



TILTED 10 / TILT STUDIO PERFORMANCE AGREEMENT

(Pre-Hire)

Tilted 10 / Tilt Studio provides a one of a kind experience where guests can be happy, have fun, and make memories.

Our employment philosophy at Tilted 10 / Tilt Studio Center and all employment decisions as a result, are based on the following criteria, in the following order of importance.

- Performance (Defined in this performance agreement)
- Attitude (Based on company values and expectations)
- Reliability (Based on past behavior at Tilted 10 / Tilt Studio or former job)
- Availability (Based on the needs of Tilted 10 / Tilt Studio and team members capability to meet those needs)
- Length of employment (Based on date of hire)

Tilted 10 / Tilt Studio Center Employment variables include:

- Compensation increases
- Desired schedule - Number of hours - Time off requests
- Future promotions
- Cross training capability
- Training responsibility

Our top performers are "The leaders of our organization" who'll put the guest and the team's needs ahead of their own, knowing that their needs will be fulfilled at a later point in time because of it.

APPEARANCE STANDARD

The Appropriate Look: TILTED 10 / TILT STUDIO employees should always look and present themselves in a professional manner. *See employee handbook for further clarification.

Men

- Hair is to be neatly groomed. All facial hair must be neatly kept and trimmed.
- Facial jewelry is not allowed.
- Tattoos on hands, arms, or above collar are permitted at management's discretion.
- Visible tattoos on face are not allowed.
- No other non-approved hats, nets, kerchiefs beyond the standard issued ones.

Women

- Hair is to be groomed neatly.
- Hair that is shoulder length or longer must be pulled back away from face if working in kitchen.
- Facial jewelry is not allowed.
- No artificial nails past ¼ inch above fingertips.
- Nail polish must be neat and clean and basic in color. If flaking off or worn it must be removed before shift.
- When working with food, artificial nails and painted nails are not allowed.
- Tattoos on hands, arms, or above collar are permitted at management's discretion. .
- Visible tattoos on face are not allowed.

Uniform

Uniform standard – Black pants, no holes, Tilted 10 / Tilt Studio logo shirt, black shoes, and nametag.

Entire uniform must be clean, without stains, and always pressed

No other non-approved hats, nets, kerchiefs beyond the standard issued ones

When working with food, always adjust hair above shoulder length and food handling gloves.

General Policy

Smoking or vaping is not allowed by any employee at any time on the Tilted 10 / Tilt Studio Center property or in the Tilted 10 / Tilt Studio uniform. Zero tolerance.

DO NOT under any circumstances wear the TILTED 10 / TILT STUDIO uniforms unless you are working or representing the company at a community event, job fair, trade show etc.

Personal Telephone Call/Cell Phone Calls/Texting: Tilted 10 / Tilt Studio staff is not permitted to use their personal cell phones while on the clock. Tilted 10 / Tilt Studio will provide lockers for the device to be locked up or it may be left at home or in the car. Locks for the lockers are not provided and must be supplied by the team member. Management

may be permitted to have their cell phones for work purposed only. If a team member must be reached during their scheduled shift they may contact the main line for the location and request to talk with the team member.

GENERAL EXPERIENCE STANDARDS

- Tilted 10 / Tilt Studio follows the 5 – 15 rule. If a guest is within 5 feet of you, you greet the guest, if a guest is within 15 feet, you should smile, wave, nod, and otherwise make yourself presentable and approachable.
- As guests leave - provide a friendly farewell - "See you soon, have a nice day or thanks for coming!"
- While speaking with guests, always use proper etiquette Always respond to "Thank you" with "My pleasure or Your Welcome" "No problem" is not a proper response to "Thank you".
- Be attentive to guest needs. Be proactive trying to recognize a need prior to a guest telling you. Always be helpful, even when you do not know the answer - let them know you will get someone who does.
- Always put yourself in the guest's situation - how can you make this experience even better? How do you want to be treated?
- See a negative moment as a chance to win the guest over! Make it your personal goal for the guest to leave happy rather than disappointed.
- Teamwork is mandatory - never say, "That's not my department."
- Cleanliness is an absolute must! Always keep your area tidy. Be proactive to clean, do not wait to be told to do so or only do items on a list. Never leave cleaning supplies in guest site when not in use.
- Walk quickly but remain attentive. Scout for trash, out of place items, pick up as you go, do not ignore.
- When walking past dining tables always make sure the chairs are straightened, napkin holders centered, and full and tables cleaned.
- When walking past guests always have a friendly smile and acknowledge them. Be attentive to guest's facial expression and movements, if someone looks like they need help in anyway stop and assist.
- Always remain available during downtime. Keep busy but remain attentive when guests approach.
- Do not lean or look bored/tired. Never turn your back towards guests. Stand in front of your station rather than behind it. Greet and interact with guests as they pass by.
- Never leave an assigned station if you are the only one at the station without notifying management for it to be properly managed.

