COSTLEY ENTERTAINMENT

GAME ROOM TRAINING GUIDE

cicis pizza™

YOU'LL LEARN THIS:

The Basics

Clocking in and out

Selling a Game Card NEW

Selling a Game Card RELOAD

How to Process a Split Transaction

How to Process Multiple Cards in One Transaction

How to Redeem Tickets for Prizes

How to Create PROMO Cards

How to Combine Cards

Guest Concerns

How to Handle a Complaint of Missing Credits/Tickets

How to Add Credits or Tickets

How to Address Long Lines

How to Check the balance on a card

Manager Concerns

How to Check the History of a Play Card

How to Check for Theft

How to Add a Team Member

Daily Duties

OMC

How to Process End of Day

Maintenance

Troubleshooting

Contact Us

Unparalled commitment to be the best

New wave cutting edge ideas

Teamwork in all we do

Outstanding leadership

Uncompromised ethics

Consistent execution

Hunger to serve our guests

Attitude is everything

Be stubborn with the standard

Learn all you can/teach all you learn

Exceed all expectations

The Culture in the restaurant is the Culture for the game room. Taking an

UNTOUCHABLE

approach to game room execution will provide the best

possible guest experience and keep them coming back for more!

The Basics

Clocking in and out-ONLY IF USING THE POS TIMEKEEPING FUNCTION

1. Open the Amusement Connect POS APP shortcut
2. Login with your username and password
3. Select Sale
4. In the top right corner, click on the clock icon
5. Type in your 4 digit password and select Clock In.

Repeat the same process for clock out but select Clock Out in step 5.

Selling a Game Card-NEW

1. Open the Amusement Connect POS APP shortcut
2. Select Sale
3. Select Arcade Credit in the top left corner
4. Select New Card (THIS WILL CLEAR ALL CREDITS/TOKENS ON CARD)
   - A. Scan the RFID
   - B. Select the $ amount (the pre-set amounts will show bonus credits available as well) or hit other and type in the $ amount
   - C. Select Enter
   - D. Select Payment Type
     - i. **IF CREDIT, RUN THROUGH CARD PROCESSOR FIRST,** wait for confirmation of sale, then select credit
     - ii. If cash, type in $ amount given, then select cash

Selling a Game Card- RELOAD (used card)

1. Open the Amusement Connect POS APP shortcut
2. Select Sale
3. Select Arcade Credit in the top left corner
4. Select Reload Card
    A. Scan the RFID
    B. Select the $ amount (the pre-set amounts will show bonus credits available as well) or hit other and type in the $ amount
    C. Select Enter
    D. Select Payment Type
        ii. <u>IF CREDIT, RUN THROUGH CARD PROCESSOR FIRST,</u> wait for confirmation of sale, then select credit
    ii. If cash, type in $ amount given, then select cash

How to Process a Split Transaction

1. Follow Steps above in Selling a Game Card NEW or Selling a Game Card RELOAD
2. Before processing any payments, select split
3. Run credit payment first by typing in the desired dollar amount in the card processor, run through card processor, wait for confirmation.
4. Close the remaining balance with the amount of cash given by selecting cash.

How to Process Multiple Cards in the Same Transaction

1. Process first card as outlined in steps 1-4c of Selling a Game Card.
2. Select back 2 times, start in step 1 of Selling a Game Card
3. Continue step 2 for as many cards as needed, proceed to Step 4d.

How to Redeem Tickets for Prizes

1. Open Amusement Connect (app.amusementconnect.com) on Web Browser (if on POS APP, select windows button on keyboard to select web browser)
2. Select Manual Transactions
3. Select Manual Redemption
4. Click on Scan First or Scan Second RFID, then Scan the card (if card does not show up, click on text box to move cursor, and scan again) or type in card number and click check card.
5. All available prizes for ticket amount will show on screen
6. Click on ticket cost to sort by ticket cost. Click again if not sorted least to greatest.
7. Click Redeem Item to the right of the prize desired, or scan the barcode if your location is equipped with scanners
8. Select Quantity and hit add to cart

   *Continue steps 7-8 for each prize until guest has used all tickets or has completed redemption.

