



Laser Tag Training Procedures



Full Name	_____	Date	/	/
Contact Number	_____			
Email	_____	Date of Birth	/	/
Age Today	_____			
Do you have a current First Aids Certificate	Yes	No		
<i>(If yes, please provide a copy for our records)</i>				

HEALTH & SAFETY STATEMENT 2020

FKR limited, trading as Pro Karts is firmly committed to providing a safe and healthy environment for all our staff, patrons and visitors, and we will continually improve the systems, practices and appropriate resources to achieve this.

A safe and healthy work environment is achieved through the cooperation and compliance of every staff (Team) member who works for Pro Karts, by following correct procedures and relevant work and safety standards which are continually developed through a participatory approach.

Every member of our team shall attend an induction and training course on the commencement of employment and undergo further training as required for each position/role they are applied to.

They must regularly attend our monthly Health and Safety meetings and are asked to openly bring forwards any risks, hazards, or issues (RAMS) that they see or concern them in their workplace.

Staff members of Pro Karts shall follow all company rules, safety policies and regulations as listed and trained. Any team member who isn't a part of our stringent safety plan and cannot follow our policies has no place working here.

CRRSP 3 Strike System

Because of the continued risk throughout our business it is extremely important that all Pro Karts staff comply to all our Company Rules, Regulations, Safety Policies and Procedures (CRRSP) and respect our systems.

Failing to comply to CRRSP could result in serious injury to our patrons, staff or yourself.

Once you signed off that you are happy with your training and happy to comply to our CRRSP, and you have also been signed off by our trainer.

You must always comply to all CRRSP. If you fail to comply to any of our CRRSP at any stage. We reserve the right to send you back to revisit a part, or all this manual, or another training manual or role questionnaire. (E.g Track Staff questionnaire)

Each time you are asked to revisit and read the manual you will have to fill out and sign the Employee CRRSP Log.

This is to show that you have read the manual and understand our CRRSP and are confident you can continue your role knowing all parts of our manual.

During this process if you need help understanding a policy/rule please feel free to contact Nick, or another Manager to assist you.

If you are asked 3 times (3 Strikes) to go back for re-training within a two calendar months period, or 1 month during months that contain school holidays (extra working days) you will be demoted from your position and you could have your employment terminated.

If you receive strikes that are non-safety related, you can get 2 additional strikes, again you strike will expire after 2 calendar months, or 1 month if received during a school holiday period.

All manuals are available on PKRacer staff pages for you to view at any time, because of our continuous improvement to policies and procedures, and proactive nature there will also be regular updates to our CRRSP, these will be published on "Workplace" and "PKRacer" and brought to the following Health and Safety meeting.

When a new addition/amendment has been issued and is seen and understood. This must also be recorded in the "Employee CRRSP Log" and signed as read, understood and happy to comply to by each Pro Karts Staff member. Please note: Signing for new additions and amendments, do not count as strikes.

When ask to revisit a manual you have 4 working days to comply, otherwise you will be suspended from duties to your role until you comply fully, if you refuse to comply your employment will be terminated.

We also reserve the right to take away staff benefits for strike offenders, permanently or for a short period. This is at the discretion of Nick and will be managed on a case by case basis.

If you revisit more than one manual or questionnaire the strikes are added on each manual separately, however continuous strikes show an unawareness or unwillingness to comply to our CRRSP and could result in termination of your employment.

