

# Guest Enters Stumpy's

#### Front Desk

The guest is greeted by Front desk personnel. Front desk personnel are usually the first point of contact. They will use their RBS and Stumpy's specialized training to look for and spot any odd behavior or drunkenness.

- Here guests will verify their online bookings, or book a pit as a "walk in".
- will be given a time slot and wrist band to quickly indicate which time slot they belong to.
- Next they will be asked to wait in the lobby, or they will be moved on to the safety briefing.
- Anyone that is deemed drunk or buzzed will not be allowed to throw hatchets.

### Safety Briefing

During the safety Briefing the guest will receive a presentation on all the safety procedures.

- They will then sign waivers
- During this presentation the safety instructor will use his RBS and additional Stumpy's training to spot any drunkenness or odd behavior (this is the second point of contact).
- Anyone that is deemed drunk or buzzed will not be allowed to throw hatchets.
- Once the presentation is complete the guest will be handed off to the throwing coach.

#### Throwing Coach

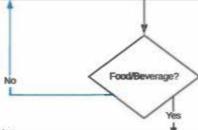
The throwing coach is one of the most important members of the Sturnpy's staff for spotting drunkenness. Throwing coaches will leverage all their RBS and additional Stumpy's training as they teach and watch individual throwers (this is the third point of contact).

- -Throwing coaches teach people proper throwing techniques.
  -Throwing coaches go over and repeat many of the safety rules.
- -Throwing coaches will watch individual throwers keeping a special eye out for safety violations and possible drunkenness, throughout the guests allotted pit time.

### Throw Down

Guests are now allowed to throw!

- Throwing coaches /pit bosses will maintain a watchful eye over their assigned pits (2 pits per coach).
- Pits have 2 lanes 1 hatchet per lane.
- -After both throwers have tossed their hatchets, they are allowed to grab their hatchet and deposit it into the hatchet box (NO HAND-OFFS ALLOWED UNDER ANY CIRCUMSTANCE)
- Roaming management will also be on the floor backing up the Pit bosses and interacting with guests. This ensures a friendly inviting environment and helps maint ain a watchful eye over the guests (this is the forth point of contact).



## Food Counter

Guests that have booked a pit are allowed to go to the food counter and order hummus

- platters, pizza, snacks, salads and beverages.

   The Bar Tender will use their RBS and additional Stumpy's training to spot any drunkenness or odd behavior (this is the fifth point of contact). Any and all behavior that is deemed possibly unsafe or even slightly buzzed will not be allowed to order beer.
- If a guest orders a beer or wine, they will be tracked via their wrist band. EVERY BEVERAGE WILL BE MARKED VIA SHARPIE to easily indicate drinks given at a glance.
- Food and alcohol will be delivered together when the food is ready.

Times up! Guests Allotted time can be - 1 hour to 2 hours. Once their time is up they are politely escorted out of the throwing area and back into the lobby for pictures, social media. posts, surveys, and most importantly booking their next throw down!