



Guest Management

The information provided within this document is of a general nature. These resources are not intended to be fully comprehensive, nor to provide legal guidance or opinion relative to any national, state, or local executive orders on reopening your business. Centers and their guests are encouraged to follow all Federal, State, and Local reopening and operating guidelines and seek legal advice for their specific purposes.

Today more than ever, it is important to think about the overall flow of guests through your building. From the time that customers walk into your facility, throughout their experience in the center, and to their departure, each step should be reconsidered to make sure that any local and state guidelines on social distancing, cleaning and sanitizing are met. More than ever the need is great for customers to feel comfortable and relaxed as they visit your center. Below are several recommended tips to consider as you begin making reopening plans for your center and staff.

Front Desk & Customer Check-in

- Place floor decals in high traffic areas where guests may gather such as Customer Service counters, Food and Beverage stations, and even near arcade games to encourage social distancing. For centers with fixed furniture setups in the bowling area, consider placing decals in various parts of this seating area as a reminder for groups or league players to adhere to requirements. Floor decal digital files are available in the [Welcome Back to Bowling Center Reopening Marketing Kit](#).
- Consider utilizing MMS advertising on monitors throughout the center and on overhead scoring monitors to remind players to maintain social distancing. On-Lane Advertising may be used as an additional reminder of your specific recommendations to guests during their play. A selection of Social Distancing and other MMS Advertising can be found in the In-Center Monitor Ads folder of the [Reopening Marketing Kit](#).
- For centers operating on a reservation-only basis, or for centers on a waiting list, courtesy cards with prevalent information about a bowling party help to minimize face-to-face interaction with guests. Information such as bowler names, shoe sizes, ball weights and even the need for bumpers up or down for each player can be written on the card ahead of time, allowing your customer service staff to have these items ready to go once their lane is available. Courtesy Cards are available in the [Reopening Marketing Kit](#).
- In the absence of full information on the card, even a task as simple as putting the names in to the scoring system for your guests creates one less 'touch point' for the guest to begin play. This minimizes required guest interaction with high touch surfaces such as the SuperTouch or bowler consoles.
- Depending on your sanitization procedures, you may consider placing signs throughout the facility that outline your cleaning policies. With QubicaAMF scoring, the [Scrolling Message](#) is also an easy customizable feature that will provide this information to your guests. If a team member is unavailable to personally walk with a group to the lane, print resources such as stickers and table tents are available that help mark areas that have been cleaned and are ready for play. Signage, labels and table tents are available in the [Reopening Marketing Kit](#).
- If your center has extra staff assisting with cleaning and customer service, add a personal touch during this time by having a staff

member deliver rental shoes and house balls to the lane for the guests. A simple wire laundry basket can help deliver rental shoes and can easily be left at the lane for guests to place their shoes in at the completion of their play for easy pick up.

- For centers with the QubicaAMF Smart Ball system, guests can find their grip size and then your staff can easily select the right ball to deliver before play. The Smart Ball display should be sanitized after each guest use.
- As part of general hygiene and in order to minimize risk, be sure to encourage your guests to wash their hands both before and after play, as well as before enjoying any of the food and beverage offerings your center has available. Hand sanitizer stations at your main entrance, near customer service counters and food and beverage stations, as well as throughout the arcade and concourse areas provide another quick way for your guests to maintain clean and healthy environments throughout their play.
- Consider minimizing required interaction with high touch surfaces such as the SuperTouch, EasyKey or bowler console. Entering names at the desk for your guests prior to play helps to reduce the need to interact with the system, and BES X provides an added custom feel for your guests as their names are displayed for them on the Welcome Screen when they arrive.
- For centers with BES X, consider temporarily disabling features as “Environment from Console / Select Environment at Lane Opening”, GameConnect, LaneChatter, Recap and Statistics during your open play to limit the features available that require interaction with the console. With BES X, customers may still choose to use interactive features such as Bowler Photo, but this will be at the bowler’s discretion rather than a requirement for play.