9. To toggle between/redeem on the second card, click on "Active" and follow steps 7-8
10. After guest has made final selection, click Check Out

Untouchable Service:

*Find items faster by using the search bar. Click Search and type in part of the prize name.

* Make sure your guests are happy with their choices before they leave the game counter. Items can only be deleted and quantities modified **BEFORE** selecting check out

How to Create Special (PROMO) Cards

1. Open app.amusementconnect.com on Web Browser (if on POS APP, select windows button on keyboard to select web browser)
2. Select Manual Transactions
3. Select Special Cards
4. Click on the first text box
5. Scan all cards that need to be made with same dollar/time amount

   Enter $ amount or:

   Select time of freeplay to begin on 1st game play
6. Select Create Cards
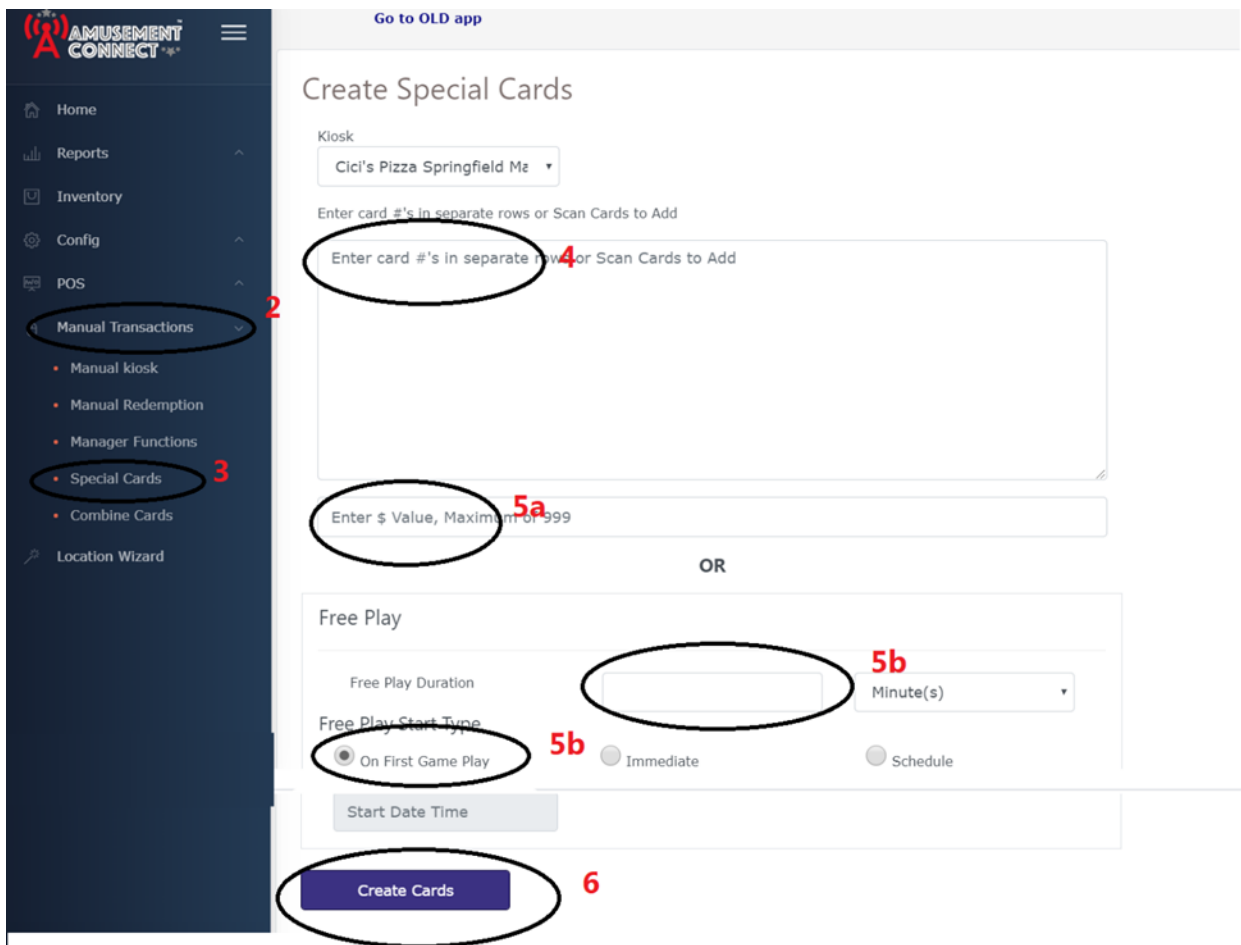
How to Combine Cards

