Welcome to the team! You have made it this far due to your terrific outgoing personality, friendly disposition and of course, a great smile. With all that going for you, we know if we add great training, you will be well on your way to helping your fellow team members do what we enjoy most and do best, providing fun and memorable experiences to every guest.

Your initial training and orientation are especially important to ensure you successfully and safely understand your job responsibilities. We are here to provide you with the necessary tools and knowledge to excel at your job.

As part of our new hire onboarding, all our team members participate in online training that sets a solid foundation to enable you to progress and grow confidently and safely through the next phase of training and beyond.

**To begin the online portion of the training, just follow these steps:**

1. Go to *bowlinguniversity.net/odt*

2. Use *{Insert BPAA member number here}* in the “code” field.

3. Click the “Register” button.

4. You will receive an automated email to set up your profile and password.

Once registered you will have immediate access to the courses.

On the back of this page, we have identified the online courses for you to complete. Please return this form when completed.

Always remember; to our guests YOU are an integral part of their experience. Your ***“I CARE”*** attitude turns a simple service into a hospitality experience that will keep them coming back again and again!

Welcome to the team!

All Staff and Front-Line Course Selections Due Date Initials

* Anti-Harassment ­­­­\_\_\_\_\_\_\_\_ \_\_\_\_\_
* Alcohol Awareness (for Team Members)**\*** \_\_\_\_\_\_\_\_ \_\_\_\_\_
* Bowling Center Safety – 1 \_\_\_\_\_\_\_\_ \_\_\_\_\_
* Bowling Center Safety – 2 \_\_\_\_\_\_\_\_ \_\_\_\_\_
* Bowling Center Safety - 3 ­­­­ \_\_\_\_\_\_\_\_ \_\_\_\_\_
* Active Shooter Preparedness \_\_\_\_\_\_\_\_ \_\_\_\_\_
* Robbery Preparedness \_\_\_\_\_\_\_\_ \_\_\_\_\_
* Incident Response and Reporting \_\_\_\_\_\_\_\_ \_\_\_\_\_
* Social Media Awareness \_\_\_\_\_\_\_\_ \_\_\_\_\_
* CPR Basics for Everyone-Adult & Child­­­­ \_\_\_\_\_\_\_\_ \_\_\_\_\_
* Infant CPR Basics \_\_\_\_\_\_\_\_ \_\_\_\_\_
* Customer Service – Service Standards Introduction­­­­­­­­ \_\_\_\_\_\_\_\_ \_\_\_\_\_
* Telephone Etiquette \_\_\_\_\_\_\_\_ \_\_\_\_\_
* Navigating and Reducing Customer Complaints ­­­­­­­­ \_\_\_\_\_\_\_\_ \_\_\_\_\_
* Customer Service-Service Standards START**\*\*** \_\_\_\_\_\_\_\_ \_\_\_\_\_
* Customer Service-Service Standards Zingerman’s**\*\*** \_\_\_\_\_\_\_\_ \_\_\_\_\_
* Increasing Guest Frequency / Team Members ­­­­­­­­ \_\_\_\_\_\_\_\_ \_\_\_\_\_
* Food & Beverage Sales and Service \_\_\_\_\_\_\_\_ \_\_\_\_\_
* Food Safety and Sanitation (for Team Members) \_\_\_\_\_\_\_\_ \_\_\_\_\_
* Serving Alcohol Responsibly**\*\*\*** \_\_\_\_\_\_\_\_ \_\_\_\_\_
* Portion Control (for Team Members) \_\_\_\_\_\_\_\_ \_\_\_\_\_

**\*** – *Strongly recommended for* ***ALL team members not directly involved in selling/serving alcohol*** *as a supplement and is not intended to replace any state or local requirements.*

**\*\*** – *It is strongly recommended that management decide which of these customer service courses team members should take based on your center’s service standards. Each course shares different approaches to customer service.* Management can get more information about how to use one of these training approaches in CS201 – Developing Service Standards for Leaders.

**\*\*\*** – *Strongly recommended* ***ONLY for team members directly selling/serving alcohol*** *as a supplement and is not intended to replace any state or local requirements.*