

GAMES GUIDE A MANUAL FOR THE FUNLAND GAMES ATTENDANT

About this Guide

This guide is an essential tool for understanding more about the different games at FUNLAND and your role as a games attendant.

Our job

Outline our game attendant expectations and job duties in a way that is honest, clear, thorough and consistent.

Answer your questions.

Yourjob

Review this handbook in its entirety.

Revisit it often, especially before a shift, to refresh your memory before working a new game.

Ask questions.

SHARE IN THE EXCITEMENT OF A WIN. THANK GUESTS FOR PLAYING AFTER A LOSS. **USE EYE CONTACT. ENCOURAGE PLAY.** AND ALWAYS SAY **'THANK YOU'**

Safety - Accuracy - Accountability

Yes, accidents can happen at games.

Yes, you can help prevent them.

How?

FOCUS

Part of safety is being alert, and it can be hard to focus with friends and family hanging around your game. Wait until after your shift to catch up.

NO HORSEPLAY

There is no place for horseplay while on the job at FUNLAND.

Avoid the urge to throw any game props (balls, frogs, especially basketballs), jump over game counters, throw balls to fellow employees or engage in any other kind of behavior that could cause you, a fellow employee, or a guest, any harm.

CLEANLINESS

Cleanliness is key in accident prevention.

Keep your work area neat, swept clean, and free of the accumulation of any water cups or bottles. Spare time is to be used for tidying up around your game. It is part of your job.



If a child is standing on a counter to throw a ball, make sure that someone in the child's party (a parent, responsible sibling, etc.) is holding onto the child. When the child lets go of a ball there is the possibility that they might fall forward and this could lead to a serious injury if no one is holding onto them.

SOME COMMONLY ASKED QUESTIONS

Am I permitted to leave my game?

Being outside of your assigned game, or leaving your assigned game, is not permitted.

But what if I have to go to the bathroom while working my game?

Get permission from the floor manager to go directly to the restroom. This way we can ensure your game is covered. After talking to a floor manager, take your game bag into the office and place it on the front counter before using the bathroom. Retrieve your bag after using the restroom and put it back on before leaving the office. How do I get a floor manager's attention if I can't leave my game?

Whenever you need something at your game, flip the **Help Light switch** and a floor manager will be notified.

HELP LIGHTS

There are help lights on Skee Ball, Redemption, Super Shot, Flushing Meadows and all of the boardwalk games (except for WAC-A-MOLE).

Goblet, Frog Bog, Skatterball, WAC-A-MOLE and Balloon Bust are in view of the floor manager, so you can always get their attention by waving. There is no help light at these games.

The following are the most common reasons for using the Help Light Switch:

-You need change for larger bills -You are getting low on a specific prize -The game is not operating correctly -You are having trouble with a guest



If at any time you are not comfortable with something or you have a question, do not hesitate to call the floor manager to your game.

Please note that when the park is busy **it might take a few minutes for the floor manager to reach your game.** Please be patient, and assure guests that assistance is on the way. Be sure to turn off your help light switch when help arrives – down is off. What if I suspect that a guest playing my game is trying to use a counterfeit bill?

Get a good description of the person, contact your floor manager, and find a discreet way to alert him or her to your concern. What if a guest wants to use a bill larger than a \$20?

Do not accept anything greater than a twenty dollar bill. To break a larger bill (\$50 or \$100), flip your help light and a floor supervisor will be out to help break the bill.*

*Derby is the exception to this rule. You may accept a \$50 or \$100 here, but still turn on your help light so a floor manager can verify the bill and break it for smaller bills if needed. What if I find a bent, damaged or foreign coin in my bag?

Do not give these out to guests. Exchange them for good coins. Our change machines will not accept wet or damaged bills, and damaged coins jam our machines. Games use cash, right? Should I organize my money in any particular way?

All Funland games require cash to play, NOT green or orange tickets or wristbands. It is important that you keep your change bag neat and organized. See more below.

GAME CHANGE BAGS

The money you work with is your responsibility. At the beginning of your shift you must report to the front counter in the office and retrieve the appropriate game bag from the office staff. If you see that you are scheduled to work a shift on Derby, for example, you would ask for the Derby game bag.

Immediately tie the game bag around your waist before leaving the office. No employee should be seen walking through the park holding a bag or in the process of tying it on. You should never have a game bag in the employee lounge.

Counting your money while going out to your game, or while on your shift, is prohibited unless you are requested to do so by a floor manager or office staff.

