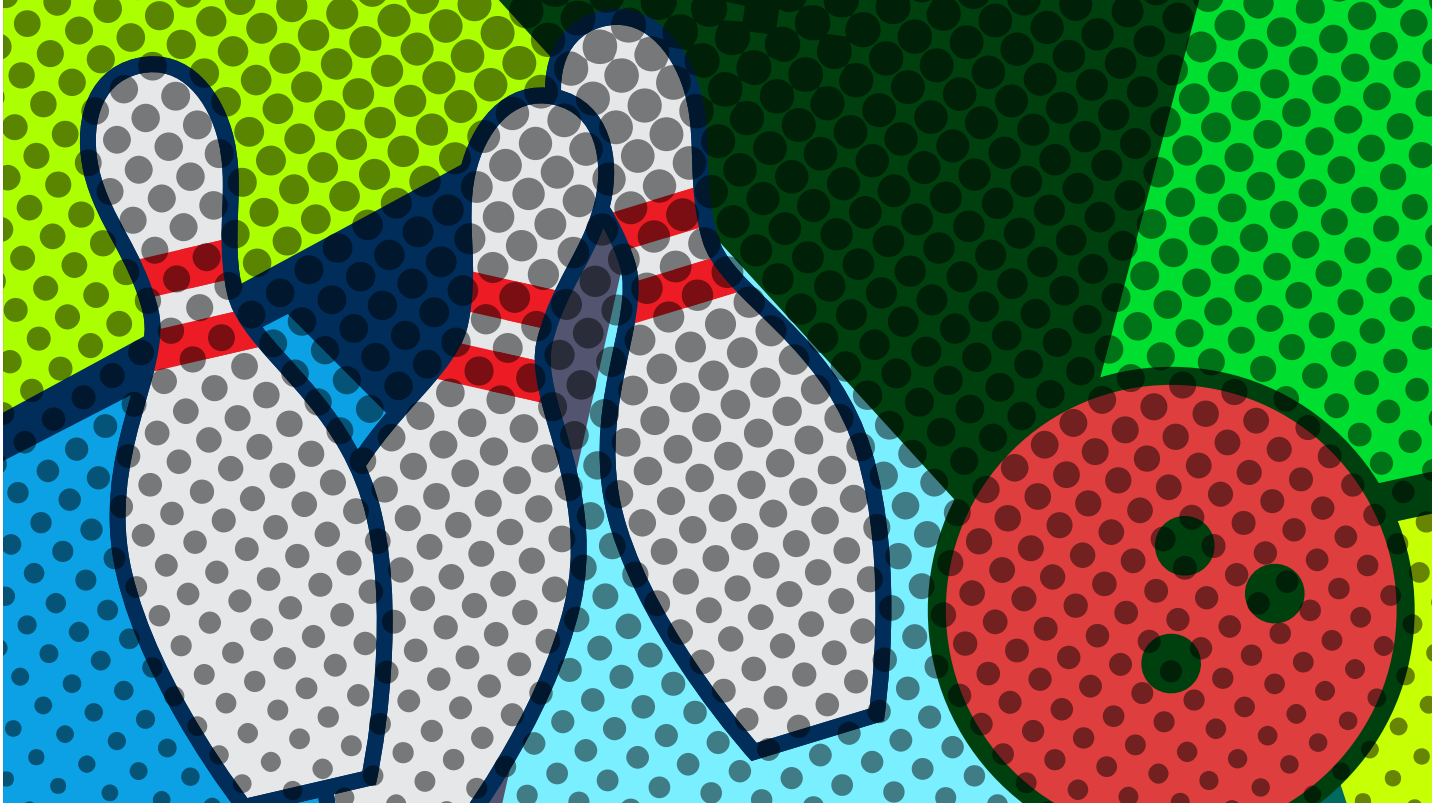
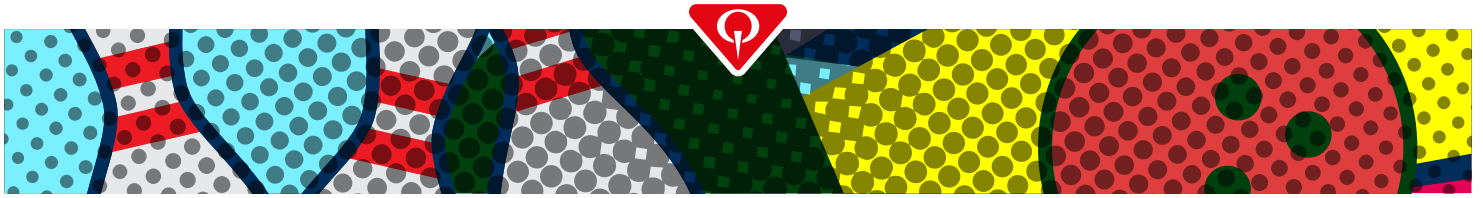