1. Open Amusement Connect on Web Browser (if on POS APP, select windows button on keyboard to select web browser)
2. Select Manual Transactions
3. Select Combine Cards
4. Click on text box for destination card and scan the card the guest is keeping
5. Click on the 2nd text box labeled "source card(s)"
6. Scan or type in all cards that are moving to the destination card
7. Select to either move credits, tickets, or both. This will automatically update the screen
8. Confirm destination card has correct amount of credits/tickets, recycle source cards

GUEST CONCERNS

How to Handle a Complaint of Missing Credits/Tickets

1. Open Amusement Connect on Web Browser
2. Select Reports
3. Select Card Scan Report
4. Scan Card (if card does not scan, select the text box and enter card #) and select check card
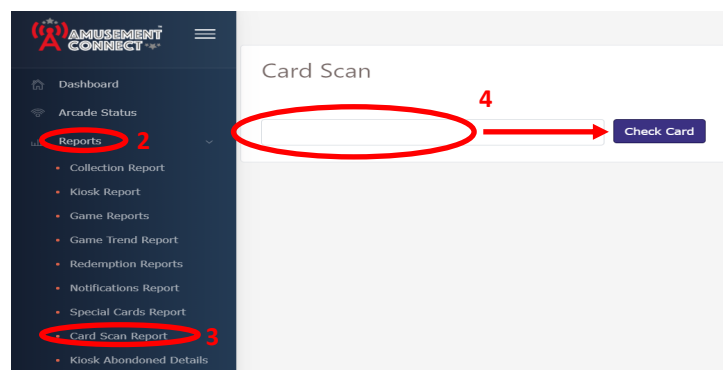
5. Utilize the Kiosk Transactions to see how much money/credits total was added to the card
6. Utilize the Gaming Transactions to see what games were played, how much each game cost, and how many tickets were earned on that game.
   A. Most of the time, a game did not allow play because there were not enough credits to play.
   B. If a game is not listed on the gaming transaction, no credits were taken off the card.

6. If it is determined that a machine malfunctioned and did not allow play/credits, add CREDITS (do not add tickets) to the card by:

How to Add Credits or Tickets

1. Open Amusement Connect on Web Browser (if on POS APP, select windows button on keyboard to select web browser)
2. Select Manual Transactions
3. Select Manager Functions
4. Scan card or type in card number, select check card.
5. Type in the number of desired credits, click add credits.

DID YOU NOTICE?

You can also remove credits (if added on accident) and modify tickets on cards for redemption rooms on this same screen.

How to Address Long Lines-GIVE UNTOUCHABLE SERVICE!

Often, the line at the redemption counter will become swamped with guests trying to redeem their tickets. It is important to follow these best practices to avoid upsetting the guests and make sure their game room experience is an untouchable one from start to finish.

Acknowledge the line! This is the most important thing you can do to keep your guests happy. Keep your head up and talk to the people behind the front of line guests to let them know you will be with them as soon as possible.

Utilize the Surface Tablet! Two guests can be redeemed at the same time. When there are two game room attendants, both should be assisting with the line. The one with the tablet should be moving wherever necessary to keep the line moving fast.

Encourage guests to use the kiosk! Many guests won't realize they can use the kiosk for EVERYTHING except redeeming for prizes, which can unnecessarily inflate your line. As you notice your line building, let guests know they can check their balance, purchase, and reload cards at the kiosk.

