

ANNAPOLIS BOWL TEAM MEMBER BEST PRACTICES (July 2023)

1. You are an important team member in our quest to provide a pleasant and fun experience for every guest who comes through our doors. Therefore, whether you're assigned to Central Control, the Snack Bar, the Bar, or a Porter or Maintenance position, **appearance, hospitality, friendliness, and a service-oriented attitude always come first.**
2. **You are responsible for your own timecard**, and no team member should ever punch in or punch out for another team member. Also, you may not write your own time on your card.
3. You are the key to smooth shift changes, which include **arriving on time and in full uniform (including name tag) for your scheduled shift, reporting to your assigned station, and being ready to provide exceptional service.**
4. **Any schedule changes must be approved by a manager.** Approval must be sought at least 24 hours in advance, except for emergencies.
5. **Once you are at your assigned station, you should remain there unless reassigned by a manager.** For team members assigned as "swing" team members between Central Control and the Snack Bar, you should always be aware of which station is busier and be ready to back up that team member.
6. You will be given a shift checklist at the beginning of each shift. **You are responsible for handing that checklist to that shift's manager at the end of your shift, prior to punching out.** At that time, you are encouraged to let that shift manager know of any issues that arose that might need attention – low stock, an equipment issue, or any other issue.
7. **Center Control is NOT to be left unattended at any time**, unless the bowling center is virtually empty and a team member is providing a necessary service such as busing/wiping tables or cleaning monitors, while still keeping an eye on Center Control.
8. Meal breaks or other short breaks must be confirmed by a manager, and **meal breaks are not allowed at the beginning of a shift.**
9. Team members are allowed behind Snack Bar and Center Control **ONLY while on the clock.**
10. **PROPER WAY TO ANSWER THE PHONE:** "Thank you for calling Annapolis Bowl. This is _____, how may I help you?"
11. **Headphones or cellphone music or videos are not allowed at any time.**
12. **EMPLOYEE MEAL DISCOUNT:** Your 30% Employee discount is available to you thirty minutes before and after your shift, and during your shift. It isn't available outside of these times, and it is for a single meal for your consumption only, meaning not for take-home for others.
13. **EXTRA FOOD:** Food overage such as extra pieces of pizza that were unserved for a birthday party are to be sold at the Snack Bar, not eaten by team members.
14. **EMPLOYEE BOWLING DISCOUNT:** The Employee bowling discount of \$1 per game is good for your own games only, and not for family and friends. It is available at any time, except when you are on the clock.
15. **SOCIAL MEDIA:** When you are in uniform and/or on the clock, you should make no social media posts.
16. **PARKING:** Employee parking is three rows back from the front door, or on the side lot to the right of the building.

I, _____, have read, understand, and will comply with all the duties and responsibilities outlined above. Also, I understand that I am an important member of the Annapolis Bowl team and will do my best to help ensure every guest with which I come in contact has a positive and enjoyable experience.

Signature _____

Date _____