

BEFORE THE PARTY

Initial Interaction

- Give guests a great experience from the start with online booking capabilities
- Make it clear what's included in party packages—from food and beverages, to attractions and room rentals
- Review all the party details with the party parent during the sales call (including date and day of the week, start and end time, schedule of events, food selections and small detail items)

Post Booking

- If the party was booked online, call the party parent to confirm details and offer upsells (including additional food needs for adults attending, themes or other special accommodations requested)
- Send a confirmation email with party details, FAQs, deposit receipt and invoice
- Include links to waivers in party invitations and guest lists
- Use your software's e-mail invite feature to invite guests and track RSVPs

The Week Of

- Conduct a party prep call with the party parent to review and confirm guest count, RSVP list, check in times and offer any last-minute upsells
- Produce any tickets, wristbands and arcade cards purchased for the party in your software
- Confirm last-minute details and changes with your team as needed
- Prep welcome signage, themed decorations and confirm attraction and room schedules

DURING THE PARTY

- Station team members at the front door with welcome signs for the party guest of honor
- Engage party parents immediately—help with packages, review party schedule, etc.
- Verify waivers in a timely fashion as guests arrive
- Ensure team members interact with the guest of honor and make them feel special
- Create FUN - stay with the party and become part of it
- Have a few party activities ready and available for unexpected transitions or lulls

AFTER THE PARTY

- Provide a detailed invoice and survey 15 minutes prior to the conclusion of the party to help signal the end
- Conduct post party follow up calls thanking parents and asking for any additional feedback
- Enthusiastically end the party with a big send-off
- Use any survey comments or guest feedback to make changes or compliment your team on a job well done
- Relocate guests out of the party room and help take gifts and leftovers to the party parents' car