Know your Product! Help your guests spend their tickets quickly! Once you know how many tickets are on their card, direct them to items within their limits. Recognize the guests age group and point out prizes that are more appealing to their demographic.
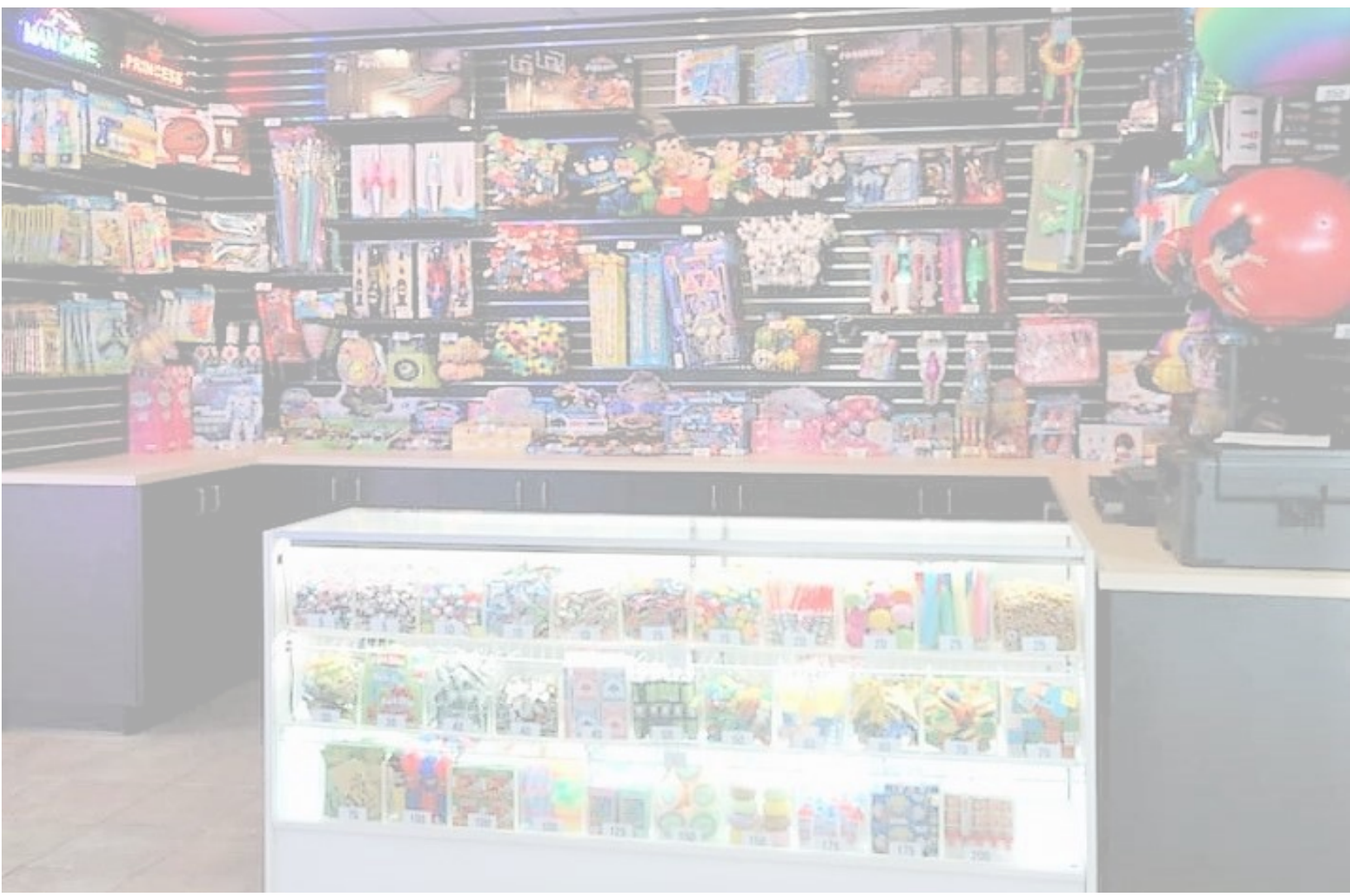
How to Check the Balance on a Card

1. Encourage the Guest to use the kiosk. Provide an UNTOUCHABLE guest experience and walk them through how to do it!

You can also:

