

BLOXTON HOTELS

MR FREQUENTLY ASKED QUESTIONS

Hotel:

Q: What commands can I use at the hotel?

A: The following are commands that you are allowed to use at the hotel...

:to [user]	:logs
:tp [user] [user]	:chatlogs
:bring [user]	:pm [user] [message]
:ref [user]	:info [user]
:refresh [user]	:joinlogs
:res [user]	:sit [user]
:respawn [user]	:view [user]
:kick [user] [reason]	:unview
:viewtools [user]	:removetools [user]
:ingameadmins (often used by mobile MRs to check the MR limit)	

Q: What can I kick for at the hotel?

A: Here's a list of things that you're able to kick for at the hotel, not everything may be included:

Bypassing	Glitching
Major spam	Offensive username
Exploiting	Major trolling
Inappropriate clothing	Discrimination
Inappropriate display name	Possible threat
Inappropriate username	2 warnings
Association with exploiters	Raiding
Inappropriate roleplay	Death threats
Offensive display name	Major glitching
Refusing to take off the MR uniform	
Refusing to take off 3d clothing	

With permission from a manager+, you can kick staff members for lack of grammar, being off task, being unprofessional etc

Q: What is inappropriate content?

A: Inappropriate content is an umbrella term used to cover multiple major offences. These are offences such as: Inappropriate username and display names, offensive username and display names, inappropriate clothing, inappropriate roleplay, paedophilia etc.

Q: What is association with exploiters?

A: Association with exploiters is when a player is asking an exploiter to do something for them and they do it. For example, a guest tells an exploiter to kill someone and they do it. Simply just speaking to an exploiter isn't considered association.

Q: What is major trolling?

A: Major trolling is when someone has been kicked 2 times for trolling. Once they've been kicked 2 times, that will become a major offence and they can be auto kicked.

Q: How do I deal with raids?

A: Raiding will be classed as a group of people obviously associated with each other trolling. You can find more information here:

<https://discord.com/channels/381478223567126531/459694608935288874/1104937960488587356>

Q: What proof do I need for major trolling?

A: You'll need photos of warnings and logs OR photos of them trolling and logs.

Q: What do I do when warnings tag in chatlogs?

A: The warnings will be invalid, tell the LR that the warning has been tagged and that they should format it differently.

Q: What is the MR limit at the hotel?

A: The limit is currently 4 and will increase to 6 when a mass shift or hosted shift is being hosted.

Q: Am I required to work at empty stations at the hotel?

A: Yes, unless the hotel server is busy and you are needed to deal with trollers, bypassers etc.

Q: As a head, how long do I need to shift at the hotel?

A: The requirements for heads are: 40 minutes of shifting and 2 sessions.

Q: How do I deal with a suspended person trolling at the hotel?

A: They should be treated as a normal guest, they can receive 2 warnings and kick as usual. You should also report through #staff-reports.

Q: How do I deal with a trainee trolling at the hotel?

A: They should be treated as a normal guest, they can receive 2 warnings and kick as usual. You should also report through #staff-reports.

Q: Are the words wine, vodka and alcohol bypassing?

A: No, the names of alcoholic drinks are not bypassing.

Q: Do heads need permission to kick Awaiting Trainings?

A: No.

Q: How do I deal with people wearing 3D clothing?

A: Warn the person that they need to change attire > if they refuse, kick them with a reason like: "Refusal to change attire. May lead to ban if continued." > if they rejoin, warn one final time > if they refuse, kick them for refusing to change attire and request a ban.

You can read more here:

<https://discord.com/channels/381478223567126531/459694608935288874/966378162730704976>

<https://discord.com/channels/381478223567126531/459694608935288874/968283919143284857>

Q: Why do I (a head) need permission to kick staff?

A: Manager+ are more experienced and know when to kick an MR. Not everything that they do is suspension/demotion worthy and

they'd only get a warning for it so there's no reason to actually kick them.

Sessions:

Q: What is the MR limit for interviews?

A: 10 MRs excluding the host and possible co-host.

Q: How much time should I give someone during the grammar test?

A: There is no set time limit, use your best judgement. Remember that they are children and take longer to type.

Q: Am I required to name myself the interview questions?

A: No but you can if you want to.

Q: Am I allowed to bring a specific person from the lobby to the interview room?

A: You should be utilising the bring interviewee button unless the button has broken.

Q: Does being excess count as session activity?

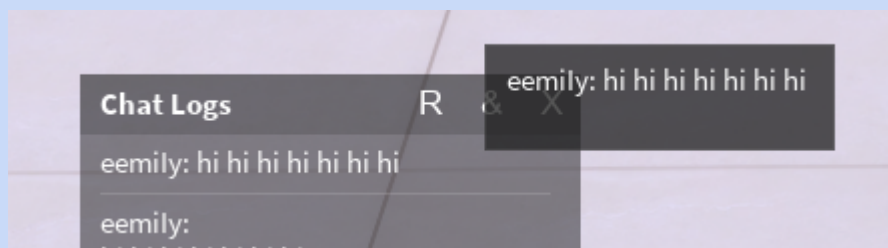
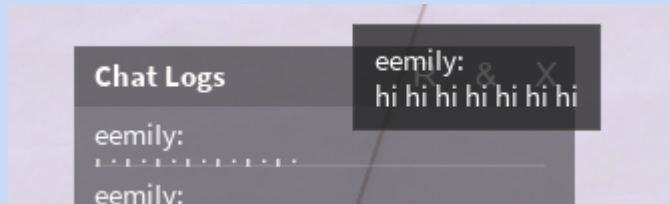
A: Yes.

Q: Is the MR limit for interviews, trainings and the hotel confidential?

A: No, it is not confidential.

Q: How do I know if someone is copy and pasting at interviews?

A: Sometimes copy and pasting will have an extra gap in their text as shown below:



Q: What should I do if a helper doesn't have a guide?

A: Tell them that they can find one in the communications server.

If they aren't in the communications server, tell them what their job is as a helper.

Q: Can I report an MR that constantly joins the first server?

A: Yes, as an MR we expect you to spread out to different servers.

When there is a lack of servers, we understand that you won't be able to go into different servers.

Discord:

Q: Do I need grammar in #MR-discussion?

A: No, that's optional.

General questions:

Q: Can we take more than 1 assistance ticket?

A: Yes.

Q: How do I get promoted as an MR?

A: When looking for MRs to get promoted, we take a lot of things into consideration. We look for people that are experienced in their job and have great knowledge around it.

Q: Does going on inactive notice affect my chances of a promotion?

A: No, although if we plan on promoting you and you go inactive we may have to push it back until you're off your inactive notice.

Q: Will we ever bring back the CB rule?

A: No.