

# **IAAPA** Attractions **EXPO**

*2006 Games Manual*



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# **GAMES LINGO**

Here are some terms that are used frequently in the games area.

## **BACKROOM**

The area behind the game, out of guests' sight, where extra merchandise is usually stored.

## **BUBBLES**

A locked metal box, with a clear see through plastic top located at some game locations. A guest must place the exact change or games coupon for each game play, through a slot at the top of the plastic box.

## **CASH PICKUP**

The collection of all revenue from Games

## **COIN MECH**

This is a short term for coin acceptor or coin mechanism on each machine where coins are inserted for game play.

## **COMPETITION GAME**

A game that is played where our guests go head-to-head with each other in order to win.

## **CONCESSIONAIRE**

An outside organization that works with the park to manage a particular location.

## **COST**

The price the guest pays to play a game.

## **COST OF SALES**

The cost of all the prizes divided into the amount of revenue received at a game.

## **CREDIT**

The amount of games that the guest has paid to play.

## **DISTRIBUTION CENTRE**

The location where all merchandise and products are received and stored when not in the park.

**DOWN**

The term used when a game is out of service.

**FLASH**

The display of prizes

**FLOAT**

The beginning balance of a cashier's/salesperson's till or apron. This is the money that is allocated to make change from.

**GUESTS**

The friendly term we use to refer to our customers.

**LEAD**

A games lead is a first line supervisor who will train you on your immediate job duties and assist you with your work needs

**PER CAP**

Per Capital. A mathematical calculation that determines the average spending per guest. i.e. 10,000 guests in the park, Ball Toss brings in \$1,000. You take \$1,000 divide it by 10,000 guests equals a per cap of 10 cents.

**PLUSH**

Stuffed animals awarded as prizes

**SEASONAL STAFF**

The people who touch every one of our guests and make their experience memorable.

**SHRINK**

Shrink is a terminology that defines inventory losses and is the difference in inventory between what the park receives, what is sold and what is left on hand. Shrink affects what the department generates as profit and has a negative effect on the department's profit. Processing all paperwork accurately and curbing theft will assist in controlling shrink

**SKU**

A barcode that corresponds to a particular price and product.

**SPIEL**

A talk or speech in an attempt to "sell" your game.

**WRITE OFF or MARK OUTS**

The term to describe damaged merchandise, plush or prizes that can no longer be given away to our guests.

## **RELIEF**

A relief person is an employee who has been assigned to relieve or work your station for you while you are taking an authorized lunch or break. You should never leave your game unattended or take a break or lunch without authorization from your supervisor.

## **SAFETY**

Safety is everyone's responsibility. We ask that all of our employees join us in making our facility as safe as we can for our guests, as well as for ourselves. When you are trained by your supervisor, you will be shown safety procedures that deal with your work station. We ask that you follow safety procedures and should you see any possible hazardous situation, that you report it immediately.

We want your help in keeping our park safe. Please follow these safety procedures:

1. Do not permit guests to sit or bang on equipment, counters or machinery.
2. Watch for spilled food, drink and trash. Waste cans are provided for trash. If a guest leaves trash behind, dispose of it quickly. If spills occur, wipe them up immediately.
3. Know the location and proper use of the fire extinguishers. There are 3 kinds of fire extinguishers:
  - a. Class A – Filled with water and pressurized air
  - b. Class B & C – Filled with carbon dioxide under pressure
  - c. Class A, B, C – Filled with dry chemicals that are a fine yellow powder

Fire extinguishers have a picture on them that tells what type of fire it will extinguish.

There are 3 types of fires (depending on what is burning):

- a. Class A – wood, paper, cloth, trash, plastics (solid combustibles that are not metal)
- b. Class B – Gasoline, oil, grease and flammable liquids (any liquids that are not metal)
- c. Class C – Electrical and energized electrical equipment (anything plugged in)

To use a fire extinguisher, use the PASS method.

P = Pull the pin

A = Aim at the base of the fire

S = Squeeze the handle

S = Sweep from side to side

Safety is the most important part of customer service. By keeping our guests safe, we can make them much happier than they would be if they got hurt.



## **PRESENTATION**

The idea behind the Games Department is that it is a fun place for guests to enjoy. You are vitally important to the maintenance of a proper FUN atmosphere. We trust that you will take pride in the games and that it will represent our wholesome atmosphere.