1. Open Amusement Connect on Web Browser
2. Select Reports
3. Select Card Scan Report
4. Scan Card (if card does not scan, select the text box and enter card #) and select check card
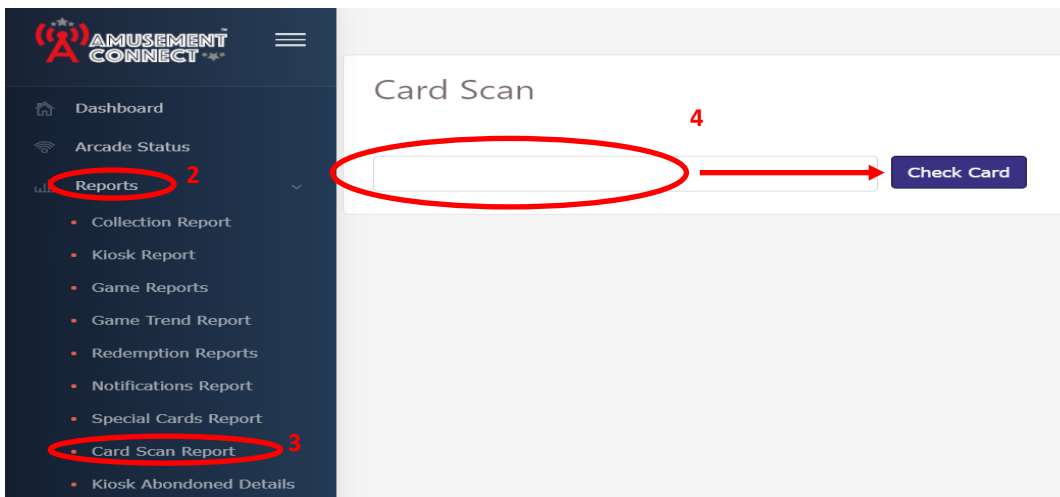
The Card Life Drop Down Menu will you allow to look through all uses of the card. Each time it is vended through the kiosk, or credits are added as a NEW card through the Amusement Connect POS, a new card life is created.

Card # : 2531398228
Not Registered

Card Life : 7

Summary

Location	Credits Used	Credits Used in POS	Credit Balance	Tickets Earned	Tickets Redeemed	Ticket Balance	Prize Redeemed	Games played
Cicis - #148 - Peoria	54.00	0.00	3.00	176	0	0	11	12

Manager Concerns

How to Check the History of a Play Card

1. Open Amusement Connect on Web Browser
2. Utilize the Card Scan Report and enter the card number
3. Select Card Life to see history of that cycle
   a. Gaming Transactions will show all games played and when, credits used and tickets earned
   b. Kiosk Transactions will show any time the manual kiosk was used to add or remove credits or special (free or promo) play
   c. Card Transfer From This Card will show any tickets or credits moved from the scanned card and to what card they moved
   d. Card Transfer To This Card will show any tickets or credits that were moved to the scanned card and the card they came from
   e. Redemption Transactions will show any prize redemptions as well as the team member that processed the redemption.

BEST PRACTICE

Operators/Managers should do a card scan audit regularly.

Check for:

- credits/tickets added to cards
- multiple credit/ticket transfers from or to cards
- after hours game play
- unauthorized free play cards
- redemption on free play cards
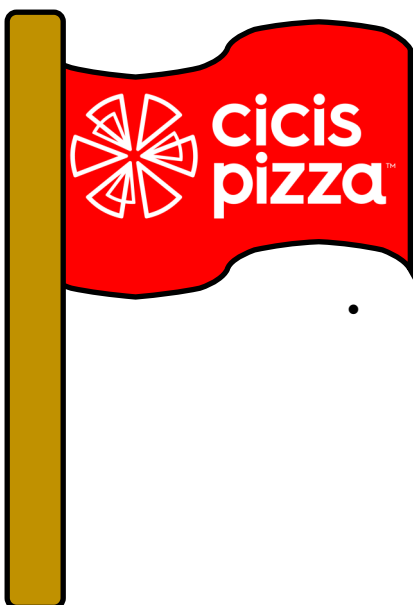
How to Check for Theft-Card is Present

1. Utilize the checklist for "How to Check the History of a Play Card."
2. Look for instances of tickets or credits added without purchase
3. Check for unexplainable timed free play
4. Check for added credits/tickets that result in redemption of high ticket items

How to Check for Theft-Card not Present

1. Select Reports
2. Select kiosk report
3. Enter the desire dates and click search
4. Under special cards and free play cards, look through the cards listed.
5. Click on the card number to pull up the card scan report for that card.