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INTRODUCTION

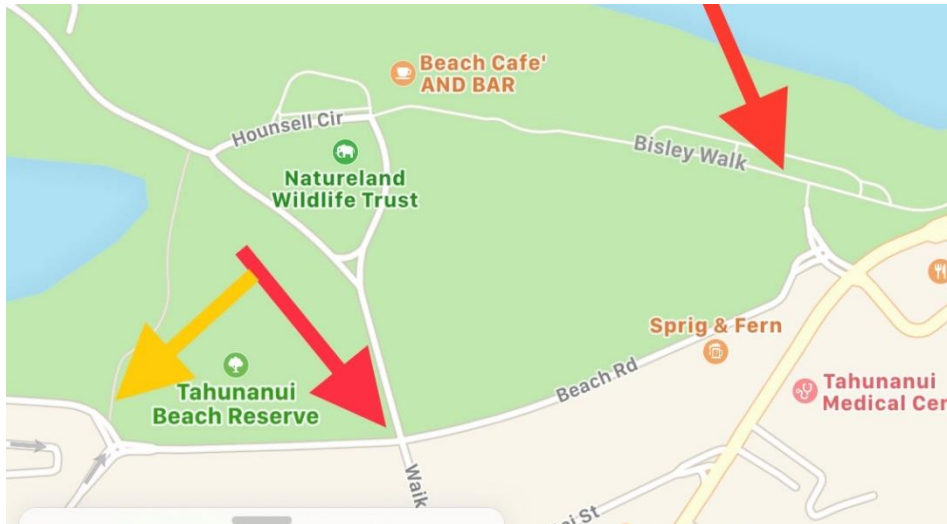
Hi and welcome to the Pro Karts Laser Tag Training Manual. This will be an in-depth guide of the ins and outs of our daily procedures and what is expected of you as a staff member of Pro Karts Nelson.

Please note: You cannot complete this training manual and be signed off by your trainer or manager until you have watched the laser tag training and guideline videos, and completed the questionnaire related to those videos.

1. SETTING UP

There are several morning tasks you are required to do to assure you are ready and prepared for your day.

- a. Check the online bookings and group numbers to get a general idea of how your day could flow. This should give you a basic indication of how many guns you might need and how busy you'll be.
- b. Get the guns ready and check they are working, also test that your scope batteries are all good.
- c. Send message on the WorkChat Laser Tag group confirming how many working guns you have today.
- d. When heading out to set up for Laser Tag, the Laser Tag staff member puts our road signs out each day and brings them back in at the end of the day. This is a quick loop which usually takes 2-3 additional minutes. *See the picture and maps to see sign locations, Red arrows are all years round, yellow arrow is summer holidays only.*
- e. Put the Laser Tag sign out (Customer meeting sign) at the carpark by your field.
- f. Set up your field and do your safety checks



2. **START OF DAY ONLINE CHECKLISTS:**

Each day before we operate, we need to complete the “Start of Day” safety check of the Laser Tag Park, then submit the “Start of Day” online safety check form.

- a. This form must be filled out before we opening to make sure all our equipment is safe for public use. It is crucial that the list is completed before we operate.
- b. If someone were to get hurt and our safety forms are not completed, you put the whole business and staff at risk.
- c. By completing your “Start of Day” form you could receive a strike.
- d. To learn more about what you need to check please watch our Laser Tag safety checks video.
- e. The online form can be found on pkracer at <https://www.prokartsandprobounce.com/laser-tag> you can either do this on your phone or on a work computer.
- f. You are responsible to make sure everything is safe for use. If you are unsure on something refer to management for assistance.

Please show examples of the start of day checklist

3. **OPERATION PROCEDURE:**

When you have a player or players turn up at your Laser Tag field they must be wearing a new wristband.

Wristbands:

- a. To play Laser Tag, all players are first required to purchase a wristband. **NO ONE** is to be play Laser Tag without a wristband.
- b. Wristband colours constantly change. *This is our method to monitor paid player and is the customers proof of payment.*
- c. When your players turn out, one of the first things you must do is mark their wristband with the date and time E.g. (12th 1:30pm). *This is a security measure to make sure players are not sneaking in without paying or coming along two days in a row with the same wristband on.*

Safety briefing:

A briefing MUST be given to all players before they start playing, another crucial step that needs to happen.

It is a must that all Laser Tag staff can perform a Laser Tag safety briefing. It is very important that every player is clearly informed of our safety rules and equipment operational instructions, they need to be made aware of the dangers/risks. *Trainer please test and assist the trainee with their briefing assuring that the briefing is being performed properly.*

4. **THINGS TO LOOK OUT FOR:**

Things to look out for:

- New Wristbands with today's date on them.
- Keeping an eye on player staying inside the boundaries.
- Players must always be a minimum of 2 metres apart.
- People climbing trees.
- No firing at vehicles, planes, animals or members of the public.
- No Sprinting.
- You must always obey the referee
- Any other hazards or risks.

5. **HOSTING:**

Alongside making sure everyone is safe, it is also important you entertain the players, making sure the games they play are appropriate to the age and size of your group.

