THE HOW TO GUIDE FOR TRAINING:

Rigby's Entertainment Complex Training System does not end with our Party Heroes. All employees are required to go through a comprehensive training curriculum. Throughout an employee’s time at Rigby’s Entertainment Complex, training will be done consistently and be able to demonstrate the following:

- Proficiency in the performance of key tasks/objectives
- Knowledge in job-specific information

Your proficiency in these areas are vital for your success at Rigby’s Entertainment Complex.

TRAINER’S ROLE
In your role as a trainer and a coach, you guide the trainee through vigorous training modules aimed at measuring an employee’s successes. Each task is outlined in the following pages. Once a task is completed successfully, continue to next task until all are completed satisfactorily.

TRAINEE’S ROLE
You will be provided learning modules in the exercises outlined in the pages ahead. Your demonstration of knowledge and skills through various exercises will help you achieve the success needed to move on to next task. Once all areas are achieved for your position, your training will be complete.
BOWLING ATTENDANT DUTIES & RESPONSIBILITIES:

- Escorts guests to their lane and assists with lane set up, as needed.
- Maintains a clean bowl area – cleans and sanitizes bowl area and equipment.
- Assists with general maintenance including lounge area, lanes, restrooms, entryway, parking lot and bowl desk(s).
- Assists guest when necessary with ball selection, scoring and lane conditions.
- Maintains communication with bowl desk to facilitate lane turnover.
- Clean, sanitizes and stores bowling shoes in appropriate locations.
- Assists the food servers with table service.
- Assists with food and beverage running

QUALITIES OF A GREAT BOWL ATTENDANT

- Guest Focused – Strives to meet guest needs and surpass expectations.
- Speed & Efficiency – works quickly and efficiently so that service standards are met.
- Team Player – Quickly offers assistance when someone needs help.
- Keeps the Pace – Doesn’t get flustered easily and keeps calm during peak volume times.
- Energetic – possesses a high energy level throughout the shift.
- Interpersonal Skills – interacts with guests and employees appropriately.
THE PRE-EVENT

Your guests haven’t even been greeted yet somehow you’ve already been graded on your impression. Have you checked the condition of the parking lot? Inspected your uniform? Checked the condition of the bathrooms? How does the event room look? Have the windows been cleaned? These pre-event checks are an important factor that cannot be overlooked.

Having your pre-event checks done every time before an event begins can help create repeat guests based solely off a positive first impression. A business grows by managing these factors effectively.

A Bowl Attendant is a big part of the event from beginning to end. From the parking lot to the condition of your event room, every aspect is important.
SKILL ASSESSMENT

As a trainer or coach, refer to this activity to grade the employee using the criteria below.

4 – **Exceeds Standards**: Competence in all standards and exceptional performance in a few areas.
3 – **Meets Standards**: General competence in all standards.
2 – **Emerging**: General competence in most standards with difficulties in others.
1 – **Attempt Made**: Difficulties in majority of standards.
0 – **Little or No Attempt Made**

THE OBSERVATION

**Time**: At minimum for a proper validation of performance, five shifts should be observed.

**How-To**: During each shift, provide the trainee 2 sample scenarios that a typical Rigby’s Entertainment Complex experiences. Proceed in the role-play by having the trainee explain how to respond to each. This should be done at the beginning of each shift until training period is complete.

**Criteria**: Trainee should demonstrate a high regard for guest service and a strong desire for perfection.

**Behavior Traits Include**:
- Preparedness for shift – uniform, event room check-list completed
- Adheres to a “Rigby’s Guests First” attitude
- Teamwork – willing to pitch in wherever is needed without complaint
- Ability to see a guest needs before asked
UNIFORM REGULATIONS/PERSONAL HYGIENE

As an employee, there is one area of direct control: how you look. Your image sends a message about how you feel about yourself but also the message about our quality of service and the cleanliness of our kitchen. A guest who sees an unkempt employee will not forget.

IMPORTANT FACTORS

- Clean Uniforms – no food stains, with no visible wrinkles
- Shoes – solid black, polished, no food stains, shoelaces in good condition
- Shirt & Pants – Ironed/pressed, no wrinkles, clean
- Hair – pulled back with no hair hanging down, men – clean shaven/hair neat
- Fingernails – clean, nail polished not cracked, well trimmed
- Pens – ample supply on-hand
- Cologne/Perfume – muted, not overwhelming
- Overall image – Crisp, professional

HAND WASHING

Continual hand washing is a must in protecting yourself and guests from cross-contamination and the spread of diseases. Party Heroes come in contact with sick employees and guests, contaminated surfaces, air borne pathogens and germ ridden attractions.

