



Standard Operating Procedures (SOP) - Associate

1. **Productivity** – Staff are always required to be productive, especially on slow days. Ask a supervisor their preferred tasks they would like to you tackle first. Ask again if anything additional can be done if all cleaning tasks have been completed.
2. **Illusion of Perfection** – Associates are to create an illusion of perfection at Funland. **Never** talk about game/LT errors or customer issues in front of customers. Unless a supervisor or manager are asking you to specifically explain something over the radio you are to use codes only. For example, if you had 2 customers that wanted a refund up in laser tag, you would say over the radio, “I have a Code 6 for two people at the LT desk.” Never announce “a customer wants a refund” or “a game did not give out tickets” etc. Failure to comply with this rule will result in disciplinary action.
3. **Chain of Command** - Any issues you have (other than “Code 7”/game errors for techs) should always be taken to your supervisor first. The supervisor can then decide if it needs to be elevated higher (this includes questions about stocking the store). If there is not supervisor on duty, then you would ask the manager. Respect the chain of command, which proceeds as follows from top to bottom:
 1. The Owners
 2. General Manager
 3. Supervisors (*Tech or Purchasing/Marketing Director: only if a Supervisor or above is unavailable*)
 4. Lead Associate
 5. Associate
4. **Associate Task Assignments** – Associates can receive assignments in one of two ways. In the form of a task list slip (to be completed and returned to the supervisor or manager that assigned the task), or if it’s a quick task, it can be assigned verbally to be completed at the specified time discussed. **If an associate is verbally tasked to do something you are to stop what you are doing immediately and start on that task** (unless otherwise specified by the supervisor/manager). Failure to do so will result in a violation of policy.
5. **Game Repair List or Building Repair List** – Radio the available technician for any game errors that occur (Code 7 for “game name”) as they occur. If it is an unresolved error, or if the technician is not available radio the supervisor on duty and say, “Code 2 at (your location)”. Once the supervisor arrives, you can give them the details. Issues with games are never to be discussed over the radio or in front of any customers that have not brought up the issue. Game repairs, game credit clearing, game testing (other than those a part of the opening procedure to check ball counts) are not allowed to be performed by associates.
6. **Always Be Supportive** – If you see another associate struggling please call a “Code 2 at your location” and explain to the responding supervisor the situation. Do not abandon your position to help them, the supervisor will respond instead.

- 7. VIP Program** – Recognizable Funland customers that consistently maintain a large amount of points (20k plus) are eligible for Funland VIP status. Associates and Supervisors alike are encouraged to go above and beyond for these customers when interacting with them. Introduce yourself and ask for their name, then inform the customer of their new status, and let them know we would be happy to custom order prizes for them (within their point range). Write down their card number, name, point balance, phone number, and any prizes they desire at that time. If they do not want to provide their contact information, give them a Funland brochure (so they have our phone number) and say that they can call us anytime to request a prize. If a VIP calls, hand the phone to the Marketing Director, or leave a message and the Marketing Director will get back with them. If you can, try to remember their name so the next time they visit they will feel special and appreciated.
- 8. Customer Problem Resolution** – Always try to resolve customer concerns with a smile. Remember to always stay professional and courteous to customers. If a customer becomes increasingly distraught over an issue, or if you become uncomfortable with the situation, radio a “Code 6 at (your location)” and a supervisor or manager should respond shortly. Let the customer know that you are having a supervisor come to address the situation and they will be there shortly.
- 9. Training** – If you have forgotten a procedure, do not be afraid to request a refresh. Supervisors are always here to help you. Radio a “Code 2 at (your location)” and request the supervisor to show you the correct steps. If you still have questions, or do not understand how the supervisor is explaining it, feel free to ask the manager for additional clarification.
- 10. Radios** - Always wear a radio. Keep responses concise and enunciate clearly. Never have lengthy messages over the radio. If further explanation is needed call a “code 2 at your location”, a supervisor or manager will meet you. Do not abandon your position, (example: “Code R” at Customer Service) which means you are at the customer service desk and would like to be excused to go to the restroom. See the Code List for definitions on radio codes.
- 11. Cleaning Duties** - Daily cleaning and other lists are posted on the black supervisor locker located in the garage. Supervisors may assign you to a task from one of the lists. Be sure to sign off on completed tasks. The supervisor will then check your work to ensure it has been properly completed. Cleaning duties are to be carried out by associates. Supervisors will monitor associates to ensure they complete those tasks efficiently and meet quality standards. (Examples: “Party host” or “party cleaner” tasks are assigned to associates and supervisors are to check their work. Closing cleaning will be assigned to associates and supervisors are to radio associates when to begin the next task). Exceptions may occur when staffing is minimal or if management assigns the supervisor a special cleaning task. If you have a question about cleaning feel free to get clarification from a supervisor. Associates must not deviate from the supervisor’s cleaning instructions. The supervisors have been instructed by the manager in the specific way the task is to be done (with good reason). It is important that tasks are always carried out properly. If you have a suggestion on how to improve a task, inform a supervisor and they will share the idea with the manager for future consideration on how that task is carried out.