Operational Considerations for Venue Reopening





Operational Considerations for Venue Reopening

The bowling entertainment business has always been a social activity. However, the current global pandemic is changing the world around our industry and us. This will encourage us to reevaluate our operational practices and evolve to meet changing consumer needs. Now more than ever, customers in entertainment facilities are going to be concerned about the level of cleanliness, their safety and overall comfort. Below are suggestions on what a center might consider as they reopen their doors to the public.

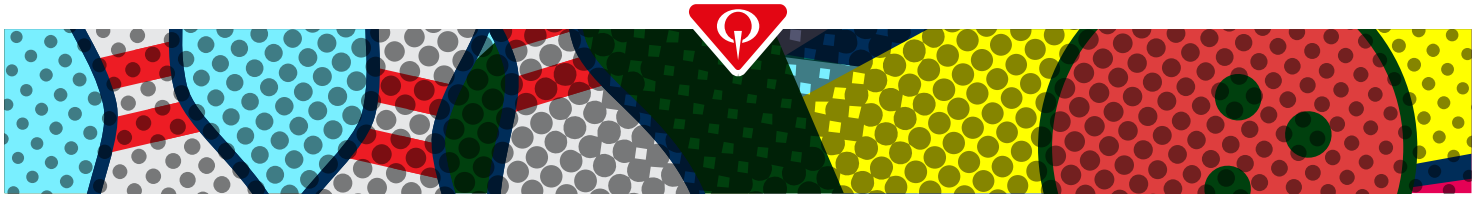
Daily Cleaning Procedures and Facility Sanitization

In the next few months, cleanliness in your center is going to be of the utmost importance. Customers will find comfort and reassurance knowing that your business is ensuring that the facility is as clean as possible for the safety of the employees and customers. Below you will find suggested cleaning practices for specific areas typically found in an entertainment center. You may use individual recommendations or combine when possible:

QubicaAMF Worldwide has developed suggestions and best practices based on research gathered from industry resources and first-hand bowling center operation experience. Each business should adhere to their individual local government guidelines and regulations.

Public Areas of the Center

- Continual cleaning throughout center – bowler seating areas, bowling balls and shoes, ball racks and hoods, lockers, ATM machines, kiosks, counters, doors, handles, etc.
 - Clean equipment after each use and at specific scheduled times throughout the day
 - Identify cleaned equipment with signage for customer's protection
- Bowler Consoles
 - Continuous cleaning before/after each use
 - Issue stylus pen to each customer to use and keep
 - Use bowler consoles (SuperTouch) for promotions and advertisement only – setup customer lane from front desk at check-in for an added level of customer service
- Bowling Balls & Rental Shoes
 - Properly sanitize house balls and rental shoes between each use and at the close of business
 - Identify cleaned equipment with signage for customer's protection
 - After sanitizing equipment, seal for customer's protection in self-sealing bags with message regarding sanitization



