

## Make Their Day

- Be really nice and courteous
- Big smiles
- Compliments
- Extra information
- Show concern
- Have short conversations if possible



## Choose Your 'Tude

- Always smile, regardless of mood
- Don't let others affect you
- Don't be frustrated with repetitive questions
- Have a pleasant voice



# Info Desk



## Be There

- Eye contact
- No headphones
- Promptness
- Stand when they come to the desk
- Use hand



## Play

- Joke with people
- Decorate during the holidays
- Play music (quietly)
- Give~aways

## Make Their Day

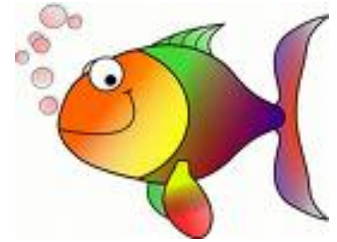
- Get everything running ahead of time
- Be mindful/anticipate needs
- Go beyond their expectations



## Be There



- Don't be grumpy (Ctrl+C)
- Quick response time
- Smile



# AV Staff

## Choose Your 'Tude

- (Ctrl + V)
- Laugh, smile, and make jokes
- Leave it at the swipe
- Be contagious (with attitude, not germs)
- “I got 99 problems...but a smile ain't one” – Kate Houston



## Play

- Play music for OA's
- Mic checks
- Geeky jokes (i.e. Windows)



## Make Their Day

- Acknowledge patrons
- Make conversation
- Go beyond their expectations
- Give random High 5's
- Kill 'em with kindness
- Make them laugh (jokes on jokes on jokes)

## Choose Your 'Tude

- Leave your problems at the door
- Get caffeine
- Watch Youtube videos to psych you up
- "I got 99 problems...but a smile ain't one" – Kate Houston



# Morning OA's



## Be There



- Show up at 7 AM
- Be available to talk to people
- Seek out people who may need help
- Make work your priority
- BE AWAKE!

## Play



- Set-up competitions
- Dance everywhere
- Play music (and DANCE)
- Laugh
- Smile
- Get 1/2 price biscuits!



## Make Their Day

- Smile
- Compliments
- Remember drink numbers
- Give random High 5's
- Kill 'em with kindness
- The Golden Rule

## Choose Your 'Tude

- Don't constantly check the time
- Stay positive
- Break it down at the end of the night (Goooooooooo Legends!!!!!!)
- “I got 99 problems...but a smile ain't one” – Kate Houston



# Event Staff



## Be There

- If they look lost, help them
- Beer director
- Have smoking pass ready
- Make work your priority
- Be at your station
- Talk to the patrons



## Play

- Make jokes
- Yell bar numbers
- Chair races
- Dance (with yourself)
- Flashlight light-saber wars
- Nicknames for bar patrons



## Make Their Day

- Know future events, and answer questions about them
- Ask for patrons' input
- Be HAPPY!
- Ask for feedback

## Choose Your 'Tude

- Leave the drama for your mama
- Love the people you work with
- Don't take bad days out on your customers
- "I got 99 problems...but a smile ain't one" – Kate Houston



# Films Staff



## Be There

- Never act like customers are an inconvenience
- Come to work to do work
- Be attentive/alert
- Get your work done beforehand

## Play

- Wear costumes
- High-five people like crazy
- Enforce the 1<sup>st</sup> Fives
- Cleaning races
- Talk like Batman
- Awesome 1<sup>st</sup> Fives





## Make Their Day

- Greet people with a smile
- Ask how their day is going
- Round down charges
- Punch cards
- Make them feel special



## Be There

- Genuinely care
- Engage in conversation
- Make them feel important
- Keep room clean
- Be attentive

# Game Room



## Choose Your 'Tude

- Leave it at the door
- Don't fake it
- Focus on the positives
- Be approachable
- “I've got 99 problems... but a smile ain't one” – Kate Houston



## Play

- Play pool with them (if you are not busy)
- Play music
- Joke with patrons
- Talk to patrons