SAFE

- Our #1 RESPONSIBILITY FOR OUR GUESS TO FEEL SAFE AND SECURE.
 - This is measured by guest's perception, driven by their five senses.
 - All employees should maintain a safe environment for all guests and fellow employees.
 - All employees are responsible to report all injuries, all unsafe conditions, equipment or practices to a supervisor or manager.
- Ride / Attraction Safety
 - Posted safety rules and regulations such as height and age requirements, number of participants must be observed at all times. Zero Tolerance.
 - Correct children or adults for any unacceptable behavior that jeopardizes the safety of themselves or others. Unacceptable behavior can include: climbing on railings, or tables, attraction misuse, unsafe behavior on rides or play attractions, running, rough horseplay, pushing, hitting, cursing, line cutting and participating in non-designated or age appropriate areas.
 - Ensure all guests meet the proper height and/or age requirements for all attractions. Zero tolerance.
- Ride / attraction operator
 - Never be distracted by a co-worker.
 - Never be texting or using cell phones while operating a ride. Zero tolerance for cell phone use.
 - Never leave your post without informing co-worker to fill the post or to be more alert.
 - Team members should never allow non-safe behavior for the sake of fun i.e., not enforcing height/age restrictions, running in laser tag, parental aggression etc.
- Prevent accidents before they happen (anticipate)
 - Refrain from wearing and using a Bluetooth or iPod earplugs while on duty. Zero tolerance.
 - Refrain from being distracted by a coworker when on duty.
 - Watch for tripping or slipping hazards that are created by customers or employees.
- Food Safety
 - Always follow food safety protocol.
 - Always wear gloves when handling food.
 - Sanitize hands after restroom use.
- Accidents / Injuries

- All accidents, injuries, potential safety hazards, safety suggestions and health and safety related issues must be reported immediately to your supervisor or manager. You should also report anything that you suspect could become a safety concern.
- Safety checklists must always be checked and placed in their proper place.

CLEAN

- Clean throughout the day.
- A "Totally Clean" facility is always everyone's responsibility. "Totally Clean" is filtered and measured through the guest's five senses.
 - Maintain good housekeeping standards by keeping your workstation clean at all times.
 - Restrooms should be checked every hour and signed off on by assigned Team Member.
 - Restroom cleanliness is everyone's responsibility. They are constantly visually inspected and cleaned immediately if needed. If you use the rest room always do a quick check for cleanliness.
 - Attractions and games are cleaned regularly throughout the day
 - Closeout procedure lists should always be checked and placed in their proper storage location.

FRIENDLY

- Always choose a positive, enthusiastic and energetic attitude, the moment you walk through the doors.
- SMILE all the time.
- Be aware and in the moment to greet and acknowledge all guests immediately as they enter.
 - Always greet guests by matching their level of enthusiasm.
 - Every member of the team and management should have and use a signature move to interact with guests throughout the day, especially children celebrating their birthday.
 - Look for moments to make eye contact and always acknowledge guests with a smile, when you pass by them.
 - Team members should engage "small talk" (non-business related, general conversation) with children and parents, all the time.
 - Have fun with guests, interact and play, especially with the kids, (make sure it's fun for them and on their level)
 - Use as many first names as possible in your conversations. Use clues like nametags, conversations and/or credit/debit cards.
 - Seek to make friendships, no matter what age they are.

FUN

- Perceived value is determined by amount of fun, interaction and how personal they felt their overall experience was.
- Safety must come first, before fun can happen.
- Interact with all guests, no matter what age and enjoy the interaction time.
- It's fun to organize games and activities within our play attractions, where kids and families can interact and play together.
- Fun is accelerated by our enthusiasm, our attitude, and our love for our work.
- SMILES make more fun!
- Interact with guests using kid jokes or your special signature move.
- Personal interaction – use names, small talk, or language from their favorite movies or cartoons.
- Going the extra mile to entertain... to entertain in queue lines or at attractions time.
- The goal is to give each guest a WOW experience and have them exit saying, "Wow! I can't believe they did all that just for us."