Theft is an unfortunate occurrence in our restaurants. In the event of suspected theft, the Amusement Connect system allows us to track every step of a card, from beginning to end.

This system does not function in its full capacity if team members/managers do not use their unique log ins to assist the guests. Your ability to track movement on cards requires an individual log in for each user.

How to Add a Team Member

1. Open app.amusementconnect.com on Web Browser
2. Select Location Wizard
3. Select the edit button to the right of your location
4. Select the Users Tab
5. Select Create User
6. Enter Name, Email*, password, role, and click the plus next to the location in the location drop down menu.
7. Select Create
8. You can edit users permissions/change passwords/etc in the Users tab

*The email address becomes their username for log in

Daily Duties

Opening/Mid/Closing Duties

1. Get (or return at close) $50 bank and sign bank log
2. Sweep and mop
3. Clean glass on all games, windows, and display counters
4. Stock Display Counter and Prize Wall
5. Inflate product to have at least 1 of each item in the prize closet
6. Put mats out (or pick up at close)
7. Test games that have frequent issues
8. Conduct a ball count on any games with balls
9. Run end of day process and complete WSA at close

How to Process End of Day

1. Select Reports
2. Select Kiosk Report
3. Select Dates (from is Day of, to is NEXT day)
4. Click Generate Collection Report
5. Utilize this report to complete WSA
6. Follow Directions on WSA to complete End of Day.
7. Return $50 bank and log to restaurant manager.
8. Give closing manager the game room deposit and deposit slip.

Troubleshooting
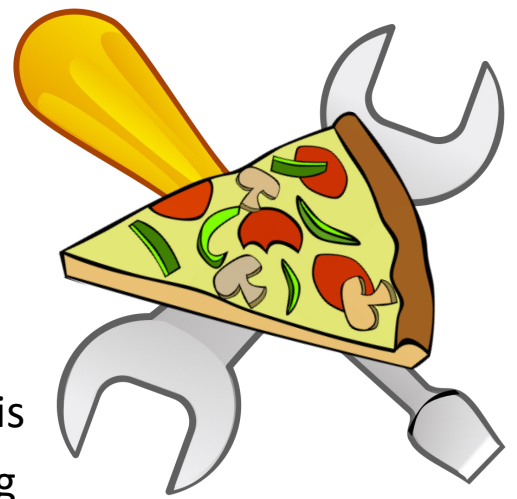
Game Issues happen, but Costley Entertainment is here to help! Our advanced QR code and ticketing system makes maintenance MOBILE! Each game is equipped with a unique QR Code.

Need more advanced help than the common fixes? Click on Manual to get a digital version of the games user manual.

Is the issue more than you can fix in store? NO PROBLEM!

Click on Get help to be directed to our online ticketing system where you can submit a support ticket directly to our support team to further assist you.

You can also access the ticketing system at ceapp.us/help

When the trusty unplug/replug trick doesn't work, scan the QR Code to be taken to a user manual of common problems.

Galaga Assault

Common Fixes

1. Turn the game off for 60 seconds, and then reapply power.
2. Verify the card reader / coin mechs are operating correctly and coin up on use. Machine will make a noise on successful coin up

Need Additional Support?

- Manual
- Get help

Contact Us

Greg Costley-President/Founder

Sales/Architectural Design/General Game Guru and Pizza Expert

gcostley@cicispizza.com

Will Sanchez

IT/Installation/Web Development/Marketing

will.sanchez@costleyentertainment.com

Justin Taylor

Tech Support/Installation/Maintenance

justin.taylor@costleyentertainment.com

Jimmy Taylor

Inventory/Web Orders/Installation

jimmy.taylor@costleyentertainment.com

Chase Sanchez

Software Development

chase.sanchez@costleyentertainment.com

Leslie Breedlove

Restaurant Integration/Training

lbreedlove@cicispizza.com

General Support-Reach us all at once!

support@costleyentertainment.com