



Frontline Team Member Onboarding Quiz

**A Free Training Resource for FECs, Amusement
Parks and Other Family Fun Facilities**



Are Your New Hires Ready?

Successfully onboarding a new team member is a critical part of creating a great guest experience because you only get one chance to make a good first impression. Equip your new frontline team members with the tools they need to be successful — and then make sure they know how to use them.

Use the following written quiz and scenario scoring checklist after any company orientation or point of sale station training session to identify areas for improvement or to know when a team member is ready to fly solo.

Although most answers should be obvious, it will be important as a manager/owner to understand what results you are expecting to see from the test. For example, it might not be necessary for a frontline team member at your facility to calculate change due in their head, but understanding their aptitude in math might help you determine their ability to perform other necessary tasks (e.g., counting out tills).

In addition, we have included a series of open-ended questions. The correct answers for these questions can only be determined by your own operational standards.

Remember that your CenterEdge Advantage software is equipped with a training mode and is a terrific tool to allow team members to demonstrate their capabilities for key software functions. An editable training checklist has been included at the end of this test, for your convenience.

Included Inside

Training Quiz

For new hires. Printable and ready to use post-training.

Scenario-Based Checklist

For managers or trainers. Use when assessing new-hires' performance on your POS.

Training Quiz

Are you ready for the front lines? The following questions take you through some common situations you might face as a team member here. Please answer them to the best of your ability.

1. You arrive for your shift and your coworker asks you to clock them in and log them into their point of sale station. You should:

- a. Call a manager for assistance.
- b. Do it and help a teammate.
- c. Gently remind the teammate that no one can log someone else in or know their code, so you aren't able to help.
- d. Tell them not to be so lazy and get here on time.

2. When a guest approaches your station, who should speak first?

- a. The guest. They will tell us what they want.
- b. The team member. They should ask the guest what they want.
- c. The team member. They should smile, make eye contact and welcome the guest to the facility.
- d. None of the above. Instead the team member should _____

3. Which of the following are examples of good guest service? (Select all correct answers)

- a. Greeting the guest as they approach.
- b. Smiling and making eye contact.
- c. Texting while interacting with the guest.
- d. Conversing with coworkers while ringing up a guest.

4. It's a slow period and you have no guests to ring up. You should:

- a. Stand around and wait for the next guest to come in.
- b. Clean and organize the area and make sure everything is stocked.
- c. Leave your area for a break, since you deserve it.
- d. Ask to go home.

5. When a guest presents a coupon, the team member should always:

- a. Call a manager for assistance.
- b. Check the expiration date of the coupon and determine what it's good for and its value.
- c. Look at the guest to determine if the guest is trying to cheat.
- d. All of the above.

6. If a guest has a question or concern that you aren't sure how to respond to, what should you do?

- a. Say "I don't know."
- b. Make up an answer.
- c. Direct the guest to a different station.
- d. Tell them, "Let me find out for you," and ask a supervisor or direct the guest to a supervisor if necessary.

7. You ring up a sale for \$5.31. The guest hands you a \$20 bill, and the system crashes. You should:

- a. Call a manager for assistance.
- b. Tell the guest it must be their lucky day and give them their \$20 back.
- c. Give the guest change of \$14.69.
- d. Both a and c.

8. A guest wants to return an item that costs \$4. It is partially used, and he does not have the receipt. You should:

- a. Call a manager for assistance.
- b. Use the key to open the drawer and refund his money.
- c. Tell him no refunds without a receipt.
- d. Ignore him and hope he goes away.

9. A guest returns and states that he/she gave you a \$20, but you only gave them change for a \$10. You should:

- a. Call a manager for assistance.
- b. Give them the \$10 extra that you forgot, because a guest is always right.
- c. Ask to see the receipt and then decide.
- d. All of the above.

10. You make a mistake when entering items into the system. You should:

- a. Call a manager for assistance.
- b. Void the entire transaction and start over.
- c. Clear the mistaken item.
- d. Continue to ring in the sale and deduct the incorrect amount.

