

Laser Mania

Family Fun Center

Procedures

Manual

Revision 1.1

Front Desk Etiquette

You will spend a lot of time at the front desk. It's the first stop for our guests when they arrive, and a focal point of our facility. It's essential that you present yourself in the best manner possible when you're up front.

Please be friendly, upbeat, and smile. Look customers in the eye and welcome them when they're within five feet of the front. Put down anything you may be working on to serve a guest's needs. They're your first priority. We realize that not all of our staff members are naturally outgoing, but we do ask that you do these small things.

Here are a few ground rules to help you meet the professional standards we expect of our staff members. Do not eat or drink at the front desk. This is what your break is for. Do not slouch or put your head down on the front desk. Also, do not put your feet up on the front desk or the golf shelf. Your knees should never be visible to guests as they're approaching the front. Basically, use common sense and remember that you are being watched, both by customers and management.

Please keep the front desk clean and clutter-free. If necessary, wipe it down multiple times during your shift. Organize the golf pencils or score cards if a customer messes them up. Dust around the base of the monitor and behind the credit card machine if you notice any dirt or grime.

If you're tired or bored, find something to do. Sitting at the front desk looking bored, sad, or upset does not project the professionalism we strive for at Laser Mania. We want to create a welcoming and fun environment, and how you act plays a very large part in this.

Laser Tag

Laser tag is our signature attraction. We are the only place in Southern Utah where customers can play laser tag. We have 19 vests and our arena is 3600 sq. feet, including the upper levels. We use a Laser Force laser tag system, one of the best available in the world. Our arena has received a vast amount of compliments for both its design and layout.

Customer will often ask how long laser tag lasts, to which you should reply 15-20 minutes. Tell customers that players are in the arena for 10 minutes, and they also watch a short video in the beginning and check their scores at the end. Other customers will ask what the minimum age is for laser tag. We don't have a specific minimum age, but usually recommend that players be at least six years old. You may want to have a younger player step into the vesting room and try a vest on before their parents pays for them. If a player is too small to play, we allow parents to go in with them and only charge for however many vests are used. Often the parent will wear the vest and allow their child to carry the phaser.

All players must be briefed before their first game. The best way to do this is to show them the video in the briefing room. This video goes over all of the basic rules and gives a few tips to get a higher score. Some players will complain that they have already seen the video.

You should reply that it's only two minutes long and everyone has to watch it before their first game. Technically, our insurance company requires us to show the video to every customer because it serves as a disclaimer regarding safety.

While the video is playing, make an educated guess as to what game the players will want to play and load it up. After the video has finished, take a logged-on vest with you into the briefing room. Tell the players that you have a few more things to review with them before playing. Explain the following:

- They should put the vest on with the phaser in the front
- It's a two handed phaser – to fire you must have your hand on the black part in the front (*Demonstrate how to fire the phaser with your logged-on vest*)
- There's no running, jumping, kicking, spitting, or swearing
- A marshal will be in the game the entire time watching
- If you have any trouble during the game with another player, your vest, or your phaser, find the marshal or come out immediately and a staff member will help you
- There's no following - once you shoot a player, you must let them get away
- When you hold the phaser, keep it at chest-level, not up by your face. You could run into a wall or another player and hurt yourself

After going over these items, ask if anyone has any questions. Be patient and resolve any concerns the players may have. Next, instruct the players to split into teams. If they choose to play a different game than what you loaded up, ask the players to stay in the briefing room while you step into the vesting room to change the game.

Once teams are decided, assign a color to each team and then allow them into the vesting room. Instruct players that they must choose a vest that's the correct color for the team they're on. This is because their vest will log on automatically to its pre-determined color by our Star Gate as they enter the arena. In rare cases we can change the color of someone's vest, but for the most part players need to grab the correct color of vest. This is because all of the games load up with even numbers of players on each team. Also, it's very time consuming to log players on individually just to change their color, especially when the Star Gate logs them on automatically. Lastly, it's part of our "Laser Tag Experience" to have a player's vest automatically log on. It adds to the mystique of our arena.