Hand washing is your first line of defense and requires three elements to be effective:

1. Hand soap
2. Hot water with a minimum temperature of 110 degrees
3. Time – 30 seconds is the ideal amount of time to wash your hands

Using hand sanitizer is also a great defense from spreading germs. Use both hand washing and hand sanitizer throughout your shifts but particularly after the following:

1. Using the restroom
2. Smoking
3. Emptying trash
4. Cleaning a table
5. Handling chemicals
6. Handling money or food
SKILL ASSESSMENT

As a trainer or coach, refer to this activity to grade the employee using the criteria below.

4 – Exceeds Standards: Competence in all standards and exceptional performance in a few areas.
3 – Meets Standards: General competence in all standards.
2 – Emerging: General competence in most standards with difficulties in others.
1 – Attempt Made: Difficulties in majority of standards.
0 – Little or No Attempt Made

THE OBSERVATION

Time: At minimum for a proper validation of performance, five shifts should be observed.

How-To: Observe the trainee’s uniform at the beginning of each shift and provide feedback to trainee on compliance of regulations.

Criteria: A per the uniform regulations of Rigby’s Entertainment Complex, the trainee should comply with standards and demonstrate both a positive image and professionalism.

Behavior Traits Include:
- Uniform standards met – uniform is clean, pressed
- Professional image and grooming
- Correct hand washing protocol
- Washes hands frequently as needed
- Equipped with proper supplies, like pens and other relevant materials
BOWL-TIONARY

-Alley – A 60 foot-long playing surface, made of maple and pine boards.
-Approach – Start of the bowler’s motion, ending with the start of the delivery, which is when the ball begins its final swing forward to the release.
-Arrows – the darts, which are inserted into the guides for the bowler to choose his line of pocket.
-Ball Return – The track between lanes on which the ball makes its return trip from the pit after knocking down pins.
-CSR – Customer Service Representative, also anyone employed by Rigby’s Entertainment Complex.
-Dead Ball – A dead ball is called when a bowling ball is thrown and does not make it all the way down the lane. In this case, a CSR must retrieve the ball by walking down the gutter cap.
-Foul Line – The line at the front of the bowling alley. A player must not step or slide across or touch this line when delivering the ball. If he does, an alarm will sound.
-Frame – A game of bowling has 10 frames. In each of the 10 frames, the bowler attempts to knock down all 10 pins on the first roll, or if unsuccessful, on the second.
-Gutter – The depressed area 9 ½ inches wide, which runs along both sides of the lane.
-Gutter Cap – The piece that covers the ball return track between each pair of lanes.
-Handicap – Pins awarded to the individuals or teams in an attempt to equalize competition. This is used in leagues only.
-Pin Deck – The part of the lane where the pins are set up.
-Curtain – The part of the pinsetter that sweeps the pins off the pin deck.
-Curtain Hit – This is when the bowling ball is thrown and makes contact with the curtain and results in a dead ball. Kindly retrieve the ball for the guest and politely let them know to wait until the curtain is completely up before throwing the ball.
-Spare – If all 10 pins are not knocked down on the first ball of the frame, but the second ball knocks the rest, the bowler has a spare.
-Speed Sensor – The Approximately one-foot long piece on the edge of each lane that determines the speed of the ball as well as lets the lane know to reset itself.
-Split – When pins are knocked down such that the middle pins are knocked down leaving pins on the sides with a gap in the middle.
-Strike – Knocking down all 10 pins on the first ball rolled.
-Turkey – Three strikes in a row.
EQUIPMENT: THE SMART BALL SYSTEM

As a Bowling Attendant CSR, it is your goal to help the guest determine the weight of the ball they might like to use. Bowling balls are typically sized by weight and color. For each ball weight, there are a variety of finger hole sizes. Notice the beveled edge and rounded holes – these are intended to preserve long fingernails. Organize bowling balls so that guests can quickly and easily locate an appropriate ball. Take time to assist guests in locating a ball that suits them best.

LOOK OUT FOR:
- Watch for an unnecessary amount of house balls (more than 8) on a pair of lanes. Remove any bowling balls that aren't being used.
- If a dead ball occurs, retrieve it immediately.
- If you find any damaged, chipped, or cracked house balls, remove the ball from circulation and report it to a manager immediately.
- If a guest's ball is damaged, notify a manager.

