

Guest Services Department Training Guide

Role Overview

Guest Services staff are responsible for welcoming guests and ensuring a smooth, enjoyable experience.

Duties include checking guests into the park, answering questions, and assisting guests.

Guest Services may also monitor guest satisfaction by walking around the park—but only with prior approval from a supervisor.

Guest Interaction & Safety

Staff must remain professional, friendly, and courteous at all times.

Ensure all guests are checked in properly and have the necessary passes.

If you notice issues affecting guest satisfaction, report to your supervisor immediately.

Warning System

1. **Verbal Warning** – Explain the issue politely.
2. **Second Warning** – Use `:warn [user] [reason]`. Include a verbal reminder first.
3. **Third Warning** – Use `:warn [user] [reason]`. Escalate to management if behavior continues.

Important: Verbal warnings must always be given between written warnings.

Major Offenses

- Bypassing Permanent Ban
- Spamming 3+ Sentences
- Bypassing Chat Filters
- Major Glitching
- Major Trolling (3+ Kicks)
- Assault to Staff

- Major Restricted Area Violations

Important Info for Staff

- Staff cannot roam the park without supervisor approval.
- Maintain professional and courteous interactions with guests.
- Document all incidents in designated report channels.
- Escalate repeated or serious issues to your supervisor or management.
- Ensure all guests feel safe and welcomed.