.
  - **Bowling:** All Bowling inquiries should be directed to the Bowling counter. Know bowling specials, bowling combo, hourly vs. per game, etc.
  - **Game Cards:** Be sure to explain GAME CARD process in detail. 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 there is no need to tap the card again.
  
- 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.