BOWL ATTIRE

Shoes
- When putting shoes away always double check the sizes match.
- Sanitizing Method: Pull up tongue and spray inside of shoe from toe to heel.
- When presenting shoes to guest, turn them so the heel and size face the guest.
- When you come across a damaged or worn-out pair of shoes, remove them from circulation and make the manager aware of the status.

Socks
- Offer a pair of socks to each guest! Have fun - use your personal style to “sell” the socks to every guest.
- Some type of sock is required for guests using Rigby's Entertainment Complex shoes.
SKILL ASSESSMENT

As a trainer or coach, refer to this activity to grade the employee using the criteria below.

4 – Exceeds Standards: Competence in all standards and exceptional performance in a few areas.
3 – Meets Standards: General competence in all standards.
2 – Emerging: General competence in most standards with difficulties in others.
1 – Attempt Made: Difficulties in majority of standards.
0 – Little or No Attempt Made

THE OBSERVATION

Time: At minimum for a proper validation of performance, three shifts should be observed.

How-To: Observe the trainee’s sanitizing, and issuing of bowling shoes to guests.

Criteria: Trainee should use proper supplies and techniques, display a sense of urgency and interact with Rigby’s Entertainment Complex guests appropriately.

Behavior Traits Include:
- Sanitize shoes using correct technique of lifting the shoe tongue and spraying front to back.
- Shows a sense of urgency during peak volume.
- Stores shoes correctly and double checks sizes match up.
- Interacts with all guests appropriately.
- Uses effective guest relation skills.
RESOLVING MECHANICAL TROUBLES

1. Restroom Checks – men & women – use the restroom checklist.
2. Ball returns cleared of any unused bowling balls
3. Tables & Chairs – clean, free of gum, sanitized with appropriate solutions.
5. All sani-solutions and sani-buckets are full, clean and labeled. Clean bar towels adequately stocked for shift.
6. Service stations are clean, stocked, and organized.
7. Coasters, appetizer plates and wrapped silverware stocked.
8. POS monitors clean.
9. Pro Shop clean and organized.
10. Trashcans are empty, clean and lined.

These ten point checklists are to be completed before and after each shift, or every four hours. Duties may be split if there is more than one attendant on duty.
SKILL ASSESSMENT

As a trainer or coach, refer to this activity to grade the employee using the criteria below.

4 – **Exceeds Standards:** Competence in all standards and exceptional performance in a few areas.
3 – **Meets Standards:** General competence in all standards.
2 – **Emerging:** General competence in most standards with difficulties in others.
1 – **Attempt Made:** Difficulties in majority of standards.
0 – **Little or No Attempt Made**

THE OBSERVATION

**Time:** At minimum for a proper validation of performance, three shifts should be observed.

**How-To:** Observe the trainee performing a bowl ten-point station checklist and training shift.

**Criteria:** Trainee should comply with Rigby’s Entertainment Complex standards, completes the tasks in the appropriate time and uses the correct tools to complete job.

**Behavior Traits Include:**
- Restroom checks are thorough - no missed steps
- Restroom checklists are used
- Sani-solution and bar towels are used
- Washes hands frequently and as needed
- Tasks are completed in a timely manner (20 minutes)
GENERAL CLEANLINESS

Cleaning Supplies
- There are specific items necessary to have on hand for each shift
  - Clean bar towels
  - Brooms, dustpans, sweepers, and wet floor signs
  - Sani-solution spray bottles and sani-solution buckets

The chart below best provides examples of what cleaning agents to use for various surfaces:

<table>
<thead>
<tr>
<th>Area</th>
<th>Cleaning Agent</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tables</td>
<td>Sani-solution</td>
<td>Clean and sanitize</td>
</tr>
<tr>
<td>Mirrors, Windows</td>
<td>Glass Cleaner</td>
<td>Clean finger smudges</td>
</tr>
<tr>
<td>Ball Returns</td>
<td>Sani-solution</td>
<td>Clean and sanitize</td>
</tr>
<tr>
<td>Floor</td>
<td>Floor cleaner</td>
<td>Clean</td>
</tr>
<tr>
<td>Bowling Shoes</td>
<td>Shoe Spray</td>
<td>Disinfect</td>
</tr>
</tbody>
</table>

DAILY CLEANLINESS

Parking Lot
Walk the parking lot and check for any trash, broken glass, vandalism, etc. This should be done every hour during your shift. Immediately report vandalism to the Manager on duty.

When you walk the parking lot, you will need 3 items:
- Trashcan
- Broom
- Dustpan

Check the landscape and the dumpster areas to ensure there is no loose trash as well.