EFFICIENCY

- Entry - speedy, attentive, knowledgeable.
 - Reception designed for immediate recognition of incoming guest.
 - Lines queued up – no more than a two-minute wait without team interaction.
 - Business transactions are consistent, accurate and timely.
- Food quality is always consistent, tasty, served fresh, hot.
- Phone etiquette:
 - Knowledge of all promotions and programs
 - Consistent and accurate communication by all team members
 - All calls answered 3 rings or less.
 - Ask permission before putting someone on hold.
 - On hold maximum 1 minute without checking back and asking permission again.

CONSEQUENCES

POSITIVE

- ❖ Tilted 10 / Tilt Studio fun positive reinforcement programs – prizes, recognition, parties
- ❖ Employee variables that are directly linked to your job performance as defined by this agreement.
 - Promotion and compensation increase
 - Desired number of hours, preferred schedule, preferred days off
- ❖ Ability to be cross-trained and learn new positions.
- ❖ Increased in responsibility. Become a training Jedi (Lead) Invited to be an ambassador.
- ❖ Awards and recognition.
- ❖ Praise and appreciation.
- ❖ Working in a fun environment where you are encouraged to “play” with guests.
- ❖ Meaningful work – giving back to the community.
- ❖ Acquiring a sense of belonging – making new friends - positive relationships.
- ❖ Making a difference in the lives of families.
- ❖ Feeling of pride- sharing in our success.

NEGATIVE

- ❖ Verbal correction.
- ❖ "That's NOT US" notice
- ❖ Less desirable schedule (reduced hours)
- ❖ Less leniency of days wanted off
- ❖ Responsibilities lessened
- ❖ Formal Warning System (same or similar infraction)
 - 1st Verbal warning
 - 2nd Notice of deficiency - Reduced hours / retraining
 - 3rd Dismissal

*****Zero Tolerance and immediate termination for any employee engaging in theft, under the influence or possession of drugs or alcohol, and if extreme safety violations occur.

GUEST SERVICE RECOVERY PARAMETERS

1. Manager on Duty can resolve any issue with *complimentary food coupons / game cards / other return visit add-ons for service breakdown, or perceived quality problem up to \$25 Complete necessary backup paperwork.*
2. If food is late – Offer temporary solution – backwards day, cake or presents first
3. *Replace individual food item(a) immediately: If there is a spill, do not like it or have any other perceived quality problem.*
4. *Be Proactive. If it does not look right, do not serve it. If food is late, cold, or has any perceived quality problem - replace immediately and provide an extra item (cookie, ice cream, appetizer, etc) along with an apology.*
5. *If manager approved, you can provide an additional attraction/activity/bonus money as a response to a service blunder.*
6. *Provide an additional game as a response to a service blunder.*
7. *Manager on Duty may give complimentary food or bonus money on game cards. All items provided must be recorded (service log) and communicated to manager prior to end of day.*
8. *Allow the child to reach in the surprise box or give a goodie bag for any annoyed party guests.*
9. *If game did not work. Replace equal amount of game card points pursuant to the specific game. (no questions asked) Have child show you which one so that you can get a tech to look at it immediately. Ask if they would like a replacement game, regardless if the cost is greater. If less, give several games to equate value and compensation for the guest's time.*
10. *Manager on Duty may use their judgment when guest feel victimized or perceived victimized disservice occurs.*
11. *Manager on Duty may assist a guest having a bad experience at one of our games by replacing value onto game cards, add double the value of the game, or double play of game.*
12. *Event Coordinator / party supervisor may refund up to 25% off the bill. Log required.*
13. *A Manager can take up to 50% off the bill if necessary. If the guest is still unhappy explain that all larger discounts must be driven through the corporate office.*

***Use your best judgment using the above as your guidelines. When in doubt or you feel uncomfortable, seek help from the manager on duty. Understand that handling the situation immediately using your best judgment is a far more rewarding and powerful strategy for you and the guest. Service recovery means solve guest problems immediately! They do not have to be in the right, but they have to leave satisfied!

WELCOME TO THE TEAM!