A favorable first impression is always provided by a warm friendly smile! Share the guests' enthusiasm and show your interest by giving encouragement and offering praise. Enjoy the Guests' good time along with them. A pleasant attitude is essential for the enjoyment of each one of our guests.

Personal appearance is just as important as performance. Make sure your uniform and personal grooming meets our facilities standards.

## **APPEARANCE**

Your appearance is a very important part of your job.

1. A neat, clean uniform is a Game Operator's responsibility. Please do your best to be presentable at all times.
2. Nametags should always be worn properly on your shirt or jacket and should always be visible.
3. Clean teeth, fresh breath, and a good deodorant are a must when working around other people. We know you will certainly wish to convey a fresh image to your fellow employees and guests.
4. All employees must comply with company grooming standards.

## **COURTESY**

Courtesy is our way of treating our guests in a sincere, thoughtful and friendly manner. Always make change with a smile and use a nice friendly phrase to greet guests. Treat each guest as a special person and on a one-to-one basis. Speak with the guests, as time permits, be sure to not prolong conversations and ignore other guests. Pay special attention to all of our guests and do not permit a rush period to cause a courtesy slump. Gladly answer all questions in a helpful and friendly manner. If a guest has a problem or complaint, handle it in a very polite and tactful manner. We want everything to be right for our guests, so helping

with their problems will make their day more enjoyable. Never hesitate to explain how a game works to someone who is having trouble. Serve all of the guests as quickly and safely as possible.

Remember to be courteous and polite at all times. Our guests see you in your uniform not only when you are working, but also when you are on a break as well as before and after work. Courtesy is contagious. Remember, you represent the image of our facility to our guests.

## **ATTITUDE**

This is the most important attribute you bring to your job. A positive attitude makes things better for you and better for our guests. You will find that your job is more fun and can even be exciting if you approach it with a positive attitude.

Our guests have a right to expect you to be friendly, smiling and helpful. They are here to have a good time and your job is to provide them with that opportunity.

Remember: It takes less effort to smile than to frown and it gives you a friendlier appearance. Keep in mind that a positive attitude and happy outward appearance are requirements of your job. Simply being “neutral” isn’t enough. A bored appearance is no better than a hostile one.



## **GOOD GUEST SERVICE**

A pleasant phrase is a verbal tool of our profession. It helps make for a pleasant day for our guests.

“PLEASE”...has a pleasant ring to it and will smooth out the path of most requests.

“THANK YOU”...requires a split second and has a nice effect on any human relationship.

“MAY I HELP YOU”...may be the most wonderful sound to a guest who is in need of assistance.

“YOU’RE WELCOME”...our friendly response when someone thanks us.

“HAVE FUN”...is a pleasant parting phrase to send any guest on his or her way.

We can’t mention all the friendly phrases that make life more pleasant for everyone. You will probably have your own. As a games operator, you are providing more than games

or services, you are providing a good time. Our guests come to visit us to forget their day-to-day worries and to enjoy a fun-filled day. Help them enjoy themselves. Be friendly. Here are a few tips to help you:

**Smile** – A smile can transcend any barrier.

**Eye Contact** – A smile without eye contact is lost. Look at our guests directly and at their level. Bend down to talk to children.

**Greet Each Guest** – Personalize your greetings and talk with guests whenever your job permits. However, do not let your friendliness with guests interfere with the safe operation of your game or create a hazardous situation.

**Use a Friendly Voice** – Always speak clearly and politely. Never yell at a guest.

**Correct Posture** – Show our guests you care by standing upright, never leaning, keeping your hands out of pockets and not crossing your arms or legs in a lazy fashion.

**Offer Assistance** – Don't wait to be asked. Give correct information. If you do not know the answer, find the answer, quickly. Keep direction or instructions clear and simple.

**Provide a Departing Comment** – Follow each guest interaction with a friendly departing comment. Have a nice day...enjoy yourself...please, come again...have fun!

**Maintain Good Grooming Standards** – Put your best foot forward. Our appearance tells others how we feel about ourselves and how we intend to care for them.

