



# Grab A Game Host Handbook

2019 Edition

-- Work in Progress --  
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## The quick-start guide

### Before you Begin: Download the Mindbody Business App

This will be the only\* app you need as a Grab A Game Host moving forward. It replaces Meetup.com, workschedule.net, waiverforever.com, and Cognitoforms.

1. From your iOS or Android App Store / Play Store, download the free app called **MINDBODY Business**.



2. Once the app is downloaded, login using the following credentials:
  - a. Username is your first name and last name – all lowercase, and all one word
  - b. Password is **grabagame19!**

### Viewing the Schedule

- The schedule is the default screen when you login to the MINDBODY Business app.

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- By clicking on the date on the calendar at the top, you can quickly see who is scheduled and which event(s) they are hosting for that date.
- In the upper left-hand corner, you can filter whether the schedule shows just your games or All Staff.
- You can Filter by Staff. This is helpful if you want to search for games assigned to TBD Unassigned. These are games that need a host.

### Checking People In

- From the schedule, you can click on the event you are hosting to view the participants signed up to play.
- To check them in, click on the circle to the left of their initials or profile picture. (Their initials will show if they don't have a profile picture.)
- The 3 dots to the right of the participants name:
  - Allow you to contact the player. This is helpful if you want to call a player who hasn't arrived yet to see if they're still coming.
  - Mark them as an early or late cancel. They need to cancel at least 2 hours in advance to early cancel. Otherwise, they will not receive a credit or refund. The customer can do this on their end, so you shouldn't need to use this function often.
  - If a participant hasn't paid yet, you can accept payment for them. Simply follow the prompts and you can either use:
    - An existing credit they have for the game
    - The credit card they have on file
    - Enter new credit/debit card information
- Icons next to the person's name help you provide a positive customer experience
  - A **green star** means they're playing with us on our new platform for the first time. Ask them how their experience was. This star might also mean they are playing with us for the first time ever. Be sure to give them some extra direction on what to do at the beginning and try introducing them to a couple players to make them feel welcome.
  - An **orange globe** icon means they registered online. (not the app). When this icon isn't present, it means they signed up from the app. This is something to take note of if people are expressing issues with registration or payment.
  - A **Birthday Present** icon indicates their birthday is within 5 days (before or after) the event. You can click on their name to see the actual birthdate in their profile. Wish them a happy birthday. They'll be surprised you knew!
  - A **Blue Balloon** indicates it's their birthday today! How special that they chose to spend the day with us. Make sure you say Happy Birthday.
  - A **Yellow Alert** means a host or a manager put a note on their account for you to check. Click on their name and the alert will show up for you to read. Always read these if you see this icon. IMPORTANT NOTE: You can edit an alert by clicking on it or you can add an alert in their profile by scrolling down and typing it in the alerts section. Think of this as a way to communicate with other hosts,

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yourself, or a manager about this participant. (example: they left their shoes behind and you put them in the storage locker. Or they tend to be an aggressive player and should be watched for bad sportsmanship.) Please be mindful that these comments might be sensitive and should not be shown to the customer. You can also add a red alert if it's something extremely important such as the player should be banned or was badly injured.

- A **Silver Dot with an M** means they are a Loyalty Club Member. Sweet! We love these players!
- A **Gold Dot with an M** means they are a Monthly Pass Holder. You'll probably see these players regularly. They can play any sport with Grab A Game.
- A **Red bar with Unpaid Classes** makes it clear that you need to collect payment from a player. Since we require payment for people to sign up, you will probably only see this when you add a player to the event on site.
  - To collect payment payment, click on the 3 dots by their name and follow the prompts when you click Buy.
- Their profile picture or initials will have a **red bar with WAIVER** if they need to sign the waiver. Please do this in their profile if you see it. It's simple and they can do it on your phone when you check them in.

#### Walk-Ups (people not on your RSVP list)

- If they don't have a profile, have them download the Grab A Game app and sign up for the class on site. They'll be prompted for payment and they'll show up on your list when they're done.
- If they have a profile and didn't sign up ahead of time, click on the plus sign in the upper-right-hand corner of the screen to search them by name. You'll be able to process their payment as instructed above.
- You can manually add a new person into the system on site. But this is time-consuming and not recommended. Click on the plus sign in the upper-right-hand corner, then click again on the blue icon of a person with a plus sign in the upper-right-hand corner.

#### **Note:**

If people are signed up for an event that needs to be cancelled, the event needs to be cancelled through the computer not that app. The app can cancel games, but it will not send a notification to customers. Credits will be issued automatically.

#### **Coming soon:**

How to view schedule and how to view open shifts

How to change who is hosting – requesting coverage. Changing assignment in the app.

AND SO MUCH MORE 😊

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