Front Desk and POS Terminals, Food & Beverage Basics

- For centers with multiple Front Desk and POS terminals, consider assigning terminals to a specific person throughout a shift. Once the shift is complete, or after a different user has utilized the terminal, make sure to safely sanitize peripherals such as the keyboard, mouse, cash drawer and touch screen. Be sure to follow [manufacturers recommendations for cleaning](#) of these items as to prevent damage.
- After a guest uses the credit card pinpad, be sure to safely wipe the pinpad down with a sanitizer before the next use.
- For centers who are accustomed to walk-up service, now may be the perfect time to test delivery of food and beverage to your guests. This will provide a higher level of service to your guests, while also limiting customers crossing paths multiple times to order and pick up items.
- To enhance the safety of your guests and to show a continued dedication to the safety of your staff, consider physical barriers such as plexiglass shields near your high traffic areas and service counters. In these areas, it can be difficult to follow social distancing protocols while also completing transactions and providing proper service.
- For many centers, [On-Lane Ordering](#) is a feature readily available in your QubicaAMF scoring system that will allow guests to order basic food and beverage items without ever leaving their lane. For centers with BES X and SuperTouch consoles, photos can be added to further enhance this feature.
- Consider using all disposable (and prepackaged) cups, straws, utensils, and tableware, as well as individual packets for condiments and seasoning. Take out containers (clamshells, etc.) provide an added layer of protection for guests, as they can easily close these items if they step away from their food to bowl, etc. before dining is complete.
- Avoid using self-serve areas and dispensers (beverage, condiments, etc.) and consider eliminating refill options for a period of time. If your center continues providing refills, consider providing a new cup, lid and straw as needed for guests instead of reusing items that have already been in use.

QPad Usage

- A QPad can enhance the check-in process for customers upon arrival and provide services at the lane without the guest needing to leave their assigned area. For centers utilizing Online Reservations, Phone Reservations, or the Waiting List, the use of these in conjunction with a QPad will allow for a quicker check-in process while maintaining social distancing by moving guests away from high traffic areas.
- In addition to general bowling customer flow, QPads can ease the strain on your food and beverage areas, allowing guests to

order food and beverage without having to leave the space of their sanitized lane. Having a member of your service staff visit the lanes more often may help increase overall food and beverage sales while avoiding crowded lines near your service counters. Additionally, the personal touch of your staff throughout the bowling experience can help provide another touch point for your staff to clean and sanitize even throughout the stay of your guests.

Capacity Control

- If local or state regulations allow you to open but with a limited building capacity, use this as a way to temporarily provide adequate social distancing. For example, if your total capacity is restricted to 50% of your normal limits, consider using every other lane throughout the facility, limiting your lane usage and providing additional space for your guests to safely social distance between themselves and others.
- During this ever-changing time, it's important to minimize customer interaction and latency in the center. Consider utilizing reservations to have lanes ready, payment completed and equipment waiting for your guests when they arrive. If using the QubicaAMF Booking System, your staff can even load bowler names and bumper up/down selections ahead of time to speed up the lane opening process for your guests.
- If your center is equipped with MMS Displays at the Customer Service desk or throughout the center, use these monitors to display the Waiting List for your guests. For centers with newer versions of Conqueror (12 and higher), the option exists to send text message notifications to your guests when they are added to the waiting list and when their lane is available. ([MMS Sequence Quick Reference Sheet](#))

Touchless Guest Experience

- Handing cash back and forth across your counters can be another high risk task for spreading germs in the center, and there is simply no way to sanitize cash and coins prior to use. For centers that are accepting credit cards, check with your merchant processor on the ability to enable contactless payments on the devices in your center. For centers who process credit cards directly through the QubicaAMF Conqueror system, contact tech support for assistance in activating contactless transactions.
- For guests whose credit or debit cards may not be compatible with contactless technology, consult with your merchant services provider to increase the limits for 'no PIN/no signature' transactions to reduce contact with the equipment.
- For centers who are using Online Reservations software, consider requiring 100% deposit or prepayment of all online reservations during this time. Not only does this help to minimize contact during the payment process, but it also helps to confirm your incoming levels and predict lane flow during times when play or availability may be limited.

Social Distancing and Interactions

- For centers with modular furniture systems such as QubicaAMF Harmony Infinity Furniture, consider rearranging your typical layout to provide greater distance between seats. The seating can even be arranged to create a one-way in/out path and to greater mark the beginning and end of the sanitized lane space that is in use. For centers with fixed or permanent furniture, consider blocking off every other seat in order to better separate your guests. For tips and suggestions for rearranging your Harmony Infinity Furniture see the [Harmony Marketing Kit](#) on the Customer Portal.
- Along with overhead monitor and MMS advertising, consider making announcements on a regular basis as a reminder to adhere to social distancing guidelines in the center. For centers that use automated video and music systems such as Bowling Music Network, you can easily utilize a variety of [Covid-19 related](#) ads located in the Center Reopening Marketing Kit to automate this process.
- Consider using floor markings and/or stanchioning equipment to provide distance guides and barriers for queuing for service at the different Customer Service counters throughout your center. Place floor decals in high traffic areas where guests may gather such as Customer Service counters, Food and Beverage stations, and even near arcade games to encourage social distancing. For centers with fixed furniture setups in the bowling area, consider placing decals in various parts of this area as a reminder for

groups or league players to adhere to requirements. Stickers and decals are available in the [Reopening Marketing Kit](#).