Front Entryway
Check the front for any trash. Remove cigarette butts and trash. Deck brush the entryway as needed if there are spilled beverages and other stains.

Door/Window Glass
Clean the front door glass and office window glass, inside and out, with paper towels and glass cleaner only. Don’t forget to wipe down the window ledges after cleaning the glass.
Tables and Chairs
Clean all tables and bowling ball rack counters in the bowling area and concourse areas with a clean cloth towel and Sani-solution. Check underneath the table and make sure the table is free of gum or candy. This needs to be done constantly throughout the shift. At all times, chairs should be pushed in toward tables. The tables should be aligned and straight. Clean chairs follow the same procedure as tables. Always check for safety issues.
*Immediately report unstable tables and chairs with missing sliders to the manager on duty.

Vending Machines
Checking soft drink vending machines for products and cleanliness. Clean the glass on the machines with a paper towel and glass cleaner. Notify a Manager immediately if the machine needs restocking.

Trash Containers
Empty trash containers when they are no more than ¾ full. If trash is at the top, it’s too late. Never put your hand into a trash bag to avoid injury or hold from the bottom.

Floors
For everyone’s safety, please continuously sweep up any foreign substance from floors. Place wet floor signs before cleaning spills.

EQUIPMENT CLEANLINESS

Gutters and Gutter Caps
Dust can settle quickly in a bowling environment. It is important to keep all Gutters and Gutter caps dusted daily.

Four items are needed to properly dust these items:
- Gutter mops (2 of these)
- Approach cleaner
- Regular size mop
- Trash can

Approaches
After dusting the Gutters and Gutter caps, dust the Approaches

Scoring Consoles and Ball Returns
The scoring consoles are in the bowler’s area. Clean the consoles using the same procedures for cleaning tables. Ball return hoods and racks should be checked for cleanliness during the shift as well.
House Balls
House Balls are cleaned using the ball-polishing machines. To insure the right rotation, each ball weight has a specific day to be cleaned.

RESTROOM CLEANLINESS

Restrooms
All restrooms are to be fully stocked and cleaned at all times. Perform the following task at the start of each shift, and every fifteen minutes during the shift.

1. Stock all PAPER TOWEL dispensers
2. Stock all TOILET PAPER dispensers
3. Fill all SOAP dispensers
4. Empty all TRASHCANS (no more than ¾ full) and replace liner
5. Clean all TOILETS and URINALS using a clean cloth towel and Sani-solution
6. Clean all COUNTERTOPS and FIXTURES by wiping a clean cloth towel and sanitizer. Do not use the same towel used to clean and wipe down toilets and urinals.
7. Clean all mirrors with WINDOW CLEANER and PAPPER TOWELS.
8. Remove all trash and debris from floors. If floors need mopping at anytime, use a fresh bucket of hot water with sanitizer and a clean mop head. Ensure WET FLOOR signs are posted at any time water or moisture is present on floors. Once finished, ring out the mop head and empty the mop bucket.
9. In the ladies room, make sure the sanitary napkin dispenser has SANITARY NAPKINS and is RESTOCKED daily.

Restroom Checklist
The restroom checklist is posted in various cleaning storage closets. After inspecting the rooms and cleaning the listed tasks, initial the designated time slot on the checklist.

BOWL DESK CLEANLINESS

Bowl Desk
-The bowl desk counter is to be clean at all times and free of clutter
-Clean the counter using the same procedure for cleaning bowl and concourse tables
-Keep the sock bin and island organized and cleaned.
-Keep shoe shelves organized and check the shoe cleaning schedule every shift.
-Check for an inventory of the following items:
  - 3 cans of shoe spray
  - Approach cleaner
  - Putty knife and gum removal
SKILL ASSESSMENT

As a trainer or coach, refer to this activity to grade the employee using the criteria below.

**4 – Exceeds Standards:** Competence in all standards and exceptional performance in a few areas.

**3 – Meets Standards:** General competence in all standards.

**2 – Emerging:** General competence in most standards with difficulties in others.

**1 – Attempt Made:** Difficulties in majority of standards.

**0 – Little or No Attempt Made**

THE OBSERVATION

**Time:** At minimum for a proper validation of performance, three shifts should be observed.

**How-To:** Observe the trainee performing cleaning duties each training shift.

**Criteria:** Trainee should comply with Rigby’s Entertainment Complex standards, complete the tasks in appropriate times and use the correct tools to complete the job.