## **ATTENDANCE/WORK SCHEDULE**

Being prompt is another important part of your job. This means reporting to work and being ready to go on time. When opening time arrives, our guests want to get started. Arrive in plenty of time to punch in and get your assignment for the day. We have to be able to run an efficient schedule where we can get everyone's breaks and quit time completed on time. When on break, please keep in mind that you are not the only one who needs to be given a break. Taking longer breaks not only backs up your area's break schedule, but also affects everyone else who is waiting to go on break. Be considerate to your fellow employees....be on time.

The work schedule is a vital source of information. Each employee is personally responsible for checking his or her own schedule. The schedule is important because it is the one piece of written material that keeps our employees organized and working as an efficient team. Protect yourself, and check the schedule carefully. Employees are encouraged to write down their schedules so that they do not forget it or confuse it with



some other day. If you have any questions regarding any part of the schedule, you should discuss them with your supervisor.

If you are planning to take a day off for vacation or any other personal reason, it must be requested two weeks in advance. If you need to call off sick, please be courteous and call as soon as you find out you cannot report to work for the day.

## **DIFFICULT GUESTS**

Keeping our guest happy is important and can hardly be stressed enough. From time-to-time, we may find we may not have met our guests' expectations. Unfortunately, you will probably run into a few who may complain. The actions you take in these situations are crucial in achieving a positive outcome. As an employee you must be skillful at handling complaints. It is very important that you portray a positive disposition and friendly attitude at all times. Give the same courteous attention to all complaints. Please do not argue with the guest. The following **L.E.A.D.** formula can help you with the difficult guests you may encounter.



### **L – Listen**

Attentively listen to the guest without interruption. Determine what the issue is by repeating what they have described. “I want to ensure that I understand why you’re upset...:”

### **E-Empathize**

Show the guest that you care and will work to ensure that they are going to be completely satisfied. When you respond, begin by telling the guest all the things you can do to solve the problem. Don’t mention the things you can’t do. “Please understand, we’re here to help...”

### **A-Acknowledge**

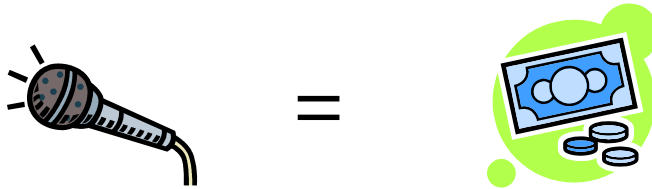
Show that guest that you are sincere and would like to rectify the issue. This will assist in building a relationship with the guest that will lead to a positive outcome. Acknowledge to the guest that your intention is to help in any way.

## D-Discuss

Collaborate with the guest to meet their goal without compromising our business needs. A mutually beneficial outcome will be achieved with open dialogue. Be open to discussion with the guest and appreciate their position.

If you are unable to satisfy a complaint, notify your supervisor immediately for assistance.

## GAMES SALESMANSHIP



As a member of the games team, you are expected to be a salesman for your game. Many of the guests will play if you do a good job selling your game. Usually all that is needed is a little encouragement on your part. That means you will have to attract guest over to your stand. You cannot wait for them to walk up and hand money to you. Listed below are steps you should use in attracting and keeping guests at your stand.

**OBTAIN GUEST INTEREST** – First, greet the guest and explain the rules of the game. Second, you should always show the guests the props used to play the game. Try to keep the props in your hands as much as possible so they will be ready to show or to give to the guests. Third, let the guest know what they can win. If there is more than one prize, explain how the different prizes can be won.

**MAKE THE SALE** – You will be handling the guest’s money and everyone expects a friendly smile when they are parting with hard earned cash. As the guest completes the payment for the game, place the props on the counter in front of the guest. If change has to be given, keep the bill separate until after you have verbally counted out the change. This will help prevent the customer from claiming the wrong change was returned. Make sure to remember that all cash must be put away immediately. Money must not be left unattended upon the counter.

**ENCOURAGE THE GUEST** – Feel free to talk to the guest about the game. Provide encouragement as they play the game. Do not be afraid to give some hints on how to win. Keep in mind that if the guest knows you are on their side, they may play again. Guests sometimes think the game is too hard to win. It is then your job to make them feel confident that they can win.

**AWARD WINNERS** – The best advertisement is winners. When you have a winner try to promote it as much as possible. Show the guest you are excited. Remember to make a big deal of the winners, this attracts onlookers, onlookers make players. Be sure to check all merchandise for damage and cleanliness before handing it to the winner. Every time a prize is won it must be counted on the win sheet located in your game.