GAME CHANGE BAGS



You will start your game shift with a combination of one, five and ten dollar bills (and possibly quarters) in your bag.

If at any time you need to make change, call the floor manager over.



It is much easier to give a customer change from a neat, small stack of bills.

Keep that stack of ones, fives and tens in this pocket. At any time you probably want at least twenty 1's, a few 5's, and two to three10's.



Quarters are kept in the center pocket.

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Keep any excess cash (including \$20 bills) and any dimes/ nickels/pennies in this pocket. OR take excess money and put it in the take-out box. (more on that later!) This will help you avoid a large, unwieldy wad of cash, which can look unprofessional and unorganized to guests, and make it harder for you to work quickly and give correct change.



Keep bills separated and folded neatly in the following order. All one dollar bills should be facing the same direction and right side up.





All larger denomination bills facing the same direction and right side up are placed back to back against the one dollar stack.



Fold bills in half with the one dollar bills facing out to you.

GIVING CHANGE

As a game operator, you will be giving change to guests constantly. It is very important that you make change quickly and accurately. **Never put money in** your bag before change is given, as this enables the guest to verify the bill that they gave to you.

Count back the change aloud to the guest. After the guest has made sure his or her change is correct, put your billfold away. You should always place the change on the counter and not directly into the customer's hand. Where there is no counter available (such as Skeeball) have the guest hold onto the bill while you count the change.

Make change for one bill at a time. Be wary of any guest who asks you to make change for multiple bills at once. A guest trying to pass a large counterfeit bill may use this method of repeatedly asking for change.

TAKE OUT?

Throughout the day, office staff **may** conduct a cash takeout from your game.

Someone from the office staff will approach you and hand you a zipped cloth pouch. You will then be able to offload excess cash, making your billfold more manageable. Do this as discreetly as possible. Never put the take out bag

in a place where a guest could reach it (under the counter, for example). The office person will then collect the bag from you. Alternatively, the office staff member may exchange a game bag with you at certain games instead of getting a cash takeout.



CASH BOX?

Cash boxes **may** be sent out for some games at the beginning of an evening shift. These are used for storing extra cash, allowing you to maintain a small and more manageable billfold. When you are very busy it can be challenging to keep money neat, but please try your best. You would collect your cash box when you collect your game bag– at the counter from the office staff at the beginning of your shift. It looks something like this:



Cash boxes are to be kept out of sight at all times. Always place them behind or under a game. Never place a cash box where it could be seen or reached by a customer.

All \$20 bills should be stored in the cash box or a separate bill fold as soon as time allows.

That's a lot of responsibility. With that much access to cash, I bet it would be tempting for an employee to steal.

We place a lot of trust in each employee. FUNLAND utilizes several methods to ensure that theft does not occur. If an employee is caught stealing, they may be prosecuted regardless of the amount taken. FUNLAND wants to be very clear about the consequences of theft. What if I get bored? Am I allowed to play the games while I'm working them?

On duty employees are **not** to play the games except when demonstrating to a guest.

Basketballs, in particular, can bounce out onto the boardwalk and strike a passerby. What about when I'm off duty? Are employees permitted to play the games then?

Off duty employees are permitted to play Skeeball, Redemption games, video games and cranes ONLY. Are employees allowed to buy plush prizes, or items from Redemption?

Yes. Prizes may be purchased by employees since they cannot play the skill games. Prizes are available at our wholesale cost, and you should see Neil, Ian or Greg for pricing. What if a guest can't seem to win and really wants to buy a prize for their child? Does Funland ever sell prizes to the public?

No. Prizes are not for sale to the public. They are only ever given out to customers who have genuinely won them.

Giving out prizes to those who have not is considered theft and will be dealt with accordingly. What if a guest wants to trade up for a larger prize? Are there any rules or limits?

Trade-ups are available on games where indicated. Some games have win limits; refer to the signage in each game for more details. It seems like there is a lot to remember for each of the different games!

Yes! Funland has many different games. Read every sign at your game. If you don't understand something, please ask for clarification. How can I encourage guests to play my game?

As a games operator, you are the salesperson for your game. Part of your job is to encourage play **without** making guests feel uncomfortable.

STEP RIGHT UP!

When a guest shows interest in your game,

here is what you can do next:



Greet your guest with a friendly *hello*. A smile and eye contact go a long way.