**Behavior Traits Include:**
- Restroom checks are thorough – no missed steps
- Restroom checklists are used
- Correct chemicals are used for each area
- Washes hands frequently and as needed
- Wet Floor signs are used as needed
- Areas are thoroughly clean after completion
BOWL ATTENDANT SERVICE STEPS

- Introduce yourself to EVERY guest you see.
- Walk slowly to the lane, conversing with guests along the way as needed
- Enter guests names into Qubica.
- Assist guest with ball sizes and selection
- Review safety points
- Ensure a sever has greeted the lane

STEPS TO BOWL ATTENDANT EXCELLENCE

Exceptional customer service is more than providing a great image or the best menu options. It is more than providing quick food orders. Exceptional customer service is learning to read your guests, understanding their individual needs and expectations and then exceeding through consistent services standards and a spirit of striving for perfection.

Guests at Rigby's Entertainment Complex have high expectations about our food and service. None of the expectations are out of reach, however. According to a collection of guest satisfaction surveys, our guests expect the following:

- Immediate Acknowledgement – Don’t assume the guests have it figured out on their own.
- Price Value – Guests want what they pay to be equal what they get. However, a guest will gladly pay a higher price for a higher quality service, too.
- Hot Food, Hot/Cold Drinks, Cold – The speed of service is important.
- Personalized Service – Guests expect Bowl Attendants to be friendly and engaged.
- Quick Resolution of Problems – The best way to create loyal, repeat guests is with quick solutions to any problems.

To meet guest expectations every time, Rigby’s Entertainment Complex adopts a philosophy known as “Ten Steps to Achieve Bowl Attendant Superiority.”

1. Greet the Guest 1 Minute
2. Guide the Guest 3 Minutes
3. Drink Order & Delivery 5 Minutes
4. Food Order & Deliver 15 Minutes
5. Table Touch/Check-backs 2 minutes AFTER Food Delivered
6. Managing the Flow Ongoing
7. Suggestive Selling Ongoing
8. Check Presentation
9. Check Settlement 3 Minutes
10. Room Turn 2 Minutes
CREATING A MEMORY FOR ALL

This is your time to make something memorable for your guests! Do it! One of the biggest and best compliments you can receive as a Bowl Attendant is having repeat guests request you by name on their next visit. Find ways to make every party you host stand out from the pack by delivering above and beyond what is necessary. Don’t just meet expectations – surpass them! Be engaging with your guests – maintain a positive, upbeat attitude that is both believable and real! Deliver a really AWESOME experience by doing the unexpected, such as remembering your guests’ names, writing personal thank you notes after the party, walking them out to their car with their gifts, etc. A smile goes a long way at Rigby’s Entertainment Complex. Taking time to smile and greet every guest and saying “Hello, how are you?” when a guest arrives or “See you tomorrow” upon leaving. Thank you is only the bare minimum.
Ways to leave your guests saying... “That was AWESOME!” (or the 10 ways to easily avoid pitfalls)

1. GREET & SMILE – Say hello. Smile. This sends the first positive message. Additionally, a smile is contagious. Guests stay positive if you remain positive yourself.
2. MAINTAIN A PRESENCE – Try to stick to your party at all times. Guests can be easily discouraged if they are unable to find assistance.
3. STAY ACTIVE – Always have something to do! It is incredibly frustrating for guests to see a Party Hero standing around and doing nothing. Convince them that your actions translate into their money being well spent.
4. BE PROFESSIONAL – Nothing says “I don’t care” like chewing gum, talking to co-workers when not necessary. Keep a clean professional image. Remember your guests are your top priority!
5. BE TIMELY – Execute all duties with a sense of urgency without making the guest feel rushed or stressed. Guests should never have to wait. The more a guest has to wait – the more likely they will feel you are wasting their time and money.
6. BE APPROPRIATE – Never speak down to a guest. Children do not want to feel they are being babied. Be sure to address each guest appropriately when speaking to him or her.
7. BE CONSISTENT – Don’t cut corners while you work. Always perform your duties the correct way, every time. Regardless of your job title, pitch in to make the experience consistent throughout their time at Rigby’s Entertainment Complex.
8. SURPASS EXPECTATIONS – Don’t just meet. Surpass. Guests are not stupid. They know what should be expected. But let them be astounded at the level of service you and Rigby’s Entertainment Complex employ. Always go above and beyond and leave them wanting to come back again and again.
9. SERVE EVERYONE – Don’t forget to greet everyone in the party at least once. Probably twice. Every guest should walk away feeling satisfied and that you appropriately catered to his or her needs.
10. THANK YOUR GUESTS – “Thank you” – two little words that go a long, long way. Let your guests know you appreciate them coming to Rigby’s Entertainment Complex.