One instance in which it would be permissible to change someone's color of vest is if teams are lopsided. Sometimes, despite your best efforts, players will change their teams once they're in the vesting room and you'll end up with a red team that has 2 players and a green team that has 8 players. Ideally in this situation, you would ask players to switch vests, but sometimes only one player needs to be changed to even out the teams and it's easier to change their color rather than make them change vests. Also, sometimes players will enter the vesting room after you've chosen teams, so you may need to do some switching around. The bottom line is that you want to be as efficient and professional as possible.

Walk around while they're vesting up and assist any players that need help. Most often children need help with the clips on the sides of the vest. Once everyone is ready to play, ask them if they have any additional questions. Then open the door and allow them to enter the arena. Sometimes you have to remind them to not run at this point. As they're filing

out, tell them that the game will start in about 20 seconds when the music starts and that they have plenty of time to go and hide.

Once everyone is inside and 20 seconds have elapsed, start the game and enter the arena as the marshal. One staff member needs to be in every laser tag game, the entire length of the game acting as the marshal. Our marshals wear a green fluorescent vest that can be found behind the front desk. If there's an extra vest, the marshal may wear it logged in as a referee. The referee vest allows the marshal to suspend players that are breaking rules, as well as permanently eject players from the game. The referee vest has several other features that can aid in managing the game.

As the marshal, watch for players that are running, kicking, swearing, etc, and give warnings when needed. The best places to stand for the majority of the game time are against the south wall at the base of the two tower ramps and on the bridge. Every few minutes, you should walk the arena and ensure that everyone is following the rules and having an enjoyable time. Kindly eject players if they disregard your commands. Ejected players may play in another game if they understand and are willing to follow all rules. Otherwise, give them a refund and ask them to come back another time. Occasionally you'll find players during your walks that look lost or are upset. Be sure to do whatever you can to help these players. Usually they don't have their hand in the right place on the phaser, so it won't fire.

When the game finishes, try to be the first to leave the arena. Turn off the monitor in the vesting room and then hold open the door to the arena for players that are exiting. As players enter the vesting room, tell them to please clip their phasers back on, remember the name on the front of their vest, and look for their score out in the lobby above the fish tank. You should announce this two or three times to ensure that everyone understands. You may also want to announce that anyone can come to you for help if they don't know how to clip their phaser back on. The reason we turn off the monitor in the vesting room is because players often think it is the score screen (it's not) and will back up the exit to the lobby.

Laser tag games should be overlapped. This means that at the 3:00 minute mark (game time remaining) in a laser tag game, the next group should be called and shown the video. This ensures we maximize the number of games played in the arena on any given day. Showing the video and briefing players takes about three minutes total, so calling the next game at the 3:00 minute mark is just about right.

Laser tag groups must be separated by age. Families and children under the age of 12 may play together, and kids 12 years and older, teens, and adults may play together. The two groups should not be intermixed unless the players know each other or request to play together. Games are filled on a first-come, first-serve basis. The age of the first group of players to request to be in a game determines which age group will be playing in that round. The next round should accommodate the next age group waiting in line.

On busy days, there will be more people that want to play laser tag than we have vests immediately available. Because games are sold on a first-come, first-serve basis, we use a card system to book future games. Beneath the front desk is a box with small one inch by three inch colored cards. Each card represents one available vest in a future game. So before handing out any cards to customers, you need to count out as many cards as we have

vests. Generally this will be 19. Then as customers buy games and two hour passers request to be in games, you hand them cards to reserve their space in an upcoming game. Choose an order of cards and then rotate through the colors. For example, suppose you handed out yellow cards to the first 19 people waiting and blue cards to the next 19 people waiting. If more people are waiting in line, you would need to hand out another color of cards, say orange, and continue this pattern until everyone waiting has a space reserved for them in a game.

When you're ready to start the next game, either call the color of card over the intercom or find the players with that particular color of card and invite them to come up front. If you announce over the intercom, say, "Blue cards for laser tag, please come up front. Blue cards for laser tag, please come up front, blue cards." Stand by the entrance to the briefing room and collect a card from each player before they enter. Ask each of them to please stay in the briefing room while they wait. After all of the cards are collected, enter the briefing room and start the video. Return the cards to the front desk so they can be put back into the rotation. Also, update the cards on the "Next Game" board next to the entrance to the briefing room.

