



## POINT OF SALE VIDEOS

Name: \_\_\_\_\_

Date:    /    /202

### HOW TO SELL A RACE TICKET VIDEO.

1. Why is important to know how to use the POS system?
2. What happens when you click "Swipe Card"?
3. Do we need a receipt for the customer unless they ask?
4. After I have processed the sale, and taken the payment, what Must I do now to complete the process?

### HOW TO TRANSACT A SALE ON THE EFTPOS TERMINAL VIDEO.

1. What is the first button I press to begin a payment?
2. Can the customer get cash out via our POS, and what is the lowest amount?
3. Note well, if the transaction is DECLINED, please be aware that we require you to circle the Declined notice on the paper receipt, and re do the process again. Checking it has cleared.

### HOW TO SET UP A BATHURST EVENT VIDEO.

1. Is there a practice for the event?
2. How do we begin to create a Driver Change format in a Bathurst event, what button do we click?
3. Team 1 needs to be selected as what?
4. How long is the practice time for a GP event?
5. If I have more than 10 or 12 people in the event, what must I do?
6. When we are on Track 2 format, do the numbers of the karts remain the same, and if not, why and what is added?



#### **HOW TO SET UP A GP EVENT VIDEO.**

1. Is there a practice for this event?
2. How many laps is the final?
3. What does the Assign button do?

#### **SELLING A RIDE ON ENTERPRISE VIDEO.**

1. Is there a shortcut button for selling a regularly used rides?
2. After I take the money from the customer, and complete the transaction, what must I do next to make sure they are racing soon?
3. Why must I assign this customer to a race immediately?

#### **HOUSE KEEPING THE QUEUE VIDEO.**

1. How often should i remove the names of registered drivers in the queue?
2. What is the name of the company whose system we are using for our processing of rides?

#### **FINDING A LOST NAME VIDEO.**

1. Can i copy a customer's name and resend it to a race?
2. Is it crucially important that I make sure all customers are assigned to the correct races, and what will happen if I forget to assign a driver?

#### **LASER TAG START TIMES VIDEO.**

1. 1.How many sessions do we have if we are VERY busy?
2. Customers must show up how many minutes before their game?
3. How long is the first session of the games, and why do we do this?
4. Is it important that you inform the counter staff of the starting game, and why?



**WHERE TO PUT THE LASER TAG SIGNAGE AT FIELD 1 VIDEO.**

1. Why is it important the sign be seen by our customers?
2. What is another important role for this sign?
3. Who is responsible for our customer safety and well-being?