

GotSkill? Training Sequence & Location Checklist

PRE-TRAINING

1. **By yourself** – set up the Manager card (PIN – 1234) and Owner Card (usually owners' birthday). Tech Support can assist.
2. Make sure everything is in place and machines are operational.
3. Do a Quick Report (To clear out any transactions when BV were tested during installation).

TRAINING (ALL STAFF)

1. Hand-out the manual and do a quick review of it - So they can follow along.
2. Show them the Cheat Sheet (*Cardboard pasted on top of the POS with Quick Steps*).
3. Explain how tech support work and how they can assist. Tech Support hours are 10am till Midnight – 7 days a week to answer questions, help them with a process and fix problems.
4. Training Sequence:
 - 1) Go through Open Register process.
 - 2) Take them to a machine and load a card with \$5 and explain how the games work / play the game – show skill bar / let them play / log out.
 - 3) Go back to POS and explain redemption - If they are not going to do Gift Certificates – cross off section in the Handbook – do a redemption etc. Let them do a redemption.
 - 4) Go through the Close Register process.
 - 5) Repeat if necessary.
5. Explain about
 - 1) not reusing cards,
 - 2) accounts at their location will not be viewable or active in any other location
 - 3) ability to see last 50 screens if there is an issue.
 - 4) explain how to order more cards (e-mail) – cards@gotskill.ca.
6. Show them the 4 videos - always available for review at a later date.
7. Review Notes section of Handbook with staff.

TRAINING - MANAGEMENT AND OWNER (CASH REMOVAL & INVOICE)

1. Log in with Owner Card (explain card for Quick Report).
2. Printing Quick Report – explain 3 sections & how counters reset as soon as it is printed.
3. Remove Cash from machines – tick back to Quick Report – **SHOULD BE DONE DAILY.**
4. Review & explain weekly billing period & Invoices with Owners and/or Managers.
5. Create more Manager & Owner Cards if Required.
6. Activate 10 X \$5 Free Play cards for owner to use.

NEW LOCATION CHECKLIST

Created Manager Card

Created Owner Card

Machines are on and operating

Showed Cheat Sheet

Showed Training Videos

Showed how to Print Quick Report

Showed how to remove Cash from machines

Take photos of establishment and send to tonyc@gotskill.ca

LEAVE BEHIND

Check if the location would like to add anything else from our marketing catalog that is available online (access through your web portal)

10 x \$5 Promo Cards

Copy of Establishment Training Guide (Form 1018)

5 toques or hats

5 masks

5 bottle openers

5 phone holders

Door Decal