We take safety very seriously. If you ever encounter something that's unsafe in the arena, notify a member of management immediately. If players are acting unsafely, do not hesitate to give them warnings and then eject them if they don't cooperate. The worst that has ever happened in our arena is someone chipping their front tooth, but even an injury as small as this is unacceptable. Laser tag is inherently safe, but it can become unsafe if players break rules or something in the arena falls into disrepair.

A-Maze-ing Golf

Our miniature golf course was one of the first black light courses in the world. Like our laser tag arena, it has received innumerable compliments for its design and playability. There are 13 holes and it usually takes about 20 minutes to complete, depending upon group size. There's no minimum age for A-Maze-ing Golf.

When someone buys a round of miniature golf, make an educated guess as to the length of club they'll need. For most adults, the clubs on the top-most shelf will be the right length (36 inches). For most kids ages 8-12, the clubs on the next shelf down will be the right length (33 inches). The third shelf down has long clubs for tall people, and the clubs on the ground-level are for small children. The yellow clubs are for very small children.

After everyone in the group has their club, ask each person what color of ball they would like. Try to not overlap colors within the same group, as this makes it confusing to play. In addition, show the customers where the score cards and pencils are, and point out to the entrance to A-Maze-ing Golf by saying something like, "The entrance is just around the basketball game" while pointing in that direction. You may also want to joke around with the customers a little throughout this process. Comments such as, "May the best golfer win!" and "You've got to keep score for bragging rights" serve to lighten the mood and make the golf round that much more fun for our customers.

Golfers exit A-Maze-ing Golf through the Laser Lounge and should return their clubs and balls at the front desk. Make sure you ask each customer how it went, and here again you are encouraged to joke around with the customers. Ask them something like, "So who won?" or "So who owes who dinner after that round? (if you can tell it's a date)"

When golfers turn in their clubs, take a second to disinfect each one, either with a disinfectant spray or disinfectant wipe. Both may be found under the front desk. Also, return the clubs to their correct shelf in an orderly manner. FYI, a 36" club stood up comes just barely to the top of the front desk. A 38" club goes above the top of the front desk, and a 33" goes just below the lip of the front desk.

Bumper Cars

Laser Mania is the only place that has bumper cars in Southern Utah. Rides are five minutes long and are enjoyed by children and adults alike. For the safety of our guests, an attendant must watch customers riding the bumper cars at all times. Before anyone may ride, they must read the rules posted on the bumper car attendant booth. Become familiar with these rules, as some guests may not fully understand them and will need your help to understand them. The rules are as follows:

- Drivers must be at least 40 inches tall and 6 years old to drive
- Remain seated during the entire game time
- Seat belts must be worn at all times
- Keep both hands on the steering wheel and both feet in the car at all times
- Stay in your car until instructed to exit by the attendant
- If any trouble develops, stay in the car and raise your hand; an attendant will help you
- No lap riders are allowed
- Anyone assumed to be under the influence of alcohol or drugs will not be allowed to ride
- Any misconduct or failure to follow these rules will result in immediate removal from the ride
- Riders participate at their own risk and assume all the responsibility and liability for their conduct while driving these cars

- This ride is not recommended for individuals who are pregnant, have seizures, neck or back disorders, heart conditions, motion sickness, dizziness, prescription medications, or other physical ailments which may be aggravated by the nature of this attraction

Our bumper cars do not travel very fast, but they do have the potential of causing serious injury if these rules are not followed. It is your responsibility as the bumper car attendant to ensure these rules are understood and followed by all riders.

While riders are reading the rules, turn the overhead lights off and turn on the flashing lights. Check the CD player to make sure it's ready to play, and prepare the bumper cars to be ridden. If it's the first round of the day, this will include taking the cars off of the charger, turning on the red cut-off key under the hood, and driving the cars to the center of the arena.