- 11. During your shift, you realize you need change for your drawer. You should:**
- Get change from the teammate next to you.
 - Call for change over the intercom.
 - Use an inconspicuous word instead of change, and call by radio, intercom, or internal phone.
 - Take the large bills to the manager's office and get change to bring back.
- 12. A guest walks up and tells you that they have a gun and wants all of your money. You should:**
- Call a manager for assistance.
 - Give them all of your money.
 - Run and scream.
 - Pick up the phone and call 911.
- 13. A teammate tells you of a system failure that could make you extra money. You should:**
- Anonymously tell a manager what is going on.
 - Try to find a solution to the system that you can present to management and be a hero.
 - Make sure you do not become a snitch.
 - Join in because the business makes plenty of money and you deserve more.
- 14. After finalizing a sale with a guest, you realize you overcharged them (e.g., You charged for a large drink but gave them a medium). You should:**
- Call a manager for assistance.
 - Chase down the guest and give them a refund.
 - Ignore it. It will all balance out.
 - Pocket the difference.
- 15. A guest orders several items, which if combined would be cheaper as one of the location's packages. You should:**
- Suggest ordering the package instead.
 - Continue ringing up as they stated.
 - Go ahead and ring up the package instead.
 - None of the above.
- 16. A guest presents you with what looks like a fake bill. You should:**
- Call a manager for assistance.
 - Check the bill with a counterfeit detecting device (e.g., pen).
 - Hold onto the bill until you can determine if it is authentic.
 - All of the above.

17. An angry guest accuses you of not giving them the right items or change. They don't want to wait for a manager and are getting madder and louder the longer you take. You should:

- a. Call a manager for assistance anyway.
- b. Give them whatever item or change they are requesting.
- c. Ask to see their receipt and prove to them you are correct.
- d. None of the above.

18. When you take a bill from a guest and are making change you should:

- a. Place (dock) the bill at the top of the drawer until you've counted change back.
- b. Place the bill face up in the appropriate slot after you've counted out change.
- c. Both of the above.
- d. None of the above.

19. When giving back change, you should:

- a. Count back loud enough for the guest to hear.
- b. Give bills before coins.
- c. Make sure the receipt matches the change.
- d. All of the above.

20. Which of the following change amounts are incorrect? (Mark all)

	Transaction Amount	Cash Tendered	Change Due
a.	\$23.45	\$40.00	\$25.55
b.	\$8.88	\$20.00	\$11.22
c.	\$3.35	\$10.00	\$6.65
d.	\$18.28	\$20.00	\$2.72
e.	\$33.33	\$50.00	\$27.67
f.	\$45.55	\$100.00	\$55.45
g.	\$33.37	\$35.50	\$1.23
h.	\$25.37	\$30.40	\$4.03
i.	\$13.89	\$15.00	\$1.11

Describe in detail how you would handle the following scenarios:

- 1. After you complete an order, you realize the guest left her change on the counter. You don't see where she went.**
- 2. An upset guest shows up at your register and demands a refund.**
- 3. A guest tries to pay with a credit card, and the system comes back with a message stating the credit card was declined.**

4. It's time for your scheduled break. What do you do?

5. It's the end of your shift. What do you do before leaving your station?

Scenario-Based Software Functions Checklist:

Team member in training has demonstrated the ability to:

- Clock in / Clock out
 - at the start of a shift
 - before and after a break
 - at the end of a shift

- Conduct a sale of:
 - an attraction
 - a package
 - other _____
 - multiple occurrences of the same item in a single transaction

- Take a payment of:
 - cash
 - credit card
 - gift card

- Sell a 'waiver required' item to:
 - a new guest
 - a returning guest

- Generate wristbands or player cards
- Take a split payment
- Check the balance on a guest's player or gift card
- Conduct a return
- Add a discount/coupon to a transaction
- Upsell or upgrade a combo or item
- Other:
 - _____
 - _____
 - _____



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