Offer to explain the game if guests seem unsure of how to play it. A quick demonstration can be helpful here!

SHOW

Let the guest know what he or she can win. If there is more than one prize, explain how different prizes can be won.



As the guest hands you payment, place the props (balls, frogs, etc.) on the counter in front of the guest and say,"Thank you."



Encourage guests as they play. Don't be afraid to give tips on how to win!

CELEBRATE / COMMISERATE

Celebrate and get excited when guests win (especially with small children!) Check prize merchandise before handing it to your guest. Offer consolation when he or she loses. "Maybe next time!"

OFFER

Ask your guest if he or she would like to play again. Whether or not the guest plays again, always say, "THANK YOU for playing" and wish them a great day.

What if a guest is trying to cheat, or not following the rules of my game?

Re-emphasize the rules, preferably before he or she throws the prop. If a guest wins by breaking a rule, politely explain why the win was not valid. What if a guest continues trying to cheat? Or becomes angry?

Remain calm and polite.Try not to let the situation escalate. If a customer continues to break the rules, contact your supervisor or floor manager. Don't be afraid to enforce the rules. IT IS YOUR JOB.



Rules will often be posted on the games. Do not hesitate to point these out to your guests as a way to reinforce the rules.

Can I switch games with a friend or fellow employee if I don't like my schedule?

No. Never exchange work assignments on your own. Your name on the schedule gives us a reference to check on income accuracy, prize count and game cleanliness. Any violations can result in disciplinary action.

So the daily schedule never changes?

Once the schedule is finished, it will not be changed due to personal requests. It can, however, be changed by the supervisor when it is realized that an employee will be late or absent, or for other reasons when absolutely necessary.



Running a game for the first time? Have questions, or just need a refresher? Take 3 minutes to review your game profile before your shift.

We promise, you'll be glad you did.

DIFFERENT KINDS OF GAMES AT FUNLAND

Group games, such as Derby, WAC-A-MOLE and Flushing Meadows (among others), are games in which multiple players compete against one another. The more players competing, the bigger the prize.

You will want to find a sweet spot between hustling to turn over games, and waiting briefly to let games fill up with the maximum # of players.

SINGLE PLAYER

Games such as Basketball, Beach Ball, Muffin, Goblet, FrogBog, Skatterball and Ring Fling (among others) are all single-player games. Unlike group games, the guest plays against the house (FUNLAND) instead of other players.

WINNER-EVERY-TIME GAMES

Winner-Every-Time games are very popular, especially with young children. At FUNLAND these include games like Balloon Bust. While these games may cost a little more to play, children can be assured of a win, which makes everyone happy.







DERBY/ FLUSHING MEADOWS

Opening Procedures:

1. At Derby, turn on the display light switch at the employee entrance to the game. At Flushing it will be turned on by a floor manager.

2.Unlock & raise both garage doors for Derby. The game is now ready for operation. For Flushing Meadows, the floor manager will open the boardwalk door.

Overview and object of game:

This is a group game. Players race against each other. They roll a ball onto the play field. If the ball drops through a 1, 2, or 3 hole, their horse/hillbilly will move accordingly across the race track. The first horse/hillbilly to reach the left end of the track is the winner.

Game operation

The following instructions are all performed at the control box.

- 1. Inform guests "Please place your money in the tray."
- When all money is placed push the 10/12 all lanes activated button. All 10/12 lane lights should be illuminated on your panel.
- 3. Inform guests "Please hold the ball" or "Hold your ball please." Game begins at the sound of the bell."
- 4. Push the START button- bell sounds and all horses/hillbillies move from the home start position. Each horse/hillbilly will travel across the track depending on the hole the ball drops through. When someone wins, the bell will sound and a light will illuminate to show you which lane won. As the horses/hillbillies return to the home position, distribute the prize to the winner. The size prize will depend on the number of players. Trade-ups are allowed in Derby and Flushing. See signs in game for trade up rules.