After riders have read the rules, review the following rules and guidelines with them:

- Keep both hands and feet inside the car at all times
- Keep your seatbelt fastened throughout the ride and never stand up
- If you have any trouble, raise your hand and I'll come and help you
- To go, press your foot down on the long pedal on the right side
- To stop, simply take your foot off the gas pedal; there's no brakes
- The steering takes some getting used to. It's 360 degree steering, meaning you can turn the steering wheel around and around.
- If you get stuck against a wall or in a corner, take your foot off the gas, turn the wheel all the way around two times, and then press on the gas – this should back you out

After reviewing these rules, unlatch the clip holding the chain over the entrance and allow the riders to enter. Instruct them to choose a car and buckle themselves in. Also, instruct them to not unbuckle their seatbelts after the ride ends until instructed to do so. Visually inspect each rider to ensure they are buckled in. Right before you start the cars, ask if there are any questions. Once everyone is ready to ride, exit the arena to the attendant booth and press button #1 on the remote control. This will start all of the cars at once. Also, start the timer and music.

Watch closely that everyone gets going. Occasionally riders won't understand the steering system and need some help to get started. Never enter the arena to help a player unless you have stopped all of the cars. Often you can assist a rider without turning off the cars by walking around the outside of the arena to where the troubled rider is located.

Each ride lasts 5 minutes of actual ride time. Whenever you stop the cars to help someone, make sure that you pause the timer so that customers' ride time isn't wasted.

Our bumper cars are refurbished, and thus do break down from time to time. Some repairs are quick and can be done in the middle of a round, while others require the car to be taken

out of service. One of the more common problems is cars turning off when hit. This occurs because the electrical connection between the batteries and the car is cut off for a split second. The disconnection could be because a wire has come loose, a seat belt is loose, or a battery is low. When you see a car die during a game, press button #1 on the remote control to see if the car will restart. This is often the case and the rider can go on as normal.

If the car doesn't restart, or keeps turning off throughout the round, ask the rider to move to another car if one is available. If none are available, stop all the cars and enter the arena with the battery tester. Test the batteries to make sure neither is below 10.5 volts. If one is below this number, the car needs to be put on a portable charger as soon as the round is over for a quick charge. Offer a refund to the rider or the opportunity to ride in the next available round. If the batteries are okay, next ask the rider to unhook their seat belt and hook it back in. Occasionally a rider won't click their seat belt all the way in. If that doesn't work, next unhook the bungee cords from the hood and check for loose wires. Also check that the red cut-off key is engaged. If a wire is loose, take the car out of service and notify management as soon as possible. Often a loose wire can be repaired quickly after a round is over. Staff members should never attempt to repair a bumper car without permission of a manager.

Be on the lookout for children and adults standing close to the barriers of the bumper car arena. Do not allow guests to put their hands inside the arena, and certainly do not allow anyone to enter the arena while the bumper cars are running. Be very watchful of small children that may not understand the inherent danger. These children may attempt to climb over the cement wall while the cars are running to reach a loved one, so be sure to keep a close eye on them.

At the end of the night, the last employee on shift is responsible for putting the bumper cars on the charger. Drive all of the cars over to the charging station. Disengage the red cut-off key and plug the charging plug from the charging station into the charging port on the bumper car. The charging port is found on the left side of the car and has a lid that must be lifted up to insert the charging plug. The charging plug must be inserted with the pull-tab on the top. Do not force the plug into the port; it should slide in easily. Be extra careful that the red cut-off key is disengaged. Inserting in the charging plug while the cut-off key is engaged will result in major damage to the charging station and could even start a fire.

The charging station will charge four cars simultaneously. The other cars must be charged with the portable chargers. These chargers charge the batteries at a higher rate, and should be used for cars that have especially low batteries. Before the portable chargers will start, you must press the "2/10/15 AMPS" button on each side three times until the display reads "15". The portable chargers will then start automatically.

If you ever have any questions about the bumper cars, or any suggestions for how they should be operated, please let your manager know.

Birthday Parties

Birthday parties are our specialty. We take pride in the fact that families choose our facility for the most important day of the year for their children, and we understand the importance

of providing the absolute best service so that each birthday child remembers their birthday at Laser Mania as one of their best. To start, pull out a birthday pamphlet to study the various packages and options we have available. You'll notice that our prices are very affordable and each package offers a great value to the customer.