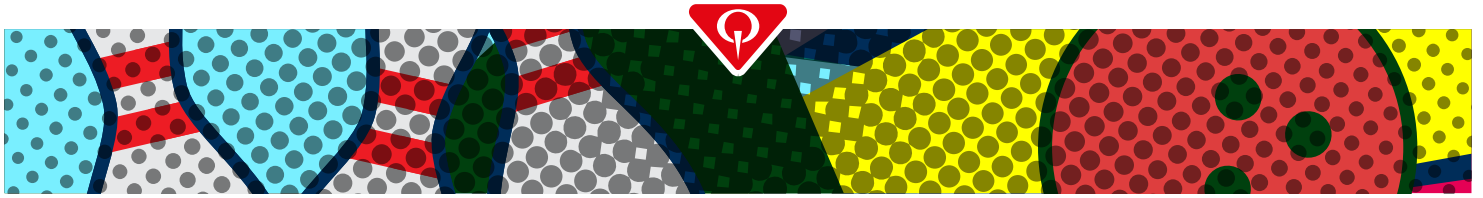
- Utilize Smart Ball system for proper ball sizing to eliminate the need for customer contact with the equipment before going to their lanes
- Restrooms
 - Post the cleaning schedule to be visible for customers
 - If possible, keep restroom doors open to avoid touching of the doors
- Credit Card Pin Pads
 - Use protective shield that can be replaced after each use
 - Use stylus pen for each unique transaction – offer disposable option or sanitize between uses
 - Offer online payments in advance – provides opportunity to collect customer data in addition to adhering to sanitization standards
- Consumer Sanitization Stations
 - Placement of wipe dispensers and/or hand sanitization dispensers throughout the center
- Dedicated staff to clean continuously throughout the day - visualization will contribute to confidence of the consumer.
 - Consider providing unique uniform to identify this staff
- Consider hiring a company to complete a deep cleaning and sanitization of the center before opening back up to the general public.
- Additionally, if you require more support there are companies you can hire to come in and train your staff on proper cleaning, sanitizing and maintaining those records.



For more information about properly maintaining QubicaAMF Products, please reference our [Safety and Care of Customer facing products](#) and [House Ball and Rental Shoe Sanitization](#).

Employee Areas and Work Practices for Employees

- Develop requirements of personal hygiene for your staff
- Request staff to self-report symptoms related to COVID-19
- Consider temperature checks at the beginning of shift
- Provide or suggest employees wear masks while working at the facility
 - Please consider OSHA recommendations when deciding to make wearing masks mandatory or voluntary
- Suggest best practices and provide resources to stay healthy outside of work



- Provide cleaning kit for each employee during work, including disinfectant/sanitizer, wipe, stylus pen to use on touchscreen monitors, etc.
- Create guidelines and instructions on maintaining records of cleaning and sanitizing
- Make sure employee areas maintain the same sanitization standards as the rest of your facility
 - Employee areas to consider – breakrooms, touchscreen monitors, mouse and keyboard, telephones and PA equipment, door handles, time clock, etc.

Social Distancing Considerations

Even with the most cautious and strict cleaning regimens, the way your customers will interact with both the staff and each other will be different than it was before. When you first open, we suggest maintaining proper Social Distancing best practices throughout your facility. Consider the following:

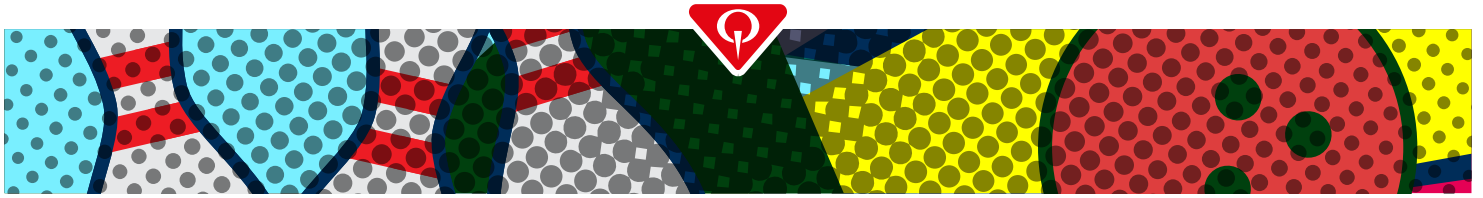
- Floor stickers for spacing located at the front desk counters, redemption, snack bar, etc.
- Limiting or monitoring number of people in the restroom at the same time
- Utilizing every other lane, or pair of lanes
- Limiting the number of bowlers per lane
- Online or call-in bookings/reservations during initial opening phase
 - Complete setup of lane(s) prior to customer arriving at the center to avoid contact with staff at front desk
- Employee assignment to designated areas of the center (front desk, concourse, back end, etc.) to avoid close contact with other employees
- Use overhead monitors on lanes that are not in use to show instructions for social distancing, reminders, and reinforcements
- Scrolling messages can be used on the lanes that are in use to remind of social distancing, etc.
- Offering of face masks and other personal protective equipment (PPE) if possible or preferred