Problems and solutions

- 1. **GAME LOCKS UP DURING PLAY.** (Horses/hillbillies will not move forward or backward). To correct, push any horse/hillbilly win switch. Then start another game.
- BALL DOES NOT RETURN TO GUEST. Pull out ball tray slightly and slide back in place. If the ball still does not return, inform guest they may play the next game. Get a new ball from the box.
- HORSE/HILLBILLY APPEARS TO MOVE TOO FAST, OR GUEST WINS CONSISTENTLY. Check for two balls, ensure that the horse moves the appropriate distance when the ball drops through a hole. One ball per alley.
- 4. HORSE/HILLBILLY WILL NOT MOVE FORWARD. Ensure that the lane is activated. Once a game is started all inactivated alleys are locked out.
- 5. HORSE/HILLBILLY MOVES TOO MUCH OR ERRATICALLY. Notify the floor manager immediately. Refund or move guest to working alley.
- 6. HORSE/HILLBILLY WINS BUT DOES NOT ACTIVATE BELL OR WINNER LIGHT. Check for track obstruction at winner switch. Ex. Muffin ball, derby ball, stuffed animal etc.

If a mechanical problem is determined, close that particular lane by placing the "Lane Closed" sign on the lane. Also you must remove the ball. This will keep anyone from stealing the ball or using two balls to win. Inform the floor manager immediately of any closed lane.

Closing procedures

1. Turn off the lights & fan.

2. Pick up large trash, cups, plates, etc. If food is present get a dustpan and brush.

3. Pull both overhead doors and lock them (for Derby).

4. Return change bag and cash box to the office.





SUPER GOBLET TOSS & MUFFIN MANIA

Opening Procedures:

 ENSURE THE LIGHTS ARE ON. For Goblet there should be overhead fluorescent and spot lights. If they are not on, inform the floor manager.
 For Muffin Mania, there are sign lights and spot lights. The switch is behind the game. If they do not light, inform the floor manager.

2.**COLLECT BALLS AND PLACE IN BASKETS**. Ensure the games are stocked with sufficient prizes and that the entire game area is free of tools, food and trash

3. **OPENING GARAGE DOORS**. When games open daily, the Muffin Mania door should be raised by the employee. Gently flip the counter out onto the boardwalk and place prize bins under the counter. For Goblet, the change person will open the doors.

These are single player games. The guest plays against the house. There may be more than one person playing at a time. Cost is \$.25 per ball at Muffin and 3 balls for \$1 at Goblet Toss. The objective is to land a ball in a colored goblet or colored muffin tin. The color of the cup determines the size of the prize.

Rules:

- 1. Any ball that is thrown onto the table and rolls off is considered dead and not eligible for replay.
- 2. Any ball that lands between goblets or muffin holes is considered dead and not eligible for replay. Remove these balls IMMEDIATELY!



3. NO LEANING!

4. Balls that are thrown by young guests that never reach the playfield **ARE** eligible for replay. Please give these balls back and let them try again.

The operator must keep the play field clear of balls. If you can't keep the table clear, please ask your neighboring game for help

Closing procedures:

- 1. Wait until a supervisor or family member informs you to close your game.
- 2. Gather up all balls and place in bins.
- 3. Dispose of all trash around and under the game

4. MUFFIN MANIA - when folding in game counter, ask for assistance, close and lock garage door.

5. Return change bag and cash box (if you have one) to the office.

Muffin cost- 3 balls for \$1 18 balls for \$5

Super Goblet Toss- 3 balls for \$1



DOG POUNDER

Opening Procedures:

1. ENSURE THE LIGHTS and GAME ITSELF ARE TURNED ON. The

switches are located behind the game.

2.**PLAY A TEST GAME** to ensure all units of the game are operating properly.

3. OPEN THE GARAGE DOOR.

This is a group game in which the players compete against each other. A minimum of two players is required to play. There is no time limit for this game. A player must reach 40 points to win. As the players hit the plunger, balls pop into the mouth of the dog. The first one to get 40 balls in the mouth wins.

Game Operation

- Collect \$2 from each player. Using your toes, depress (don't kick!) the foot switch where the customer is going to play. A yellow light turns on to let you know that the station is ready to be used.
- 2. Do not stand between guest and unit while game is in operation.
- 3. When all stations are set then announce, "Game starts on the sound of the bell." Push the start button and a few seconds later the game begins.
- 4. The game will stop automatically when someone gets to 40 points. A light will spin on top of the winning station.
- 5. Give out the appropriate prize and start again. Trade-ups addressed in training.

Problems and solutions

- 1. **GAME WILL NOT START.** Check to see that at least two stations are turned on. Reset the game. Tap the foot switches again and restart.
- 2. NONE OF THE UNITS WILL WORK. Call the floor manager.
- 3. MALLET BECOMES DETACHED FROM THE GAME, OR MALLET IS BROKEN. Call the floor manager.
- 4. **SAME UNIT WINS CONSISTENTLY.** Call the floor manager.