- 12. Positive Environment** - Associates are to promote a positive atmosphere. Go above and beyond to deliver exceptional customer service and staff support (Examples: A customer walks by with their arms spilling over with kids' coats and a rainbow ball. Offer the customer a large bag to help them carry their items. A customer says it's their birthday. Say "happy birthday!" and offer them a birthday sticker of their choice. If a staff member is in acute emotional distress. Offer words of consolation and a compassionate smile). Use the golden rule as your standard of conduct--treat others how you would like to be treated.
- 13. Gossip/Dissent** – Associates are never to gossip about customers or fellow associates or to speak poorly about Funland. If you are found to be spreading gossip or dissent you will be subject to disciplinary action or even job termination. If a fellow associate is spreading gossip or dissent, it is best to walk away so you will not be grouped into this violation of policy with them. If the associate persists, it is best to bring it up to management and allow them to deal with the issue. We continually strive for a positive culture at Funland so that it is a pleasant work environment for staff, and in doing so, it translates into a better experience for our customers.
- 14. Tidiness** - Communal areas are always to be kept tidy and organized. If an associate is available, the supervisor may task you with organizing all front desks or backroom counters/areas. If an associate is unavailable, the supervisor will perform the task themselves ensuring a continually tidy workplace.
- 15. Slow Days** - When a day has less customers than expected, the supervisor may decide to cut staff for a shift, supervisors will then follow this procedure in order: 1. Approach you and request you to follow them to the punch clock. 2. Ask if you had any issues, notes or oddities with your till. 3. Ask you to punch out right then. 4. Send you home. Do not linger and distract on-the-clock staff or you will be encouraged by the supervisor politely to leave. On very slow days, 1 Supervisor and 1 Associate will cover front-of-house positions and all other associates will be sent home.
- 16. Emergencies** - If an emergency occurs contact the supervisor on duty immediately using the radio and say, "Code RED at (your location)" and a supervisor or manager will respond asap.
- 17. Behavior & Policy Violations** – Disorderly staff will be addressed by a supervisor to confirm compliance with company policies. Violating associates will be addressed as follows: 1. The supervisor asks the associate to meet with them in a location that is not near other staff or customers. 2. The supervisor will give the associate a verbal warning. 3. The supervisor will add the offense to Basecamp > Supervisor > Task list > Verbal Warning List. 4. In the case of a repeat offense the supervisor will fill out a discussion form with the offense written on it and will verbally explain why they are being disciplined, as well as what the proper course of action would have been. 5. The supervisor will ask if the associate has any questions, and if they understand what is written on the form. 6. The supervisor will sign and date the form and ask the associate to sign and date the form as well. The form will then be turned into management. Upon reviewing reoccurring offenses, the issue will become elevated, and management will intervene to proceed with an official write-up.
- 18. Front Desk Position** – Supervisors will decide if the Front Desk is to be stationed. Supervisors are instructed to have an associate stationed at the desk at peak customer traffic times. When traffic slows,

the supervisor is to follow this guideline: If +6 new customers (just walked-in), then have the associate stationed (at the desk). If 3-5 new customers come in, stay in sight of the desk and approach customers that seem confused, (or assist customers if they have rung the service bell). If there are 1-2 new customers, or only old customers playing games, then keep the desk open but direct the associate to clean elsewhere on the floor—listening for the service bell, or listening for supervisor direction via radio. Supervisors will always be monitoring traffic and may need to request that associates return to the desk at anytime. If there is a limited number of staff on a particular day, the supervisor will monitor the store and the front desk will be closed until an associate becomes available to reopen and assume the front desk position.

19. Party Reservations – when answering a call to reserve a party, use the Shindigger program on the back office computer, and write the party info in the log book, as well as on the white board. Inform a supervisor or manger that a new party has just been reserved. Party reservations need a minimum of 24 hours’ notice to reserve a party (no same-day walk-ins).

20. Wizard of Oz Chips/DC/Sponge Cards – Associates are to inform the customer that they can accept them, but it would be faster for the customer to use the card chip kiosk (located by Mega Stacker). If they insist on the associate processing their chips or cards, then do so. Associates must check the customer’s game card point balance and write it down on paper before redeeming their Wizard of Oz chips or tokens. After tendering the transaction, the associate will need to check the game card point balance again and write down the new total. They must do the math to determine the difference before giving the card back to the customer. If a discrepancy occurs, Associates are to request a supervisor to assist in removing the additional points and then give the card back to the customer. If the amount of points given to the customer exceed the total of chips/tokens/cards in the associates till, then the manager will request to see the associate to explain the issue the following day.

21. Star Punched Cards – If a customer is trying to turn in star punched cards you must call a “Code 2” to your location and the supervisor or manager will deal with the customer. An associate is never to accept a star punched card.

22. Till Tracking – When starting a shift, ask a supervisor where they would like your till to be placed. At the start of your shift, your till must total \$300 and is to be counted at the start and end of every shift unless informed by a supervisor that they will close out your till for you. The denomination increments are as follows:

5 x \$20 / 10 x \$10 / 14 x \$5 / 25 x \$1 / 12 x ¢25 / 10 x ¢10 / 20 x ¢05

When your shift is over, count out your till and request a supervisor to place your till in the safe and ensure your WOZ chips are labeled and placed on a back-of-house counter. If you have a large amount of WOZ/SpongeBob/DC cards, stack up your cards, put a post-it note with your name and date on the top and wrap it with a rubber band, then hand it to a supervisor to place in the safe. If you are cut early from a shift, then the supervisor will count out your till for you once you have clocked out (see “Slow Days” for

more info). Supervisors and management are the only approved personnel that can count out your till other than yourself.

23. Aware of Rules - Keep updated on company policies and procedures, as you are expected to abide by them at all times.

Associate Agreement

By signing this document, I acknowledge that I have read and understood the above duties of my position and will always continually strive to adhere to these duties. I understand that failure to do so will result in disciplinary actions.

(Print Name)

(Signature)

(Date)

Management Agreement

By signing this document, I acknowledge that the aforementioned procedures are in accordance with Funland company procedures and culture.

(Print Name)

(Signature)

(Date)

(Print Name)

(Signature)

(Date)