**ASK FOR REPLAY**- In all games, asking the guest to play again is very important. Once a guest is at your game it makes more sense to get the person to play again rather than trying to attract a new guest. Whether or not the guests play again, always say “Thank you for playing” and wish them a great day.

## HANDLING THE MERCHANDISE



1. When presenting a prize to a guest, who has just won at a game, you are expected to handle the merchandise as if you yourself had just purchased it.
2. Merchandise must never be left lying on the ground or left unattended on a counter
3. Once a display has been established, do not rearrange it without checking with your supervisor. Do not remove items from a display without the approval from a supervisor.
4. A good rule is “If you remove it, replace it”. Shelves and displays should be well stocked and look full at all times.
5. Ask for additional stock well before you run out. Check prize levels at the beginning of each shift to make sure that you will have enough prizes.
6. If an item is damaged or broken, follow the guidelines established for your facility. Never throw the merchandise out without proper approval.
7. Keep all displays and games clean and well dusted. It is a continuous part of your job to utilize your spare moments by picking up litter and keeping your area clean. A clean, bright game will encourage more game play from our guests. When cleaning your area, be sure you read the instructions before using any cleaning agents.
8. Guests may ask if they can purchase merchandise (prizes) with cash; they cannot.

## IMPROVING SALES PERFORMANCE

The following tips can help you help our guests. We are selling an enjoyable time. You will be helping our guests create favorable memories and you'll be making your day eventful and fun.

1. Understand each guest is different, with different needs.
  - a. Adapt your pace to the guest. If they want to talk, talk with them, but don't push it.
2. Greet all guests, whether they seem to be game players or not. Greet them all with a smile and make eye contact. Be confident and cheerful.
  - a. Ask the guest if they would like to play the game. Don't just stand there.
3. Move toward a guest as they approach the game.
  - a. Acknowledge the guest and be sure to completely explain how the game operates.
4. If guests have to wait on a busy day to play a game, smile and tell them you will be right with them. Never ignore or forget a guest.
5. Know your game and how to win. Don't be afraid to tell a guest how to win.
6. Don't be disappointed or upset if a guest declines from playing a game.
7. Don't argue with a guest. Cooperate as much as possible.
8. Do not over pressure or shame the guest into playing a game.
9. After the guest has played the game, be cordial. Always thank the guest and wish them a pleasant day.
10. When guests win, be excited for them and cheerfully give them the prize. Always congratulate the winner.

## GUEST RELATIONS

Be sure before you start to work, that you are familiar with the area and the game where you are working. When answering a question, give a positive answer. Always be as helpful as possible. Familiarize yourself with your surroundings so you can accurately answer any question that our guests may wish to ask.

Know where the nearest restrooms and pay phones are located. If any guest asks a question you cannot answer, politely say **“I don't know but I'll get someone who can answer the question for you”**.

## **SUMMARY**

Communication is vital for success.

Never be afraid to ask a question. No question is too small or trite.

Remember, we are a team.

Handling other people's money is a big responsibility. We trust that you will be honest in all of your dealings. We have faith that you will do a good job.

Your pleasant personality and intelligent understanding of our guests' problems plays a vital part in their enjoyment of their day. We realize that there is a lot to learn in your work. So...never hesitate to ask a question...never hide a mistake...and always treat each quest as an individual and give them your special attention...one at a time.

# The Amazing Alonzo

## Pricing and rules:

The Amazing Alonzo must guess one of the following exactly correct:  
Age, Weight, or Birth-month

\$3 per Guess – Wins SMALL Prize

\$5 per Guess – Wins MEDIUM Prize

\$10 per Guess – Wins LARGE Prize

**It is your responsibility to be familiar with rules and prizes awarded.**

## Spieling on the Microphone and selling your game:

The Amazing Alonzo game is a very high guest interaction game, and requires someone who is able to entertain guests.

- When speaking to guests, use common sense, BE TACTFUL, and remember this game runs on the fact that THE AMAZING ALONZO, turns out to be not so amazing, but sure has a great sense of humor.
- Never imply towards guests that they are too fat, too skinny, or too old, or any other negative comments. This is considered rude towards the guest and will not be tolerated.
- Remember to make a **BIG DEAL** of the winners, this attracts onlookers, onlookers make players.
- Stay directly in front of your game.
- Do not lean, sit, or stand behind the prize bins while in your game.
- Always avoid announcing the price of the game over the microphone.