Closing procedures:

1. Pick up all the trash around the game.

2. Wait for family member or supervisor approval, place all mallets on counter top, and then pull and lock the garage door.

3. Return change bag and cash box to the office.

COST PER PLAY: \$2







WAC-A-MOLE

Opening Procedures:

1. ENSURE THE LIGHTS and GAME ITSELF ARE TURNED ON.

If not, inform the floor manager.

2.**PLAY A TEST GAME.** Set up a station, push the start button. Verify that all five moles pop up and that no score registers. Push the stop and reset buttons to reset the game

3. **ENSURE THE GAME IS SET FOR THE APPROPRIATE MODE.** There is a toggle switch to select Slow/Fast mode. This will be addressed in training.

4. WAIT FOR FLOOR MANAGER TO OPEN THE GARAGE DOORS.

This is a group game in which players compete against each other to be the first to whack 25 moles. There is no time limit for this game. There is a minimum of two players per game. Moles will pop up one at a time from a field of five. As each mole pops up, the player tries to hit it with the mallet.

Game Operation

- Collect \$2 from each player, depress the foot switch for that player or station. Try to fill as many stations as possible, the more players the bigger the prize.
- 2. When all stations are set announce, "On the sound of the bell, Wac-A-Mole!" Make this announcement loud enough so that all players know the game is about to start. Push the start button and bell at the same time to start the game.
- **3.** The game stops automatically when someone gets to 250 points. A blue beacon will indicate the winning station.
- 4. Give out the appropriate prize and start again. Trade-ups are allowed in WAC-A-MOLE. This will be addressed during your games training.

Problems and solutions

- 1. **TWO PLAYERS TIE.** Have those two players play against each other to break the tie. Give out the size prize that was originally being played for.
- 2. **ONE STATION WINS CONSISTENTLY.** Close that station and inform the floor manager.
- 3. **MOLE MISSING, MALLET SHREDDED OR BROKEN OR IMPROPER SCORING.** Close the station and inform the floor manager.

Closing procedures:

1. Pick up all the trash around the game.

2. Wait for family member or supervisor approval and then pull and lock the garage door. Return change bag and cash box to the office.





Details coming soon!

This is a single player game in which the guest launches balls onto the playing area and then tries to capture the ball before it reaches the bottom.

Game Operation

 Collect \$1 from the guest. Collect five balls from game exit area and load them into the machine. This enables the game to be played. The balls are launched onto the play surface. The more balls caught by the guest the bigger the prize they win. Trade ups are allowed. See signs in game for trade up rules.

3 balls wins small prize

4 balls wins medium prize

5 balls wins large prize (the biggest prize–GIANT–cannot be won in a single play. This must involve trading up TWO larges.

2. Trade-ups are allowed. This will be addressed during your games training.

Problems and solutions

- 1. **GUEST FIRES ALL BALLS RAPIDLY.** Ensure the game is working properly. Use discretion in re-setting the game. Sometimes children don't understand and will fire all balls in quick succession.
- 2. **BALLS DO NOT FIRE.** Ensure the ball is in firing position. Knock the game along its side to try and get the ball to drop. If this does not work, move the player and the credits to a working machine. Call floor manager for broken game.

Closing procedures:

- 1. Pick up all the trash around the game.
- 2. Wait for family member or supervisor approval to close the game.
- 3. Return change bag and cash box to the office.

COST PER PLAY: \$1







FROG BOG

Opening Procedures:

1. ENSURE THAT FOUNTAINS ARE BUBBLING, LILY PADS ARE ROTATING AND LIGHTS ARE LIT.

2. RETRIEVE BUCKET(S) OF FROGS FROM CLOSET.



This is an individual player game in which the guest tries to launch a frog into one of the lily pads.

Game Operation

Lay frogs purchased next to launcher where guest is standing. Player then places 1 frog on the launcher and can move it to aim. Player strikes orange bumper with mallet and launches frog into bog. If the head and body end up in a lily pad crown, the guest is a winner. **Legs do not count! Point to sign to emphasize.** Frogs that are launched and land on the floor are considered dead and not eligible for replay. Frogs cannot be thrown. Trade ups are allowed. See signs in game for trade up rules.

Do's and Don'ts:

- 1. Do not swing frogs by the legs.
- 2. Do not push lily pads.
- 3. Do not allow prize lids to slam shut.
- 4. Do keep bill fold in change bag not in hand.