Our main goal is to make sure that the birthday child feels special and has a very memorable experience. Another of our goals is to make the birthday party experience as stress-free as possible for the parent. This includes setting up and taking down the party, providing all the necessary paper goods, and providing all of the entertainment necessary for an amazing birthday party.

To set up a birthday party, first check the birthday party reservation form for how many guests are anticipated for the party. While this number is never exact, it provides a guideline for which table you should use to set up their party. The tables descend from right to left in how many they can seat. After choosing a table with an appropriate number of seats, roll out a table cloth and cut the end like how you would cut wrapping paper – one long smooth cut. Make sure the table cloth hangs over both ends of the table a few inches to match the length of the overhang from the sides. When setting up multiple parties, be sure to alternate table cloth colors amongst the party tables.

After rolling out and cutting the tablecloth, next blow up three balloons. Tie a ribbon to each balloon and cut the ribbon in three lengths, each successive cut being a little longer than the previous cut. This ensures that the balloon bouquet will look attractive with a tiered-look. With a pair of scissors, curl the small strip of ribbon left over from your knot. Next tie all three balloons to a piece of candy found in the party preparation area and place the balloon bouquet in the center of the table party. Take a pair of scissors with you and curl the strips of ribbon leftover from your knot holding the balloons to the candy.

Last but not least, using a Sharpie marker, write the guest of honor's name on a birthday place card, also found in the party preparation area. Use your very best handwriting and draw a friendly smiley face somewhere on the place card. Next, fold it in half and place it at the head of the table.

Party Deposit Policy

All birthday and group parties require a deposit when a customer calls in to make a reservation. The deposit amount is **\$45.00**. Customers may pay the deposit over the phone with a credit card or come in and pay the deposit with cash, check, or a credit card. If they choose to come in, inform them that they should come in no later than 24 hours before their party. Make sure you completely fill out the reservation form, including the customer's address. **If the customer doesn't pay over the phone or come in before the party to put down their deposit, do not order pizza until they arrive**, even if they requested the pizza earlier.

If the customer wishes to pay the deposit over the phone with a credit card, go to the credit card machine and ask them to tell you their credit card number. Do not write it down anywhere. Simply enter their credit card number directly into the credit card terminal. After

you enter the number, press enter. The terminal will then ask for the expiration date of the card. Enter it and then press enter. The terminal will then say "Take imprint of card." We don't have the card in-hand, so just press enter to skip it. The terminal next asks for the V code from the card. This is the three digit number on the back of their credit card. Enter it and press enter. Then enter the amount (\$45.00) and press enter. Then look on the reservation form for their address. Enter the first digits of their address and press enter. Last, enter the customer's zip code and press enter.

After the charge is approved, print a customer copy. Place the merchant copy in the register and hold onto the customer copy. Write \$45.00 next to "Deposit Paid:" on the party reservation form.

Last, you need to put the deposit in the POS system. All you have to do is hit the "Deposit Party" button in the birthday party section. It defaults to \$45.00, so you just have to hit the "equals" button and select "Card" as the method of payment. Make sure you print out the receipt and staple it along with the customer copy of the credit card receipt to the party reservation form in the top right corner.

When a guest wants to pay for their party, enter everything as you normally would. Then press the "Deposit Party" button. Edit the price by pressing the pencil button. Tap the price and then tap the minus sign to make it a negative. Then press okay. This will deduct the deposit from the party cost. If you have any questions, please let your manager know.

Gift Certificates and Gift Cards

We use gift certificates and gift cards for different situations. Gift certificates are primarily used for donations to community groups and are part of our birthday packages. Gift cards, on the other hand, are what we sell to a customer when they want to purchase games or tokens in advance. In other words, we *sell* gift cards and *give away* gift certificates.

The procedure for gift certificates is simple. They are located on the desk in the office in a black wire mesh organizer. Generally 10 are left out at a time. Simply take one of the gift certificates from the office, initial and date it, and it's ready to go. When someone redeems a gift certificate, all you need to do is ring in the sale as you normally would, then press the "Gift Certificate" button in the section "Coupons and Gift Certificates." The gift certificate acts as a coupon and removes \$5.75 from the transaction (the equivalent of one attraction). If someone brings in a gift certificate with a dollar amount different than \$5.75, you must edit the amount of the gift certificate to reflect the lesser amount. The customer must then pay the difference. After the transaction, place the gift certificate underneath the coin drawer with the credit card receipts. Gift certificates never expire and cannot be used to purchase arcade tokens.