Throughout the day, there will be times whereas there are just a few guests to interact with and times where there are numerous guests. Use the following guidelines to assist you:

**When it is slow: (Few guests in the area, less than 10 guests at your game.)**

Try to keep guests in front of your game as long as possible. This actually draws onlookers to your game, and onlookers make players. Another way to draw onlookers is to ask onlookers or people walking by if they can be a witness to your guess, as you are guessing someone else. When it is slow, it is harder to draw people to your game. The best way to draw people to your game is to ask every single person that walks by to play.

When it is slow, you are able to focus more on individual guests, such as:

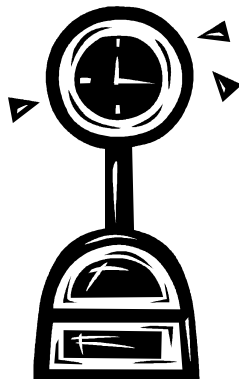
- “Hey, you in the red shirt, I’ll bet there is no way I can guess your age/weight/birth-month!”
- “Hey folks, come on over and play the Amazing Alonzo, I have to try to guess your exact age, weight, or birth-month, if I don’t guess it exactly right, you win a prize! It’s just that easy and that simple”
- Keep in mind; these are just examples, feel free to create your own spiel, as long as it is entertaining and with-in reason.

**When it is busy: (Lots of guests in the area, more than 10 guests at your game.)**

Try not to spend too much time on an individual guest. In order for the game to make more money on busier days, the operator must cycle players through as fast as possible, but also keeping in mind when to slow down and draw in more guests.

**Always try to up sell your game and encourage replay:**

- If a guest approaches you and wants to buy one \$3 guess, say, “Hey, are you sure you don’t want to go for the \$5 guess or the giant \$10 guess today?”
- Always ask a guest if they would like to play again. If you guessed their age exactly, ask them if they would like for you to guess their weight, because they have a better chance of winning.



## **Balloon Dart**

### **Pricing:**

1 Dart for \$3  
2 Darts for \$5

**Special:** Kids under 48” play until they win at least a small prize. (**Example:** A child under 48” inches purchases 2 darts for \$5, he throws both darts and misses; you continue to give the child darts until they pop a balloon. At this point the child receives a small prize; they **do not** continue to throw until they pop the second balloon.)

**Note:** Use the markers at each side of the game doors to use as a gauge. If the child is close, go ahead and let them play until they win.

### **Rules:**

Pop 1 Balloon and win a Small Prize  
Pop 2 Balloons to win a Medium Prize  
Pop 3 Balloons to win a Large Prize  
Guests may trade-up each time they pop a balloon to next prize level.

**Note:** When a guest throws a dart and pops two balloons with one dart, it still counts as only one pop. (**Example:** the guest throws a dart and pops two balloons with one dart; they receive the small prize, **not the medium prize.**)

**It is your responsibility to be familiar with rules and prizes awarded.**

**Safety Notes: Failure to follow these safety guidelines will result in disciplinary action.**

- It is **required** to wear protective safety glasses when a guest has a dart in their hand. Sunglasses may NOT be used as a substitute for safety goggles.
- When you give a guest a dart, do not turn your back to them. If you are running the game with two people, warn the other person in the game that a guest is about to throw.
- Keep the door to the adjoining game closed. This will help keep someone that is unaware that a person is about to throw from walking from the adjoining game into Balloon Dart and getting hit by a dart.
- It is okay to allow children to stand on the counter to throw; but the parent must hold onto their children to keep them from falling from the counter.
- Keep the floor clear of darts to avoid stepping on them.
- **Do not give children balloons from the game; they can be a choking hazard for small children.**



### **Spieling on the Microphone and selling your game:**

- Always stand in the middle of your game, where you are most visible to guests. As a games keeper, you are not allowed to lean or sit in a game while in guest's view.

Balloon Pop is primarily designed to be a kid's game, and the majority of the guests that play will be children. So you want to appeal to the children when you are on the microphone, use the following phrases to draw guests to play your game:

- "Hey kids, come on over, kids get to play until they win!"
- "Come on over, you only have to pop one balloon to win a prize!"
- "Pop one and win a prize, right here at Balloon Pop!"
- "The more balloons you pop the larger the prize you receive!"