Closing procedures:

- 1. Clean up game and counter.
- 2. Wait for supervisor or family member approval before closing the game. Gather all frogs from the bog water, under bog, and around the bog. Place all frogs in bucket and put in prize closet.
 - **3**. Return change bag and cash box to office. Bring your wet black towel to the back office and place it on the counter with your game bag.

COST – 3 frogs for \$2



WATER RACE

Opening Procedures:

1 TURN ON THE GAME power located behind lane #8.

2. PLAY A TEST GAME to ensure the game is operating correctly.

3. UNLOCK AND RAISE THE GARAGE DOOR before the first shift of the day.

This is a group game in which the players compete against each other. Minimum of two players required. Objective is to keep a steady stream of water on bulls-eye. This moves the toy upward and the first one to the top wins. Trade ups are allowed. See signs in game for trade up rules.

Game Operation

- Collect money from each player and depress foot switch with your toes to activate that station. A light will illuminate on the counter. Repeat for all players. If you depress and hold a foot switch a 2nd time for several seconds it will deactivate that lane.
- 2. Ensure everyone is ready after collecting money. Announce, "Game starts at the sound of the bell." Then push the start button.
- 3. First toy to the top is the winner, the bell will sound and a winner light will come on for a few seconds only at that station. Give out the correct size prize based on the number of players. The game will reset and you are ready to begin again.

Problems and solutions

- 1. **TOY WILL NOT MOVE.** Check if lane is activated. If it is, then run a test to ensure that the water hits the target hard enough to move the toy. If it does, but the toy still will not go up, call the floor manager and let the guest play again on another station.
- 2. **TOY MOVES SLOWLY** compared to others. Call the floor manager.

3. ONE GUN WINS FREQUENTLY (OR ALL THE TIME). Call the floor manager.

- 4. **GUN LEAKS.** Close that station and call floor manager. Be careful that prizes under counter are not getting wet.
- 5. GUN SPRAYS MIST INSTEAD OF STEADY STREAM. Call the floor manager.
- 6. TOY MOVES UP WITHOUT TARGET SWITCH BEING DEPRESSED. Call the floor manager.

Closing procedures:

- 1. Pick up trash in and around game.
- 2. Wait for supervisor or family member approval before closing the game. Make sure any wooden stools are pulled inside the game. Pull garage door and lock it.
- **3.** Return change bag to office.

COST PER PLAY: \$2







RING FLING

Opening Procedures:

- **1. ENSURE THAT PRIZES ARE NEATLY DISPLAYED** and that the game is clean of all unnecessary debris.
- **2. UNLOCK AND RAISE THE GARAGE DOOR** if you are opening the game for the day. Gently fold counter out onto the boardwalk.
- 3. PLACE TRASH CONTAINER AT THE END OF THE COUNTER.
- **4. CLEAR ANY RINGS FROM THE PLAYING FIELD AND UNDERNEATH** game from the day before.

This is a single player game in which a guest tosses red plastic rings onto a field of coke bottles. Ringing any bottle wins.

Game Operation

- 1. 7 rings for \$1 OR Bucket of 40 Rings for \$5.
- Count out desired number of rings (weighing a bucket of 40 rings will be addressed in your games training), collect money and stand back allowing the guest full field to play.
- 3. If a guest wins wait until all rings have been thrown and then go behind game to get desired prize. If other games operators are not busy, they may assist in getting prized in the back. NEVER LEAVE GUESTS ALONE WHEN THEY HAVE RINGS!!!!!!!!
- 4. Call for more prizes when you are down to just 2 of any one prize in the back.
- 5. No leaning. Rings must be thrown one at a time. No foreign objects on a ring. (remove any cracked or damaged rings from the game)
- 6. No trading of prizes. Win limit of ONE PRIZE per Person per Day

Closing procedures:

- 1. Prior to closing pick up all trash around your game.
- **2.** Pick all rings off of the floor and place in the bins. Clear rings from the playfield area, too, and place in the bins.
- **3.** Wait for supervisor or family member approval before closing the game. Pull trash can back in to Skee Ball aisle and roll counter in. Close and lock garage door.
- 4. Return change bag to the office.

COST PER PLAY: 7 rings for \$1 or bucket of 40 rings for \$5.







SKEE BALL

Opening Procedures:

ENSURE THAT SCOREBOARDS ARE LIT. If not inform floor manager.