- To enhance the safety of your guests and to show a continued dedication to the safety of your staff, consider physical barriers such as plexiglass shields near your high traffic areas and Customer Service counters. In these areas, it can be difficult to follow social distancing protocols while also completing transactions and providing proper service.
- Every surface in your center can provide a place where germs can linger when left uncleaned. Be sure that common touch points such as countertops, tables, door handles, bathroom counters and sinks, and even credit card pinpads are cleaned often with appropriate cleaner for the surface. Consult the [Cleaning and Sanitizing Your Center and QubicaAMF Equipment](#) section in the Resource Center for information on proper cleaning techniques.

Handling of House Balls and Rental Shoes

General Best Practices

- All House Balls and Rental Shoes should be sanitized before and after each new guest or small group.
- Post signage regarding your cleaning and sanitizing process for customer-facing equipment in highly visible areas such as Front Desk, Restroom entrances, Entrance Doors. Use the blank template/letterhead found in the [Center Reopening Marketing Kit](#).
- Consider having a ball and shoe sanitization station in a location that is visible to customers so they can see your process. Staff this location so that if a customer would like to request a new sanitization of balls or shoes at any time, your center is happy to do so.
- Place a hand sanitizing station near ball and shoe selection and return areas for customers to sanitize their hands before and after bowling.
- Provide sanitizing wipes to customers at lanes so they may wipe down balls themselves.
- Recommend that customers do not share balls between guests. Post signage near bowling settee areas, on lane monitors and on lower monitor/consoles to remind guests of rules.
- Be sure all staff is well trained on proper cleaning and sanitizing procedures regarding House Balls and Rental Shoes.
- Consider removing all self-service areas including bowling ball areas, bowling shoe counters, etc. and have team members deliver these items directly to the customer at the lane.

Guest Preparation & Cleaning

- Shoes should continue to be sanitized after each use with a high impact disinfectant spray. Refer to the [Cleaning and Sanitizing your Center and QubicaAMF Equipment](#) section of our web site for information regarding [House Ball and Rental Shoe Sanitization](#).
- Utilize appropriate sanitizing spray for the inside of the shoe and on the top of shoe near laces. Sandpaper can provide a quick buff to the sole of shoes.
- Wipe/Clean House Balls with sanitizing wipe or with microfiber cloth moistened with a 70% Isopropyl Alcohol solution. Allow bowling balls to dry for 5 minutes before wiping any remaining moisture from the balls.
- Once House Balls have been sanitized, place label over the finger holes to indicate the ball has been cleaned and sanitized and is ready for use. See [Center Reopening Marketing Kit](#) for different size label digital files.
- Consider creating checklists and processes to clean balls, shoes, touch screens and tables between each guest and then a deep clean at the end of each day. Utilize the Cleaning Checklist provided in the [Center Reopening Marketing Kit](#).
- As a deep cleaning measure – spray shoe cubbies with a disinfecting spray like Lysol and leave overnight before replacing sanitized shoes.

Guest Distribution and Collection

- Utilize the Courtesy Card to collect information about guests regarding shoe size and ball weight and size to have balls and shoes ready for delivery to lane or, if collected in advance, waiting at lane for guests when they arrive.
- Utilize Smart Ball System (if available) for finger size and weight management. Provide disposable gloves for guests to utilize when measuring for finger holes or sanitize after each guest use. As an alternative, consider a template for hand sizing to best guess estimate appropriate size of ball.
- Deliver balls and shoes to guests directly on lanes. Consider utilizing a ball cart and a basket to deliver balls and shoes to the lane. Leave the basket at the ball return and ask guests to leave the shoes in the basket at the end of their bowling period. This will not only help with providing an enhanced experience for your guests, it will make it easier to deliver and gather for cleaning after the guests have left.
- As an alternative, place several different ball weights and sizes on ball return and ask guest to exchange for different size or weight if they would like to. These balls should be cleaned and sanitized by your staff after every group on the lane.
- Instruct bowlers to leave their shoes and house balls in the bowler area when they are finished bowling for staff collection and cleaning.
- Designate an area where used house balls and rental shoes can be dropped off by guests directly, or by team members after they have been collected from vacated lanes.

Alternative Ideas

- Consider investing in new rental shoes and house balls to provide a new, clean environment to your guests. You might consider sharing with your customers that you have made the investment for their safety and comfort. Please see our [House Ball and Rental Shoe calculator](#) to determine what you may need to purchase to start again.
- Insert sanitized Rental Shoes with a new pair of socks into a thin bag and seal. Apply a label that shoes have been sanitized and the socks are complimentary.
- Include pair of socks in rental shoe fee to provide every customer with a new pair of socks.
- Explore UV technology for deep cleaning of house balls and rental shoes. This is potentially one more very visible way for your guests to see your commitment to safety.
- For options available to purchase, please visit the QubicaAMF eShop [here](#).