

# **Employee Training Manual for Desk and Porters**

Student Union Bowling Center  
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# Table of Contents

- I. Desk Duties .....4**
  - A. Special Events .....4**
    - Creating a Special Event/Reservation in Brunswick .....4
    - Turning Lanes on For Special Events .....4
    - Ring up Special Events .....4
    - Processing Special Event Paperwork (Post-event) .....4
  - B. Bowling Leagues .....5**
    - Turning Lanes on for Leagues .....5
    - League Payments .....5
  - C. Locker Procedures .....6**
    - Rental Periods .....6
    - Ring up Rental Lockers .....6
- II. Porter Duties .....7**
- III. General Procedures .....8**
  - A. Vacuuming .....8**
  - B. Replacing Towels .....8**

# I. Desk Duties

## A. Special Events

### *Creating a Special Event/Reservation in Brunswick*

Under **Reservations**:

1. Click on the date next to Reservation Details to select the correct event date.
2. Drag and highlight the number of lanes vs. the event duration in the lane/time table provided.
  - Use lanes 1-4 first if less than 4 lanes are used; otherwise, use lanes 5-14
3. Fill in relevant information in the reservation details popup using the Reservation Form. This includes:
  - Name of person or club/organization
  - Miscellaneous comments pertaining to the event
  - Type of reservation (i.e. Birthday Party, Special Event)
4. Put the Reservation Form back into the Reservation Binder by most recent date.

### *Turning Lanes on For Special Events*

1. Read over the Booking form to make sure the correct event is registered in Brunswick.
2. Go to **More** → **Lite League**
3. Under Lite League, select the corresponding Lite League Game option (1-3, 99)
4. Select **Lanes** at the bottom right.
5. Enter "6" for the number of players at the top left.
6. Select **Issue** at the bottom left.
  - Select/Deselect **Cross lanes** if needed.
7. Select **Welcome** to turn on the lanes.
  - Players can enter their names on the settee touchpads.
8. Ask the organizer if the players are ready and would like to warm up.
9. Select the lanes used → **More** → **Warm-up**.
10. Select **More** → **Start Play** if they choose to not warm up/are ready.

### *Ringin up Special Events*

1. Select the **Special Event** group sale rate.
  - Can be either **Student** (for SJSU students) or **Non-student** (non-SJSU affiliated individuals) group sale.
  - Faculty/Staff is considered under **Student** rates.
1. Input the total/adjusted price of the event shown on the Special Event form.
2. Take the payment as normal.
3. Print out 2 copies of the receipt:
  - Customer copy
  - Merchant copy (to be stapled at the back of the Booking form)

#### **If the event was paid in check:**

4. Select Cash in Brunswick while processing payment.
5. Any checks are to be put in the daily drop bag.

## ***Processing Special Event Paperwork (Post-event)***

At the bottom of the Booking form, there is a space where cashiers can leave comments of the event.

1. Leave relevant comments in the space during the event for future reference, such as:
  - Number of tables/lanes used
  - Number of players
  - Number of spectators
  - Food/Drink present
  - Start/end times
  - Any problems that arose during the event
2. File the Booking form into the daily colored document folder.

## **B. Bowling League**

### ***Turning Lanes on for Leagues***

1. Select all lanes to be used for the league.
2. Go to **More** → **Interfaced Leagues**.
3. Under **CDE All** select the current league → **Lanes**.
4. Select **Issue** at the bottom left to issue the given lanes.
5. Select **Welcome** to turn on the lanes.
6. Select **No Payment** (since no payment will be received during this process).
7. Go to **More** → **Warm-Up** to put the lanes into warm-up mode.
  - This must be done at the designated time (depending on the league).
8. Once League session is finished, the scores must be exported.
9. Highlight lanes used for the league.
10. Go to **More** → **Export Scores**.
11. Under **CED All**, select the current league → the current week of the league.
12. Select **Export** on the top right.

### ***League Payments***

1. Go to **More** → **League Payments**.
2. Under **CDE All** select the current league → **Payment**.
3. Input the amount of players under **Lineage Quantity/Prize Fund Quantity**.
  - This must be changed as each league size is different.
  - Lineage/Prize Fund prices are preset and should not be changed.
4. Select **Continue**.
5. Receive payment as normal, then print two receipts:
  - Customer copy to give to the customer.
  - Merchant copy to be filed into the drawer.

## C. Locker Procedures

### ***Rental Periods***

- There are two rental periods: Spring (Jan 1 - June 30) and Fall (July 1 - December 31).
- Renters must pay a \$20 deposit for locker use.
- \$15 will be refunded at the end of the period when the locker key is returned.
- Rental extensions must be paid upfront (\$3 for Summer\*, \$5 for Spring/Fall)
- Summer period is defined from June - August.

### ***Ringling Up Locker Rentals***

1. Go to **Menu** → **Lockers**
2. Click on any locker that is vacant (colored gray).
3. Click on **Reserve**.
4. Click on ... to input the name of the person renting.
5. Click **Add New Person** for new renters and fill out their information.
6. Click **Search** to find existing renters.
7. Press **Ok**.
8. Click on **Make Payment** and perform the transaction as normal.

Click on Vacant to remove the reservation

**NOTE:** only supervisors can provide locker rentals.

## II. Porter Duties

### **III. General Procedures**

#### ***A. Vacuuming***

As part of the cleaning procedures, vacuuming takes place at the end of the work day. This is to ensure that the place is free of trash and debris before the following day.

Make sure the canister and filters are clean so the vacuum can work properly before using it. Vacuum down the carpet for any bits of trash. Use the smaller hose to cover the corners and edges.

Once the entire center is vacuumed:

1. Check the vacuum canister to make sure it is empty.
2. To clean, take the canister out and empty contents in a trash can.
3. Clean the two filters (a small round one in the canister and the rectangle one on side) by banging them on a hard surface to get debris out.
4. Neatly wrap the cord and return the vacuum to the designated spot (marked with blue tape)

#### ***B. Replacing Towels***

Microfiber (blue/yellow) towels are commonly used to clean various surfaces -- this includes tables, glass panes, and even the small display screens. Due to heavy usage throughout the week, the towel supply will have to be replaced every Wednesday night.

Replacing towels is as follows:

1. Separate the towels into two piles (a dirty pile and a clean pile)
2. Count the towels in each pile and take count accordingly
3. Take the dirty towels to Student Union Rec Center (SRAC) and exchange them for 50 clean white towels.