- 1. ENSURE THAT ALL COIN MECHANISMS ARE UNTAPED. If not, inform the floor manager **immediately**. This is important at the beginning of any shift.
- **2. ENSURE THAT AREA IS CLEAN OF TOOLS AND LITTER.** If not, inform the floor manager.
- 3. WAIT FOR FLOOR MANAGER APPROVAL TO UNLOCK AND RAISE GARAGE DOORS.



Skee Ball is an individual coin operated game in which players roll balls for the highest score possible. Prizes are awarded for high scores. Trade-ups are allowed and will be addressed during your training.

Game Operation

Guest inserts \$.50 - QUARTERS ONLY - into coin slot located on right side of alley. Game resets score to zero and dispenses balls. The balls will continue to be released until the customer has rolled nine balls. The objective is to roll a 250 point score or better. If this occurs, a red light will illuminate above the game. The operator then gives the appropriate prize and resets the winner light, by pushing the small button on left side of alley. It is now ready to play again. **DO NOT WALK ON PRIZE BINS TO GET PRIZES!**

Problems and solutions

- 1. **SCORE DOES NOT REGISTER CORRECTLY.** Inform the floor manager and close the lane.
- 2. **GUEST INFORMS YOU THEY ONLY RECEIVED 8 BALLS.** Check to see if one is stuck. If not, get an extra from prize bin and inform the floor manager.

3. MECHANICAL PROBLEMS MUST BE REPORTED IMMEDIATELY.

Closing procedures:

- 1. Prior to closing pick up all trash around your game.
- 2. Wait for supervisor or family member approval before closing the game.
- 3. Return change bag to the office.



BEACH BALL

Opening Procedures:

- **1. ENSURE THAT ALL LIGHTS ARE ON.** If not, inform the floor manager.
- 2. ENSURE THAT GAME IS WELL STOCKED WITH PRIZES.
- 3. PICK UP ALL TRASH AND GARBAGE.
- 4. BEFORE FIRST SHIFT, UNLOCK AND RAISE THE GARAGE DOOR, GENTLY FOLD COUNTER OUT ONTO THE BOARDWALK. Ask for help if you need it.

This is a single player, winner every time game in which the guest throws a beach ball onto the playfield trying to land on a blue, red or yellow colored bucket.

Game Operation

Collect \$3.00 from guest and hand them one beach ball. The guest throws the beachball onto the play field. The size of the prize won by the guest is determined by the color bucket the ball lands in.

Rules:

• Any ball that is thrown onto the play field and rolls off can be thrown again by the guest since it is a winner every time. Any ball that lands between buckets or does not fall into a bucket is thrown again by the guest.

- No leaning.
- If a ball will not hold air or is blowing around on a windy day inform the floor manager.

Problems and solutions

1. BALL FAILS TO MAKE IT TO THE TABLE. Return ball to the player.

Closing procedures:

- Wait for supervisor approval or family member before closing your game. Remove all prize bins from under the counter. Roll the counter in and place bins back on top of counter. DO NOT place bins on play surface. This could damage the buckets.
- 2. Pull and lock the garage door.
- **3.** Prior to closing ensure there is no trash in and around your game.
- 4. Return the change bag to the office.

COST PER PLAY- \$3



MINI HOOP SHOT

Opening Procedures:

- **1. ENSURE THAT ALL LIGHTS ARE ON.** If not, inform the floor manager.
- 2. ENSURE THAT GAME IS WELL STOCKED WITH PRIZES.
- **3. BEFORE FIRST SHIFT, UNLOCK AND RAISE THE GARAGE DOOR. GENTLY FOLD COUNTER OUT ONTO THE BOARDWALK.** Ask for help if you need it.

This is a single player game in which the player tries to shoot a basketball through the hoop.

Game Operation

One shot for \$1. There is a win limit of four wins per person per day. Trade-ups are permitted and will be addressed in your games training. NO practice shots.

Closing procedures:

- Wait for supervisor approval or family member before closing your game. Remove all prize bins from under the counter. Fold the counter in and place bins back on top of counter. DO NOT place bins in the tarp. This could damage the tarp.
- 2. Pull and lock the garage door.
- **3**. Prior to closing ensure there is no trash in and around your game.
- 4. Return the change bag to the office.

COST PER PLAY- \$1 per shot



SUPER SHOT

Opening Procedures:

1. ENSURE THAT GAME IS WELL STOCKED WITH PRIZES.

Overview and Objective of Game

This is a single player game in which the player tries to shoot a basketball through the hoop. They are shooting a foul shot.