### **Always try to up sell your game and encourage replay:**

- If a guest approaches you and wants to buy one dart for \$3, say "Hey, we have a special today; you can buy two darts for \$5, would you like to try that?"
- **Always** ask a guest if they would like to play again, especially if they can still trade up to a larger size prize: "Hey, don't forget, if you just pop one more balloon you can trade up to a larger prize! Do you want to try again?"
- Whenever you hand out a prize, kick the bell and win light footswitch located under the counter. This draws great attention to your game and will encourage other guests to play.

### **Making your game more appealing to guests:**

- Keep the boards as full of balloons as possible and ensure that there are no gaps between the balloons; this makes the game look easy to play and win, which is the point of the whole game. Do not spend too much time trying to create a color pattern in the balloon grid, this can slow down game play and leave the game with just a small selection of colored balloons.
- Avoid pulling any stock down from the walls or display. If you are completely out of that type of stock, pull that piece down. Then contact a lead or management as soon as possible to refill your stock and fix your display.
- To avoid running out of stock, be proactive and contact a lead or management to replenish your supply before you run out or start to get low.
- Throughout the day, keep your game as clean as possible by keeping the stock organized and neat and keeping the area and counter free from trash. **This is your responsibility, not the leads or managements.** *Remember: Only clean and well-flashed games make money.*
- Make sure your microphone is working properly, if not contact the Projects lead or manager to have it repaired.

## Opening Procedures

- **Make sure you have all game supplies:** First thing you do when you enter a game is check to see if you have your game supplies: **Safety Glasses**, balloons, *sharp* darts, and a working microphone. If you do not have the proper supplies, contact the Projects Lead or Management and they will provide them for you.
- Make sure you have all the stock needed for your game.
- Make sure all your stock is organized.

## Closing Procedures

- Keep the game clean and organized, only clean games make money. Remembering that, leave the game like you would like to find it.
- Organize and replenish all the stock for the game.
- Clean the counters with general purpose cleaner and paper towels.
- Sweep/Vacuum the floor if necessary.
- Turn off the lights and fans.
- Take out the trash.
- Gather all darts and balloons and place them in the baskets.
- Report any microphone problems or game problems to the Projects lead or manager to be repaired.
- Wait for further direction from a lead or manager before leaving for the night.

# Top Glo

## Pricing:

\$3 per player

## Rules:

Check posted rules daily. Note: Rules may change at management's discretion.

2-3 players win small prize

4+ players win Large/Choice prize

Guests may trade 2 small prizes for one large/choice prize.

## **It is your responsibility to be familiar with rules and prizes awarded.**

- The games-keeper can only accept prizes for trade-up or exchange that came from that game.

## Spieling on the Microphone and selling your game:

- Always stand in the middle of your game, where you are most visible to guests.
- Hold plush in your hands as you interact with guests.
- Always smile and be friendly and approachable to guests.

Try to speak on your microphone as much as possible, this draws attention to you and your game, and it will draw more players as well. The following is a small list of phrases you can use:

- “Hey guys, come on over, there’s a winner and a prize given away every race!”
- “Hey come on over, the whole family can play, there is a guaranteed winner every race!”
- Explain how to play the game, “Hey guys, all you have to do is: at the sound of the bell, aim at the orange circle, where it says, “Shoot Here.” When you hit that target, your toy races to the top; the first one to the top wins a prize. It’s just that easy and that simple, come on up and give it a try!”
- “Hey, we’re just about to start the next race, come on over and join in!”
- During a race, call out the race. For example: When the bell rings, say (almost sounding a lot like what you would hear at a horse track) “...and they’re off, player #3 and #5 are racing to be the first to the top, whose it going to be, it looks like it’s going to be a close race!” after the bell rings, see who the winner is and say, “...and the winner is... **Player #3!** Great shooting player #3!” Then, ***always*** go straight to the losers and try to get them to play again: “Hey that was a close race player #5, do you want to try again, you almost had it! Look how close you were!” Saying this during a race draws a lot of attention to your game, and makes it exciting to those playing and the guests that are looking on.

- Keep in mind, these are just examples, feel free to create your own spiel, as long as it is in reason and tactful.
- Remember to make a **BIG DEAL** of the winners, this attracts onlookers, onlookers make players.
- Be a **“Cheerleader”** for the guest: (i.e.-“That was close!” “You almost had it!”)
- Always avoid announcing the price of the game over the microphone.