Gift cards are as good as cash at Laser Mania, so they're treated a little differently. They can be used for anything we sell, including arcade tokens. If someone wishes to purchase a gift card, ask them how much they would like to put on the card. Then charge them for this amount in the POS system by pressing the "Gift Card" button under the "Coupons and Gift

Certificates" section. Then edit the price to the requested amount. After the customer has paid, retrieve an unused gift card from the token box under the front desk. Next press "5" on the gift card terminal and hit the blue "Enter" key in the lower right-hand corner. Then enter "5832" as the password and hit "Enter" again. The password is derived from our phone number, 656-5832. Next swipe the card with the magnetic bar to the outside and enter the amount you're putting on the card, followed by the "Enter" key. After dialing in and approving the transaction, a receipt will print out showing the new balance on the gift card. Give the customer this receipt and an envelope for their gift card.

If a customer wants to use their gift card to purchase something, ring in the transaction as usual, then when you get to the payment screen (after pressing the "=" button), choose "Gift Card" as the method of payment. It defaults to \$0.00, so you must enter the amount you are deducting from the card. Before finalizing the transaction, charge the card with the gift card terminal. You want to charge the card before finishing the transaction just in case there aren't enough funds on the gift card. On the gift card terminal, all you have to do is swipe the gift card with the bar to the outside and enter the amount you're charging to the card, followed by the "Enter" key. After dialing in, the gift card terminal will print out a receipt showing the amount charged and the remaining balance on the card. Give this receipt to the customer.

If someone would like to buy tokens with a gift card, follow the instructions in the preceding paragraph, except do not enter the transaction in the POS system. You are simply swapping value on the gift card for tokens in the till, so there is no transaction to record. It's sort of like giving "cash back" from a gift card. Customers can not actually get cash back from the gift card, but you can give them "tokens back."

Our gift cards are not rechargeable, so once they're all used up, they can be thrown away. If someone would like to add to their gift card, the only way to do this is to give them an all-new gift card. Charge their old gift card for whatever is left on it and then apply that amount to their new gift card. Charge them in the POS system only for the cash or credit card amount they're giving you. Exclude from the transaction the amount you deducted from their old gift card. You want to charge them for only the new money they're putting on a gift card, and that's what should be recorded in the POS system.

If someone would like to check the balance on their gift card, log onto our website from the laser tag computer and click "Gift Card Info" to check their balance. You'll need the number from the back of their card to do this.

Discount Tokens and Token Refunds

All Southwest Center token transactions and token refunds go through a small lock box under the front desk. When someone from the Southwest Center gives you cash for tokens, give them twice the amount back in tokens. Take these tokens from the token box and leave the cash in the box. Note on the Token Box Tracking Sheet all of the required information from the transaction. Also, fill out a receipt from the receipt book and give it to the person from the Southwest Center for their records. Leave the yellow copy in the lock box.

If a large group (over 5 people) comes in and wants to charge tokens to the Southwest Center account in the POS system, they may do so. Simply use the "SWC Tokens" button and change the price to the amount they're being charged. Then give them tokens from the token box. Note how many tokens you gave out on the tracking sheet just as if they had paid cash. Write "Charge" in the "Refund or Leader Name" column and the charge amount in the "Cash Paid" column.

If you ever run out of loose tokens in the lock box, simply break open a \$5 bag and note the inventory change on the Token Box Tracking Sheet. Subtract one bag out of the \$5 bag column and add \$5 to the loose token column.

Please note that the Southwest Center gets half price on tokens, but not on the token packages with free tokens included. We're already giving them twice as many tokens than what they've paid for, so it's unnecessary to give them free tokens on top of that. Never use the token bags from the register for this reason.

If a customer needs a token refund, fill out the Token Tracking Sheet as you normally would, but write "Refund" in the "Refund or Leader Name" column.