

# Chuck E Cheese's: Birthday Party Host



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## Introduction

Chuck E. Cheese's hires employee's with little knowledge on how to host birthday parties. There's only a short amount of time for these new employees to learn the guidelines, which it can create a lack of effort and work. Even after the new employees have shadowed a current employee a multiple of times, they still have many questions such as:

- Where do I find the supplies to set up a birthday party?
- How do I blow up the balloons?
- What to do if the birthday child's parents are not happy?

The answers to these questions are within this manual. This manual serves a training tool for new employees and a guidebook for current employees. Follow the chapters to find the information you are looking for.



# Employee's Appearance







## Chapter 1: Employee's Appearance

### Chapter 1: Employee's Appearance

The appearance Employees' appearance at Chuck E. Cheese is extremely important because customers judge a company based on what they see. Employees should always follow the uniform regulations at all time while at work.

#### Uniform

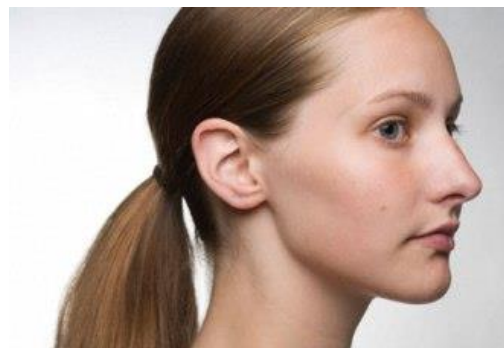
##### Parts of the Uniform:



- Shirt: You will be issued a red or navy blue polo shirt that should be neatly tucked in.
- Pants: Navy Blue or khakis pants with no holes.
- Belt: A black belt is required
- Shoes: White or black tennis shoes
- Name Tag: You will be issued a name tag along with a lanyard that must be worn at all times while at work. The name tag should be easily visible to all customers.

#### Hair Regulation

If your hair passes off your shoulders or is longer, it must be put up a ponytail at all times while working. If working in the kitchen, you must wear a hair net for safety reasons and regulations.



## Attitude

Here at Chuck E. Cheese's is a safe and family-friendly environment that kids and parents love coming back to. Employees are expected to be interactive and energetic to all kids and be respectful to all guests and co-workers at all times.

# Setting Up For the Birthday Party





## Chapter 2: Setting Up For a Birthday Party


### Party Reservation Sheet

Before hosting a birthday, you will need to get the information and an approval from the manager.

#### Where to get your party information:

- There is a binder in the main office. In the binder, there will be a folder with your name on it along with all the party information sheets for the day.

#### What to look for on the party/ reservation sheet:



Date of Event: \_\_\_\_\_

Birthday Child's Name: \_\_\_\_\_ Age: \_\_\_\_\_

Number of Children Attending: \_\_\_\_\_

Contact Information: \_\_\_\_\_

Contact's Address: \_\_\_\_\_

Contact's Phone Number: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Special Request: \_\_\_\_\_

BIRTHDAY PARTY PACKAGES	-STAR	-SUPER STAR	-MEGA SUPER STAR
Two hours of reserved table space	★	★	★
Crown or Tiara with 8 tickets for the Birthday Rock Star	★	★	★
Ticket Blaster™ experience for the Birthday Rock Star with the Magic Ticket worth 1,000 tickets	★	★	★
Guitar Pick Medalion for the Birthday Rock Star	★	★	★
Amba Gator Balloon for the Birthday Rock Star	★	★	★
Rock Star recognition in our birthday show	★	★	★
20 tickets per child (\$5 value)	★	★	★
Soft drinks with free refills per child	★	★	★
Two slices of one topping pizza per child	★	★	★
Rock Star t-shirts and plates	★	★	★
Party hats/banners	★	★	★
Email invitations powered by <b>Evite</b>	★	★	★
Wishbone Balloon per child		★	★
Rock Star Collectible Cup per child		★	★
Additional 16 tickets per child (\$4.00 value)		★	★
1,000 Ticket Voucher for the Birthday Rock Star		★	★
Chuck E. Goody Bag per child			★
Pull String Pillars with 40 tickets and 400 tickets			★
Chocolate or Vanilla ice cream cup per child			★
50 additional tickets for the party (\$12.50 value)			★

Select Birthday Party Package: \_\_\_\_\_

Toppings on Pizza: \_\_\_\_\_

Flavor Wings: \_\_\_\_\_

Flavor Drinks: \_\_\_\_\_

- Date and Time
- Birthday Child's Name & Age

- Selective Birthday Party Package
- Pizza Toppings
- Flavor Wings
- Drink Flavors

### Decorating the Party Tables

Once you have the information for the birthday party, you can start decorating the tables before the guests arrive.