#### **Always try to up sell your game:**

- When a whole family approaches, try to get the entire family involved in the race, by getting them all to play.
- **Always** ask a guest if they would like to play again, especially if they can still trade up to a larger size prize.

#### **Making your game more appealing to guests:**

- Avoid pulling any stock down from the walls or display. If you are completely out of that type of stock, pull that piece down, but try to replace it with a different piece of stock. Then contact a lead as soon as possible to refill your stock and fix your display.
- Keep your game as clean as possible by keeping the stock organized and keeping the counter free from trash. **Remember:** Only clean games make money.

#### **Opening Procedures**

- **Make sure you have all game supplies:** First thing you do when you enter a game is check to see if you have your game supplies: a working microphone, your remote start, and plenty of prizes to give away. If not, contact a Lead or manager to repair anything for you.
- Turn on game power and raise awnings.
- Make sure you have all the stock needed for your game.
- Make sure all your stock is organized.

#### **Closing Procedures**

- Keep the game clean and organized, only clean games make money. Keeping that in mind, leave the game, as you would like to find it.
- Organize all the stock.
- Clean the counters with general purpose cleaner and paper towels.
- Sweep/vacuum the floor.
- Turn off the game power and secure game.
- Report any microphone or game problems to the lead or manager to be repaired.

## Hot Shot

### Pricing:

\$2 a shot

### Rules:

- One ball in the basket Wins
- The guest must shoot from behind the game counter.
- One-prize limit on all prizes.
- 

**It is your responsibility to be familiar with rules and prizes awarded.**

### Selling your game:

- Always stand in the most visible area of your game. As a games keeper, you are not allowed to lean or sit in a game while in guest's view.

Use some of the following techniques and phrases to help sell your game:

- It is best to remain behind the counter to deal and interact with guests.
- “Hey guys, come on over, you just have to get ONE ball in to win a prize!”
- “Hey guys, one in wins!”
- “I’m looking for someone with basketball skills! Hey, you look like a shooter, come on over and give it a try, it just takes one ball in the basket to win!”

Once you sell the guest their basketballs, pick up a basketball and move on to the next guest. If a guest makes it in the basket, it will stay in the long net, and will give you proof that they made it. This will allow you to cycle people through your game faster, and create more revenue for your game. But it is also important to keep your nets empty for this reason.

- If a guest gives you a larger bill (Example: \$10 or \$20), ask the guest how many shots they would like; many times they will buy multiple shots at \$3 per shot.  
**Note:** If a guest buys multiple shots, and makes the first shot, due to the one prize limit you must give the guest a refund if requested, or allow another guest in the same party to shot in place of the guest that won the prize.

### Draw attention to your game:

- Keep a basketball in your hand or under your arm to use as a prop and to speed up game play.
- Always smile and be friendly and approachable by guests.
- Remember to make a **BIG DEAL** of the winners, this attracts onlookers, onlookers make players.
- Be a “**Cheerleader**” for the guest: (i.e.-“That was close!”; “You almost had it!”)
- **Always** ask guests to play again.

- When guests are present at the game, stay behind the counter in order to retrieve more basketballs to sell them. When there are no guests present, it is ok to go out in front of the counter to interact with guests.

### **Making your game more appealing to guests:**

- Avoid pulling any stock down from the display, pull from under stock as much as possible in order to keep your display looking as full as possible. If you are completely out of that type of stock, pull that piece down, but try to replace it with a different piece of stock. Again, this is to keep the display looking full. Then contact a lead or manager as soon as possible to refill your stock and fix your display.
- To avoid running out of stock, be proactive and contact a lead or management to replenish your supply before you run out or start to get low.
- Throughout the day, keep your game as clean as possible by keeping the stock organized and neat and keeping the area and counter free from trash. **This is your responsibility, not the leads or managements.** *Remember: Only clean and well-flashed games make money.*

### **Opening Procedures**

- **Make sure you have all game supplies:** First thing you do when you enter a game is check to see if you have your game supplies: Basketballs and bungee cords to hang plush.
- Make sure you have all the stock needed for your game and that you are familiar with the different prize levels and prices.
- Pull all plush used for game from back area and neatly hang from wire.
- Clean the counters with general purpose cleaner and paper towels.

