



TOP SECRET: Employee Handbook

General employee processes. This page is required reading. All else is reference.

Mission Statement

\$PEEDY BEER EXPRE\$\$ wants more applicants so it can make a profit. However, like any good loan facility, the applicant must have good (burner) credit. Most applicants will need to boost this credit by carrying out a task/job to raise their score. Anyone who makes an effort to complete a job should not be hindered from completing the job. In short: no undue disappointment. Once an applicant completes the assigned task, they will be rewarded with a loaner beer! But the fun isn't over yet! \$PEEDY BEER EXPRE\$\$ must then be repaid, or \$PEEDY BEER EXPRE\$\$ will come to collect. \$PEEDY BEER EXPRE\$\$ Employees should get applicant's consent to pursue any outstanding beer debt (ie: accepting a beer from \$PEEDY BEER EXPRE\$\$ is consenting to be possibly pranked, snarked, and have an ongoing relationship with \$PEEDY BEER EXPRE\$\$). Also of note, is FEEL FREE to use the imagined threat of real punishment to outweigh anything we may possibly do. Go nuts here, because the only avenue we have to recoup beers is to make other applicants hunt down previous applicants.

CREDIT

The word "credit" at \$PEEDY BEER EXPRE\$\$ is more than just a rating for your beer qualification—it's actually "burner credit", or "how much has this person tried to experience at a burn?". \$PEEDY BEER EXPRE\$\$ strives to raise everyone's credit.

CONSENT

Don't be afraid to ask about the applicant's strengths. If you're unsure about what kind of experience they'd enjoy, ask questions to help decide what job to send them on.

DON'T BOTHER PEOPLE, DON'T FORCE PEOPLE INTO ANYTHING.

NOTE: Employees should specifically-ish state "By accepting this beer from \$PEEDY BEER EXPRE\$\$, you are agreeing to pay back your loan. If not, we reserve the right to repossess the property or something of value (ie: dignity)".

Beer Loan Overview

1. People will come up and want beer
2. Have them fill out a form

3. Assess/disregard/fill out new form determining their credit
4. Give them pointers on how to increase credit (most will not have enough)
5. Don't give them a beer... unless they have enough credit (they owe us +1 beer each day)

Beer Loan Process

This is an outline of the entire process, as best we can imagine it:

1. Participant wants beer

2. Direct participant to fill out Pre-Auth form

- a. Pre-Authorization form
 - i. Good for when there is a line of people
 - ii. Helps staff understand who participant thinks they are (note introvert/extrovert)
 - iii. Use (or ignore) form to fill out acquisition application

3. Staff fills out application for participant

- a. \$PEEDY Beer Acquisition Application
 - i. Use (or ignore) Pre-Auth form to fill out this carbon copy form

4. Staff assesses participant's "credit"

- a. Determine (totally subjectively) if they have enough credit for a beer
 - i. Most participants should NOT have enough, so you send them off with their form to complete "jobs" in order to get a beer
 - ii. Possible exclusions to NOT going through hoops for beer
 1. Volunteers with Sanctuary, medical staff, effigy crew, etc
 2. Comedic relief, tell a person their credit is amazing!
 3. You make them do some quick game with friends so that they can continue on together

5. Write ways participants can obtain more credit ("jobs), on application

- a. Write "jobs" in available space next to a few missing items on acquisition form
 - i. Example: If nothing "shiny", send to VELVET POCKET for something shiny
 - ii. See "job list" for all ideas & details
- b. Give participant yellow copy with notes (be sure you write hard, so it goes through)

6. Participant comes back with "jobs" completed

- a. Give them a beer!
- b. No beer? Give them something else
 - i. Give them #BountyHunter job to get someone to repay a beer
 - ii. Sticker
 - iii. Games

7. Participant now owes us beer

- a. Write on their form and file it away for future use
 - i. +1 beer for every day they do not repay

Sending Participants on Jobs

It's important to make increasing one's credit accessible to as many different types of personalities as possible. The goal, after all, is to encourage exploration & participation not stress people out about doing things they aren't comfortable doing.

With that in mind, a quick check on the Pre-Auth form for "introvert", "extrovert", or "ambivert" is the best guide for which jobs you send people to in order to increase their burner credit.

Remember, though, we are loan officers, so your role is to take your sweet time in determining their credit. Rifle through the [job list](#) and read up on what the jobs are (basically, this is our application review process). Find a job to assign that really fits well with this individual's personality & level of interest:

Job Levels

1. **Easy**: First-time customers, obvious newbs, introverts or participants who seem outside their comfort zone already
2. **Medium**: Participants you've seen before or if a newb comes back quick and eager from an easy job
3. **Hard**: Only give these jobs to participants you feel pretty confident would be up for the task

Job Types

1. **Engage** -- Go somewhere and do a thing with people
2. **Explore** -- Adventure or explore, doesn't have to be social
3. **Gratitude** -- Express thanks to those who serve
4. **Participation** -- Do a task-related thing (try something, volunteer, etc)

Tracking Jobs

5. **Tick mark jobs out**: Put a tick mark next to a job when you send someone out on it. This helps us keep track of how many times we send people that way or which jobs need more people.
6. **If there, bring back; If gone, find it**: For #swagswap -- if this item is hanging under the counter, the job is to bring it back to the appropriate location. If this item is missing, the job is to assign the person to go find it at the appropriate location and return it to us.
7. **Tick mark Lendees in Repo**: Don't send out loansharks to the same person twice, unless every Lendee's form already has a tick mark next to it (we don't want everyone going after one person).

Resolving Beer Debt

Remember, when someone gets a beer, the journey is just getting started. By accepting a beer from \$PEEDY BEER EXPRE\$\$, the participant is now required to bring us back a beer of equal or lesser value PLUS ONE additional beer per day (1:1 Friday, 1:2 Saturday, 1:3 Sunday). If they don't repay their debt, they agree to be on our list for #repoOp. Some of these ways are included on the [job list](#), but an explanation of the ways is also listed below:

1. **Serve Papers** -- Give a "job" to a new Lendee of finding someone in debt and serving papers to them (i.e.; try to get beer from them and bring back).
2. **Sign Spin** -- Lendee may commit to an appropriate amount of time as a \$PEEDY BEER EXPRE\$\$ sign spinner and resolve all debt.
3. Employee determined. I'm using Calvinball as a reference here, don't give people too much grief if they owe us and still come back to interact with us. With any luck the beer will flow.

Out of Beer

Our goal is to get people to PAY US BACK beer, so we are not buying very much. If we do things well, we won't run out. If we do things really well... we just might.

Here are some ways to deal with running out of beer, if someone comes back having completed a job.

1. New job as #BountyHunter sending participants to get a Lendee to repay a beer
2. Have a conversatin and hang out?
3. Direct them as an info kiosk toward other fun events happening at that moment (I'll have it printed out in a folder nearby)
4. Give participant a sticker

Sponsorship Sign

There's going to be a sign that says THIS ATTRACTION SPONSORED BY \$PEEDY BEER EXPRE\$\$ and one of the job tasks is for that person to find where it was last left (recorded) and move it somewhere else. The backside of the sign will encourage anyone nearby to put art on it and I'll leave a box of markers attached to the back for people to put art on, or sign, or whatever.