



CORE COMPETENCIES

The attributes are Shenanigans' "Core Competencies" reflecting the bare-minimum expectations from everyone on our team.

Responsible. # 1 Rule

- Honors every schedule shift on W2W
- Rarely misses a shift or late
- Rarely requests off or changes availability
- Doesn't complain about the schedule
- Updates preferences on W2W

Strong Work Ethic. #2 Rule: "If there's time to lean, there's time to clean"

- Sees guest's needs and completes work without direction
- Works effectively without direct supervision
- Works efficiently and with hustle
- Makes cleaning a top priority during down time
- Takes initiative to address situations as they arise

Positive, Outgoing, Friendly Attitude. #3 Rule: "We Sell FUN!"

- Smile
- Uses outgoing, positive upbeat tone of voice and body language
- Greets guests at the first opportunity
- Friendly, outgoing and positive to guests and co-workers
- Engages guests with friendly conversation
- Thanks guests and urges them to return at every chance
- Never complains in front of guests

Great People Skills and Guest Service

- Responds to problems with solutions not complaints
- Focus on positive aspects of program and policies
- Speaks positively about co-workers and company
- Asks for feedback. Wants to improve.
- Consistently offers suggestive up-sells on a consistent basis
- Eager to assist guests. Anticipates guests needs and wants
- Knowledgeable about products and services

Adaptable, Team Player

- Flexible
- Willing to learn new tasks and skills
- Accepts Feedback positively
- Responds well to coaching and constructive criticism
- Embraces Change
- Actively participates in problem solving