### **Closing Procedures**

- Keep the game clean and organized, only clean games make money. Remembering that, leave the game like you would like to find it.
- Place all unused stock in the back area and secure.
- Take out the trash and take all empty stock bags to Blockbuster.
- Gather all balls and place them in a secure storage area.
- Turn off the lights if still on.
- Report any game problems to the Projects lead or manager to be repaired.
- Wait for further direction from a lead or manager before leaving for the night.

## Ring Fling

### Pricing:

1 Bucket of rings for \$5

**Special:** When the guest buys two buckets for \$10, they receive one small complimentary prize.

### Rules:

- One ring on the bottle wins a choice prize.
- Guests are not allowed to throw the rings past the release line.
- Guests are only allowed to throw one ring at a time.

**Safety Notes: Failure to follow these safety guidelines will result in disciplinary action.**

- It is okay to allow children to stand on the counter to throw; but the parent must hold onto their children to keep them from falling from the counter.
- Ensure Fire extinguisher is not blocked.

### Spieling on the Microphone and selling your game:

- Always stand in the most visible area of your game and never turn your back to guests. As a games keeper, you are not allowed to lean or sit in a game while in guest's view.
- When guests walk by, demonstrate (**by placing, not throwing**, a ring around the neck of the bottle) and explain the game to them to give them an idea of how the game works and what they need to do to win a prize.
- When approaching a guest at your counter, have a bucket of rings ready to sell them.
- Hold plush in your hands as you interact with guests.
- Always smile and be friendly and approachable by guests.
- Remember to make a **BIG DEAL** of the winners, this attracts onlookers, onlookers make players.
- Be a **“Cheerleader”** for the guest: (i.e.-“That was close!” “You almost had it!”)
- Use the following phrases to try to attract guests to your game:
  - “Hey guys, come on over, all you have to do is get one ring on the bottle to win one of these **HUGE** prizes!”
  - As you place a ring on a bottle, say “Hey, that’s all you have to do to win one of these **GIANT** prizes!”
  - “Hey, it just takes one ring on to win your choice of prizes!”
- Always avoid announcing the price of the game over the microphone.

### **Always try to up sell your game:**

- If a guest approaches you and wants to buy one bucket for \$5, say “Hey, we have a special today, you can buy two buckets and get this prize here (holding the small prize), and would you like to try that?”, or “You can double your chances of winning!”
- Always ask a guest if they would like to play again.
- Keep bins and counters looking as full as possible, but neat and organized because they are in guests view. The guest should be able to identify the prize in the bin from a distance. As a rule of thumb, the plush should always be facing the guest and the guest should be able to see the plush’s face.

### **Making your game more appealing to guests:**

- Keep your game as clean as possible by sweeping up rings and filling up buckets of rings when you get the chance. This will help you be prepared for the next guest.
- Avoid pulling any stock down from the walls or display. If you are completely out of that type of stock, pull that piece down. Then contact a lead or management as soon as possible to refill your stock and fix your display.
- To avoid running out of stock, be proactive and contact a lead or management to replenish your supply before you run out or start to get low.
- Throughout the day, keep your game as clean as possible by keeping the stock organized and neat and keeping the area and counter free from trash. **This is your responsibility, not the leads or managements.** *Remember: Only clean and well-flashed games make money.*

### **Opening Procedures**

- **Make sure you have all game supplies:** First thing you do when you enter a game is check to see if you have your game supplies: a working microphone, plenty of buckets, rings and a dustpan to collect the rings from the floor. If you do not have the proper supplies, contact the Projects Lead or management and they will provide them for you.
- Make sure you have all the stock needed for your game and that you are familiar with the prize levels and rules.
- Make sure all your stock is organized.
- Use the door controls located under the counter to open the roll-down doors.

### **Closing Procedures**

- Keep the game clean and organized, only clean games make money. Remembering that, leave the game like you would like to find it.
- Organize and replenish all the stock for the game.
- Clean the counters with general purpose cleaner and paper towels.
- Sweep/Vacuum the floor if necessary.



- Turn off the lights and fans.
- Take out the trash.
- Gather all rings and place them in the buckets.
- Report any microphone problems or game problems to the Projects lead or manager to be repaired.
- Use the door controls located under the counter to close the roll-down doors.
- Wait for further direction from a lead or manager before leaving for the night.