



**Bob's Space Racers, INC.**

427 Whac-A-Mole Way

Holly Hill, FL 32117

Phone: 386 677-0761

Website: [www.bobspaceracers.com](http://www.bobspaceracers.com)



# **Can Smash Standard Operating Procedure**



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### **Can Smash**

Pricing:

2 Throws for 15 SAR

#### **Rules:**

- Knock Cans off in one try and win.
- The guest is not allowed to cross-throw.
- The guest must throw at the unit directly in front of them.
- When the guest throws, their hand cannot pass the back edge of the front counter.
- Ask the guest to stand back with their arm extended to ensure that their hand will not cross the back edge of the front counter before the guest throws.
- The operator must check and make sure the cans are reset before the next throw.
- Knock all cans down/off in one throw wins!
- Cans must be reset before the guest can play, even if they buy multiple plays.



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## **Selling your Game**

When you place an operator into the game you want them to interact with the guest when they walk by . This will help draw attention to your game.

- Always stand in the middle of your game, where you are most visible to guests. You do NOT want your employee off in the corner or sitting down which could make the game look closed.
- When guests walk by, demonstrate and explain how the game works and what they need to do to win a prize.
- Toss a ball to guest so they can feel the weight of the ball, this helps the guest know that it is a real ball
- Hold plush in your hands, preferably the choice prize as you interact with guests.
- Always smile and be friendly and approachable by guests.
- Remember to make a BIG DEAL of the winners, this attracts onlookers, onlookers make players.
- “Amazing job!, Congratulations you are a winner!”
- Be a “Cheerleader” for the guest: (i.e.-“That was so close!”, “You almost had it!”)



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## **Game Selling Phrases**

When guests walk by your game, as you demonstrate the game you can also use the following phrases to try to attract guests to your game:

- "Hey guys, come on over, all you have to do is knock over the cups to win!"
- "One to wins a Choice Prize!"
- "Come on over and show us your skill!"
- "We have had multiple winners here today, will you be the next?"
- "Come on over and win \_\_\_\_\_, it is ready to go home with you."



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### **Replay and Upselling**

After each game is played you should always ask for the guest to play again. Replay plays a major roll in your incremental game revenue. You are taking one 15 SAR play and turning it into a 30 SAR play. It is easy to get them to play once, but a second time is a little harder, especially if they did not win. Try the following to increase your chances:

- Create an exciting gameplay experience for the guest.
- Cheer them on as they play.
- Congratulate and make a BIG DEAL if they win.
- Give them tips on how they may win the next time, if they loose.

Always ask a guest if they would like to play again, especially if they can still trade up to a larger size prize.



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### **Making your game more appealing to guests**

- Only display plush that you are currently distributing from the games.
- Avoid pulling any stock down from the walls or display. If you are completely out of that type of stock, pull that piece down, but try to replace it with a different piece of stock. Then contact a manager as soon as possible to refill your stock and fix your display.
- If you have out of stock items or discontinued items do not hang or flash them in or on the shelves. Instead set them on the counter tops so the players can still see them. These items will eventually be picked and used up by the players who win.
- Keep stock organized in your game, do not mix the two different sizes of prizes in your game display. This will confuse the guests as to what prize they will win.
- Keep your game as clean as possible by picking balls from the floor and from around the tubs whenever you get the opportunity.
- Pick up trash and debris that people may leave behind or that may be in front or inside your game.
- Do not stand on tubs if you are flashing the game or pulling stock off of the walls, this will damage the tubs.
- Label Large and Choice Prizes to eliminate any confusion .





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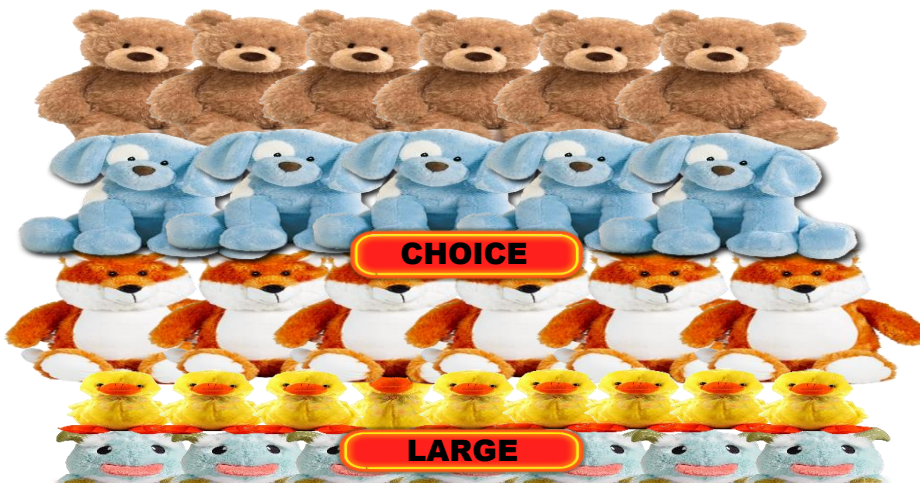
Website: [www.bobspaceracers.com](http://www.bobspaceracers.com)



### **Tips on A Proper Prize Display**

When you put your display together for your game you want to make sure of the following:

- Ensure all plush is facing forward.
- Avoid gaps or holes between plush to create a full appearance.
- Show the full size if possible.
- Try to maintain straight lines on all prizes.
- Ensure the majority of your display consists of the largest and most popular prizes, if you are running multiple sizes.
- You want to put the smaller prizes on the bottom, and or in the Tub Toss game unit.
- DO NOT mix the different levels of prizes in your display, if you have more than one level.







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### **Choosing plush sizes and Cost in your game**



When you are deciding what items to place into your game you need to decide what you want your COG's to be

COG's, Cost Of Goods, is what the game will give away by the stock you hand out to the winners divided by the revenue the game brings in.

#### **Recommended Prize Price Point:**

1<sup>st</sup> Win: 30.94 SAR – 45 SAR Recommend strong generic plush items and licensed items.

#### **Example of at 25% COG**

If a game cost 19 SAR to play and it generates 3751 SAR in revenue a day and your average stock cost is 19 SAR and you give away 50 pieces with a total value of 950 SAR. Take 950 SAR and divide by 3571 SAR and that gives you a 25% stock cost for that day/week/month.

Game Revenue 3751 SAR/stock cost 950 SAR=COG's 25%



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# **Opening and Closing Procedures**

## **Opening Procedures**

- Make sure you have all of your game supplies: Balls, tubs are not cracked and in working order.
- Make sure you have all of the stock that you need for your game.
- Make sure you stock is organized.
- Make sure you have the all cleaning supplies that you need and wipe down the counters, sweep floors, and put all trash into the trash can.
- Make sure game signage is in place and there are no obstructions of their view for the guest

## **Closing Procedures**

- Organize all stock
- Clean the counters with general purpose cleaner and paper towels
- Sweep or vacuum floor
- Let manager know what stock is needed for the next day
- Let manager know of any issues that need to be addressed or if game needs maintenance or repair.
- Empty trash can.
- Make sure Tubs did not crack during the day .
- Make sure there is not discoloration on the bottom of the tubs. This is an indication that the tub is no longer good.
- Close the game to be ready for the following day.



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## **PARTS**

- Cans – PRKNOK34
- Can Guides – PRKNON33
- Large Dead Sack – M0004554

## **BSR Contact Information**

Tech Support:

Email: [tech@bobspaceracers.com](mailto:tech@bobspaceracers.com)

Phone: 386 677-0761 EXT 2002

Parts/Customer Service

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