Decorations you will need:

- Table Cloth
- Food Utensils
- Balloons- 5 regular balloons and 1 Chuck E. balloon
- Birthday Crown- 1 crown for the birthday child

\*All supplies are stored in the break room.



Birthday Child's Crown



### How to Inflate a Helium Balloon:

Step 1- Pick out 5 balloons from the set of drawers next to the door.

Step 2- Turn on the helium tank by twisting the helium release handle or valve to the left. You may hear a hissing sound releasing from the helium tank.



Step 3- Place the opening of the balloon on the upward black nozzle. Bend the nozzle to fill the balloon until it is roughly the size of a basketball.

Step 4- Pull the helium balloon off of the black nozzle while pinching the opening of the balloon and tie it.

Step 5- Cut a 4 foot piece of ribbon and tie a knot under the balloon.

Step 6- Repeat the same steps for your remaining balloons and then twist the helium handle or valve to turn the tank off. Remember to return all supplies to their drawers.



Have these balloons tied around different chairs.



Make sure you write the birthday child's name on Chuck E's crown. This balloon needs to tie to the birthday child's chair.



# What to do When Guest Arrives



## Chapter 3: What to Do When Guests Arrive

### Handling the Birthday Child's Parents

As a birthday party host at Chuck E. Cheese, one of the hardest things is to the handling the birthday child's parents. If the parents are not happy, then the party will not be successful.

#### **What to do when the parents arrive:**

- Greet the parents and introduce yourself
- Take them to their tables
- Inform the parents of the party plans
- Help the parents keep the children under control
- Keep calm and always stay positive

### Structure of the Birthday Party

After greeting the birthday child's parents and taking them to their tables, explain to them how the party is going to be structured.

#### **How to structure a birthday party:**

Step 1- Tell the parents before the party that they have reservation for 2 hours.

Step 2- Go over the reservation/party information sheet with the parents to make sure the birthday party package is correct and also their food orders.



Step 3- Give out each child 20 tokens in a cup to play in arcade area. Estimated time: 45 minutes.

Step 4- Within 45 minutes, the party host immediately take their food order to the kitchen staff.

Step 5- While the food is preparing in the kitchen, party host should walk around and watch out for the kids.

Step 6- About 25 minutes; make an announcement to gather the children to head back to their party to eat.

Step 7: After everyone finish eating, Chuck E. Show will start.

Step 8: Serve birthday cake

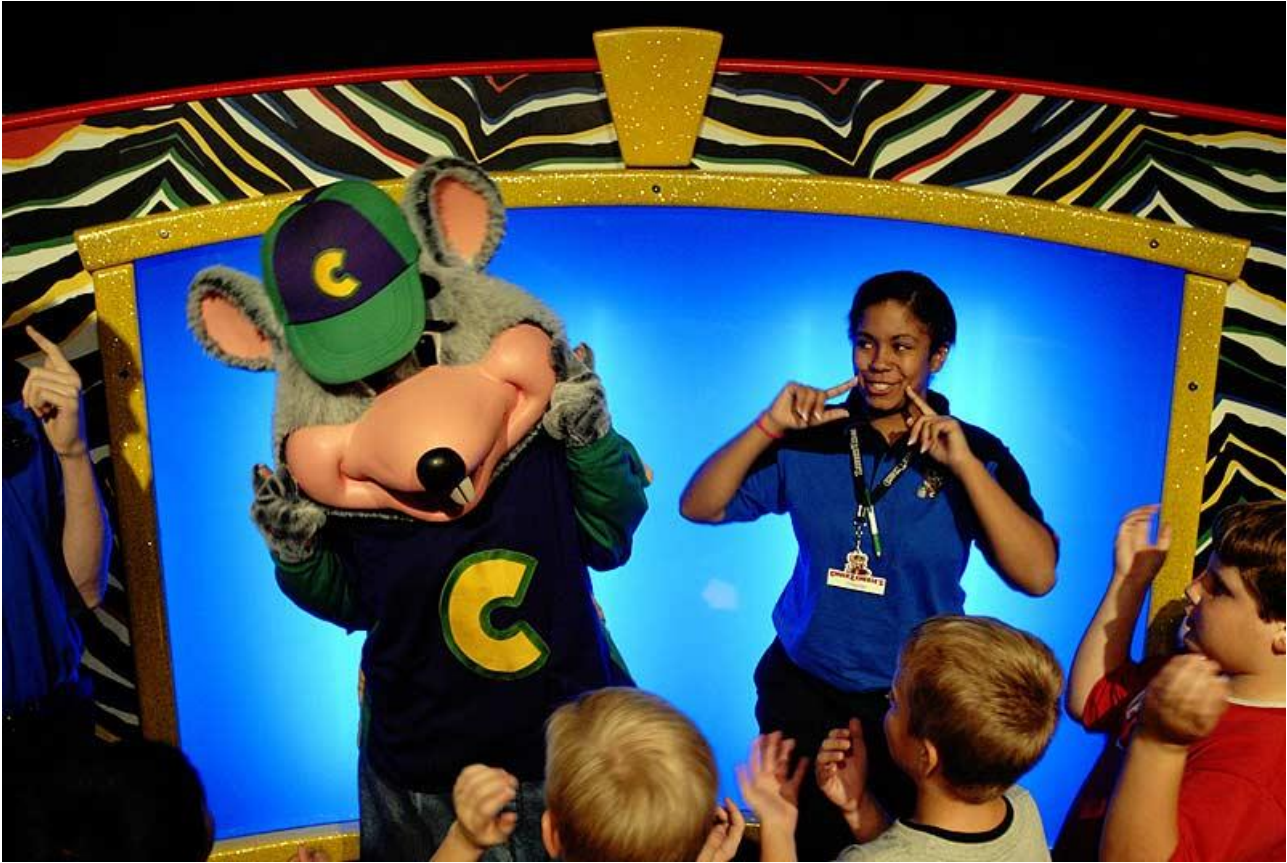
Step 9: Spotlight to the birthday child to open presents