Game Operation

OPTION 1

One shot for \$1. Guests can trade up smaller prizes for larger prizes. Trade ups are allowed. There is a win limit of four wins per person per day. See signs in game for trade up rules. **NO practice shots.**

OPTION 2

One shot for \$5. If the customer makes the shot they get a large basketball. If they miss the shot they receive a plush brick. They can then trade three bricks for a large ball.

Closing procedures:

1. Pick up any trash in and around your game.

- 2. Wait for supervisor or family member approval before closing the game.
- 3. Turn off the floodlights at the game.

special "Winner-Every-Time" shot- \$5

COST- \$1 per shot

4. Return the change bag to the office.

IN THIS GAME IT IS CRITICAL TO CALL FOR MORE PRIZES WHEN YOU ARE GETTING LOW, BECAUSE BALLS MUST BE INFLATED. THIS TAKES TIME.



REDEMPTION CENTER

Opening Procedures:

- **1. TURN ON SIGN LIGHTS AND OVERHEAD LIGHTS.**
- **2. MAKE SURE LARGE BIN FOR COLLECTING TICKETS IS EMPTY** and in place.
- **3. CHECK ALL GAMES** TO BE SURE THEY ARE ON and that coin slots are open.
- 4. CHECK PRIZES and location of prizes.
- **5. REVIEW DRY ERASE BOARD** in closet for important information and changes.
- 6. WAIT UNTIL FLOOR MANAGER RAISES DOORS at the first shift of the day.

Redemption is a group of games in which guests play machines to earn tickets or coupons. The operator has many responsibilities:

- 1. To redeem points/printed coupons for prizes.
- 2. To make change.
- To oversee the redemption areas insuring that all games are operating correctly. You are also there to solve minor guest issues and to get the floor manager if you cannot solve it.

Game operation

Study the location of all prizes in the redemption area. All items that are in the closed display case can be found on the wall behind you. Prizes on the shelves can also be found in the bins or in the closet. Always use this stock first. **NEVER** take prizes from the right display case unless told to do so by a family member. If you get low on prizes, please turn on your help light.

Guests will provide you with an embed card or an old ticket receipts after they shred their tickets. It is your job to redeem these receipts for prizes. You can also take individual redemption tickets but if they have a lot send them to the ticket shredder to get a receipt. This way you do not have to count tickets.

Do's & Don'ts

- Do not hand write any receipts, all receipts must have a bar code.
 Prizes must be redeemed through coupons, NOT cash.
- You and FUNLAND staff are allowed to make deductions from printed receipts BUT never additions. Ensure you follow the proper steps outlined in your games orientation.
- Redemption. Never accept any receipts where additions have been made.
- Do not reimburse guests with cash or tickets for broken redemption machines. Always call the floor manager to resolve.

Closing procedures:

- 1. Empty trash cans behind counter. Dispose of all boxes, cartons and plastic bags.
- 2. Collect all personal belongings (drinks, bottles, sweatshirts, hats, etc.)
- **3.** Wait for supervisor or family member approval before closing Redemption. Turn off the sign lights and return the ticket box to the office along with your change bag.









BALLOON BUST

Opening Procedures:

- 1. INFLATE ANY BALLOONS that have deflated overnight
- 2. USE FRESH BALLOONS to inflate any missing cubbies
- 3. CHECK THAT TRASHCAN HAS BEEN EMPTIED from night before
- 4. CHECK THAT THERE ARE EXTRA BALLOONS FOR THE DAY.
- 5. LOOK AROUND GAME FOR MISSING BEAN BAGS.

This is a single player, winner every time game in which the player throws a bean bag to try and pop a balloon.

Game operation

- 1. Collect \$3.00
- 2. Player throws a bean bag until they pop a balloon
- 3. Once popped, the game is over
- 4. Player wins "first win" prize
- 5. When appropriate, encourage additional play to win bigger prizes via trade-ups
- 6. No win limit
- 7. See signs in game for additional rules and gameplay information

Closing procedures:

- 1. Pick up any trash in and around your game.
- 2. Wait for supervisor or family member approval before closing the game.

COST PER PLAY- \$3

If you have any questions about the Games Manual please bring it to the attention of the HR department or the Games Department.

This Games Manual supersedes and replaces any and all Games Manuals previously distributed.