Servicing Guests

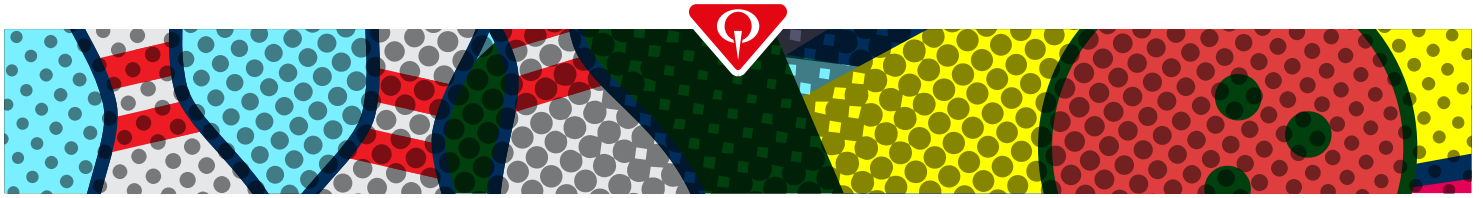
With the change in consumer behavior, reopening your center provides the opportunity to reestablish your brand to your community. Building trust, empathy and understanding today, will result in life-long relationships and benefit your business in the long run. When you reopen, transform your facility from offering bowling to bowling entertainment by providing a new layer of customer experience that meets their desire of safety and providing fun!

Consider the following recommendations in your operations procedures:

- Use protective shields at service areas and other points of customer interaction - locations include the front desk, redemption counter, snack bar counter, etc.
- Complete lane setup for each guest at lane opening, eliminating the use of the bowler console –



- Provides you the opportunity to setup customer with package/options based on their needs when they come in
- Limiting number of bowlers per lane/pair – to adhere to local regulations and guidelines
- Web or call-in bookings prior to coming into the center
 - Allows for customer data collection, better customer service, better lane management, and time to clean between new parties
- At check-in, issue a card (paper or digital) that can capture bowler names, shoe sizes, ball weight and size, environment and game preference, and bumpers
 - This could be done at the time the customer arrives to the center, or at the time of online booking or call-in reservation
- At customer check-in, all customer information can be entered on the lane, using a tablet (QPad, etc.) to reduce need for customers to approach front desk or touch bowler consoles
- Use only one entrance for the entry and exiting of the center
 - Designated employee to greet the customer and wipe down doors and handles between customers
 - Hand out information about offerings and safety initiatives since reopening
 - Employee can record number of guests inside, assuring the center adheres to local government guidelines
- Considerations for issuing bowling balls and shoes:
 - Consider offering shoe covers
 - Instruct guests to leave their bowling bowls and shoes on the ball return so that employees can collect, clean, and return to ball racks and counter after each use
 - Clean and deliver bowling balls and shoes to each bowler once the lane is issued
 - If Smart Ball system is available, incorporate ball fitting into the check in process for selecting ball
 - Sanitize *Fitting Ball* after each fitting
 - Incorporate Smart Ball selection into your confidence message



QubicaAMF Support Resources

Your guests and communities are what make bowling amazing, and we want to do our part to keep both safe during this unusual and challenging time. As a result, QubicaAMF has rallied all of its experts and resources to do everything we can to help your business survive this difficult period – and then thrive upon reopening.

Our entire worldwide organization is focused on addressing your needs and helping you minimize the impacts on your business. We encourage you to contact us for any assistance and leverage our online support tools including the Customer Portal and eShop.

We truly appreciate your understanding and are confident that by working together we will get through this challenging time—in good health and good business.



Access the [QubicaAMF Support & Resources](#)

While some centers may be powered down, our bowling community is still connected! Join our Facebook Group to help #supportbowling and receive frequent content around best practices and suggestions for today's owners and operators.



Join the Facebook Group: [Beyond the Frame](#)

Whether your center is still open or currently closed, the eShop is available 24/7 to meet all your needs for bowling parts and supplies. Make sure your center is ready to thrive upon reopening today!



Shop today at eshop.qubicaamf.com

We know your time is valuable and when you need information, you need it fast! Check out the most recent tech support bulletins below, and access today for all your QubicaAMF support and resources on demand.



Access the [Technical Support Customer Portal](#)