Anyone who might be having issues with equipment or not understanding how it works, assist them where needed and listening to and addressing their concerns is a must.

If you every have an upset customer or group notify your manager immediately so they can address the product and hopefully sort it out quickly.

6. **BREAKS:**

As a Laser Tag staff member it your responsibility to manage your own breaks, the standard start time for Laser Tag is 10:45am, which means the first break is due approximately at 12:45pm.

- a. We suggest you take your first 10-minute break as soon as your first game finishes approximately 12:35pm – 12:40pm. Keeping in mind Game 2 starts at 1pm.
- b. Game 2 and 3 start times are set 2 hours apart to allow for an extra 30-minutes after Game 2, this is your suggested 30-minute lunch break time. Please note: For Laser Tag you must stay on site during your lunch break unless there is not a 3pm game (Game 3).
- c. If there is no 3pm game, you can take your 30-minute lunch break once you are back at Pro Karts.
- d. If there is a 3rd game, we suggest you start your break as soon as Game 3 finishes.
- e. It is important that you notify Pro Karts counter staff when you start your breaks.

7. **GAME TIMES AND START TIMES**

We have 3 standard game times on weekends and school holidays, they are 11:30am, 1:00pm and 3:00pm.

- a. When our customers book online they receive an email reminding them to be at Pro Karts 20 minutes prior to the game booking time, unfortunately we regularly get late arrivals.
- b. To ensure that our On-time customers/group don't have to wait for those who are late we have created a procedure to allow for this.
- c. If you are notified that there are late groups, start briefing your On-time players and get them start on a 10 minute game, once they have started then get your late arrivals and start getting them ready to join in once the 10 minute game has ended.
- d. For the late arrivals, just add the additional time on at the end of the session.

8. **WORK ETHIC:**

Being at the trampoline park is a relaxed environment, please do not let that affect your productivity. At times it can be quiet.

- e. During those quiet times we expect you to stay busy with other jobs around the workplace.
- f. Keeping your area tidy of any rubbish or dirt is a great way to make use of your free time.
- g. If your work area is tidy, consider helping another staff member until your required to be back at your workstation.

A rule at Pro Karts is "If you have time to be standing around, there's work to be found".

9. **PACKING UP:**

Just like the start of the day, there is an “End of Day checklist” that needs to be completed.

- a. This is to ensure you have brought everything back inside that needs to be and report any faults and/or issues that have potentially risen during the day.
- b. The End of Day list is a hard copy form, unlike the start of day check list.
- c. Once you have finished everything on the list hand it to the Duty Manager of the day.
- d. Often the Manager will go through the list with you to ensure everything is completed.
- e. At the end of each day, usually before collecting the signs back in, you need do fuel run for the track, if you collect the empty fuel containers and fuel card, then go to NDP and refill them.
- f. Please make sure the vehicle is kept tidy, remove any rubbish from it at the end of the day.
- g. It’s important that the Hyundai is kept fuelled up as well, it should always have at least 1/4 of a tank of fuel.
- h. At the end of the day, all of the guns need to be put on charge, it is your responsibility to make sure ALL of the guns are on charge.
- i. Any faulty equipment from the day needs to be put in the Laser Tag repair station.

If you cannot check something off on the list, then don’t. Make sure you let your Manager know! We want you to be vigilant with your list, after all if something isn’t completed its on you!

10. **REPORTING ISSUES:**

If you find any problem/s in the Laser Tag, E.g. Something is broken or no working properly, faulty guns or headsets damaged trees, even something on the trailer that’s not working.

It must be immediately reported to the Manager and reported on PKRacer. To report anything you can go to <https://www.prokartsandprobounce.com/laser-tag> and click on the “Faulty Equipment Ticket” link, then complete the form.

I have read and understood the contents of this manual, I am happy with the training I have been given to date and agree to abide the Trampoline Park Manual and company rules of Pro Karts at all times and to undertake further training from time to time as Pro Karts deem necessary. I also understand by signing this I am currently at Level 1 only.

Employee Signature.....

Name.....

Date / /

Trainers Signature.....

Trainers Name.....

Trainers Current Level

Managers Signature.....

Game start times on time

Meeting groups 5-10 mins prior