



# Guest Service Agreement

1. **We Sell Fun!** The *service* YOU provided is more important than the *product* WE sell. All stores have everything we sell, but nobody has YOU!
2. I will come to work looking well-groomed, wearing the proper uniform and name tag with a smile on my face.
3. I will greet each guest with enthusiasm and offer the best guest service possible. “Hi, welcome to Shenanigans! How may I help you today?”
4. I will thank each guest as they move to another part of the facility, away from my attraction, the bar or the restaurant by saying “Thank you. I hope you enjoy the rest of your time at Shenanigans/rest of your day!”
5. I will actively observe and seek out guests in need of help or waiting and address it *before* they ask. When a guest is waiting, I will quickly acknowledge them and say “I will be right with you”.
6. I will answer phone calls in a friendly upbeat manner by saying “Thanks for calling Shenanigans! This is \_\_\_\_\_, how may I help you today?” I will direct guests with questions to the website and/or take a message and email it immediately to my Manager.
7. I will physically show all guests where something is whenever possible, unless they request not to be shown.
8. I will continuously keep busy during down times by cleaning or organizing my department and fully completing all opening/closing procedures.
9. I will do whatever it takes to make sure guests leave happier than when they arrived whether this is waving goodbye, showing a smile, or handing them a coupon for their next visit.
10. I will remember that guests need to be happy first, in order to have fun.
11. I will actively listen, not argue, to all guest complaints or suggestions. Then apologize, thank them and offer solution(s). I will report each complaint to my manager.
12. I will not behave negatively, speak negatively or argue in front of, or to guests and will keep the view of the company positive AT ALL TIMES.
13. I will assist each department, Manager or Lead without questions or complaining. **We are one team!**
14. I will proactively suggest product/service up-sells to guests on a daily basis without being pushy or aggressive.
15. I will always try to learn and better myself daily. The more I know, the more I can teach and help others.
16. I will actively make all decisions and treat all guests with the CORE MISSION in mind.

## CORE MISSION

*“Deliver **WOW** customer service through **PEOPLE** committed to do whatever it takes to earn **REPEAT CUSTOMER VISITS.**”*

I \_\_\_\_\_ (print name) understand that it while at work, it’s my mission to make all guests feel welcome and special. I understand that customer service is highly important to our company. I understand these are the minimum of what is expected of me and this does not represent over-the-top service.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date