

SELF-ASSESSMENT GUIDE

QUALIFICATION:	ATTRACTIONS AND THEME PARKS OPERATIONS NC II (GAMES)	
Project:	OPERATE GAMES	
Instruction: <ul style="list-style-type: none"> • Read each of the questions in the left-hand column of the chart. • Place a check in the appropriate box opposite each question to indicate your answer. 		
Can I?	YES	NO
▪ Prepare and check games location for cleanliness, safety and security according to enterprise policy and procedures.*		
▪ Secure cash fund and required forms and documents according to company procedures.		
▪ Check and prepare equipment to be operated according to manufacturer's instructions and/or company procedures.*		
▪ Check signage to ensure it is clearly and correctly displayed.		
▪ Check stocks of prizes and other supplies to ensure sufficiency.		
▪ Display prizes to attract customers.		
▪ Record number of stock items with accuracy.		
▪ Order additional supplies where appropriate.		
▪ Inspect each game according to enterprise policy and procedures.*		
▪ Report faults immediately to a supervisor.		
▪ Enforce rules and regulations strictly during games.*		
▪ Answer customer questions on games correctly.		
▪ Accept payment for participation in the game.		
▪ Record all prizes given for data analysis according to enterprise procedures.*		
▪ Keep location clean at all times.		
▪ Monitor crowd size to ensure that maximum numbers are not exceeded.		
▪ Monitor customer behaviour to ensure a safe and pleasant environment for all customers.		
▪ Request customers to change inappropriate behaviour firmly but courteously.		

▪ Request assistance from supervisor or security personnel as appropriate.		
▪ Inspect and clean games regularly to ensure safe and smooth function.		
▪ Identify game faults correctly.		
▪ Make simple repairs with minimum disruption to customers in accordance with manufacturer's instructions and enterprise policy.		
▪ Report faults immediately to appropriate personnel and declare games "out of order" where necessary.		
▪ Close the game location according to enterprise procedures and manufacturer's instructions.		
▪ Secure resources, equipment and stocks according to enterprise policy and procedures.		
▪ Clean and prepare the area for the next day's operation.		
▪ Produce tallied data records and reports according to enterprise requirements within required timeframe.		
▪ Forward reports to the appropriate area within the required timeframe.		
▪ Use communication systems and equipment correctly.		
▪ Make clear and concise announcements to avoid confusing customers.		
▪ Give information about games accurately to prepare customers for the games experience.*		
▪ Present information in an entertaining manner.		
▪ Encourage customers to participate in games by including key sales points and promotional offers.*		
▪ Present and conduct games in a lively and entertaining manner.		
▪ Use promotional techniques to enhance customer enjoyment of the games.*		
▪ Encourage player and crowd participation for a complete customer experience.		
▪ Employ humour appropriate to the customer group for the enjoyment of the customers.		
▪ Use language appropriate for the customer group		
▪ Ensure personal presentation, appearance and grooming appropriate to the games environment that will enhance the customer experience.		
▪ Welcome customers with positive body language.		
▪ Show cultural and social sensitivity in presentations to avoid offending customers.		

<ul style="list-style-type: none"> ▪ Use technical presentation resources correctly to avoid delays and customer complaints.* 		
<p>I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.</p>		
<p>Candidate's Signature:</p>	<p>Date:</p>	