Step 10: Wrap up. Give out goody bag to each child.



Step 11: Help the guests move their items and presents to a different table or to their car.

# During the Birthday Party





## Chapter 4: During the Party

### Chapter 4: During the Party

#### Pizza Party

Pizza should be ready to serve after the kids spend 45 minutes at the arcade/play area.



#### **Steps to serving pizza:**

Step 1- Put on latex gloves that are found in the kitchen.

Step 2- Hand out cups for the parents to fill them for the kids.

Step 3- Bring out the precut pizzas to the tables

Step 4- If the children are, serve the pizza for them.

Step 5- As the kids and guests are eating, walk around and refill everyone's drink.

Chuck E. Show

After the kids finished eating, gather them to the front of the stage to meet, take pictures and dance with Chuck E.





## Dancing with Chuck E.

During the Chuck E. Show employees must dance and teach the kids how to do the Cupid Shuffle. Party host should be energetic and get the kids to be active. Our job is to make sure the kids are having an amazing time.

### How to Do the Cupid Shuffle



Step 1- When the music starts; take 4 steps to the right



Step 2- Take 4 steps to the left



Step 3- Kick out your right foot, and then your left foot



Step 4- Walk it by yourself, which you will walk in place while moving in 90 degrees angle. You should face at a different direction.

Step 5-Repeat the same steps for each direction.

Make sure you move your hips and add some personality into it. It's very simple and fun. Kids and parents will dance along with you and Chuck E.

## Cake and Presents

After the Chuck E. Show, bring out the birthday cake.



### **Steps to serving cake:**

Step 1- If the guest does not have a knife to cut the cake or a lighter to light the candles, get them in the drawers from the kitchen.

Step 2- Put the candles on the cake and bring it out to the birthday child.

Step 3- Light the candles and sing 'Happy Birthday'

Step 4- Move the cake to a different table, away from the children, to cut it and serve it.

### Presents

Once the cake is served, you want give the birthday child their spotlight to open their present in front of family and friends.

# Clean Up



## Chapter 5: Clean Up

### What to Do When the Birthday Child's Party Time Is Up:

Step 1- Tell the birthday child's parents that their party reservation time is up and that they are still welcome to stay at Chuck E. Cheese.

Step 2- Help the guests move their personal items or gifts to a regular table or their car.

Step 3- Go to the cash register and print out they party's tab.

Step 4- Bring the tab to the birthday child's parent and tell them that they can pay at the front register at any time before they leave.



## How to the Clean the Party Tables:



All cleaning supplies are located in the supply closet.

Step 1- Pour out the drinks in the sink

Step 2- Dispose all of the trash and table clothes in a trash bag

- Trash bags are located under the sink in the break room

Step 3- Take the trash bag to the dumpster

Step 4- Wipe down the tables

- Paper towels and table cleaner are located under the sink in the supply room

Step 5- Vacuum

- The vacuum is located in the supply closet

Step 6- Restock the food utensil

- Napkins, forks, plates, and knives are located on the bottom self in the supply closet
- Restock the utensil in the break room.



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