



Ongoing Party Training Best Practice

1. Set the ongoing learning expectation (owner / exec management and location's leadership expectation) scheduling logistics and consequences.
2. All current party team members must understand and accept that ongoing learning, training and practicing is part of the everyday culture, at hire.
3. All new party team members will get buy-in through the performance agreement that they must review after the audition and prior to accepting the job.
4. Party Host's performance employment variables are directly related to compliance.
 - a. Individual Host's schedule preference: the number of parties, days and times.
 - b. Individual Host's days off request preference
 - c. Future compensation increases
 - d. Increased responsibilities: Ambassador club, Party Team Jedi (Lead)
5. Determine who will oversee the ongoing schedule and execute the ongoing training (Party Supervisor, Party Jedi, Manager)
6. They submit their plan / ongoing training schedule and who will lead training sessions and or check for accountability to management / owner
7. Ongoing training delivery method defined – formal HDMI / TV presentation and practice or mobile digital watch and practice.
8. Upper Management / Party Supervisor schedules specific training modules needed most

Sample schedule. Choose either style depending on best compliance.

Traditional scheduled on site

- Schedule 2 traditional 90-minute training sessions – 2nd and 4th week of every month on (choose best day for max compliance)
- Schedule each party host for one, 2-hour Shanna-train per month on a Saturday or Sunday when general admission is very active and Host not scheduled for parties.
5 total training hours per month, per Host

Mobile Digital

- Schedule 3 mobile digital trainings and one 2-hour practice session per month, all together. (Pay them the same as above, check and hold accountable to watching on their mobile)
- Schedule each party host to one 2-hour Shanna-Train per month on a Saturday or Sunday when general admission is very active and Host not scheduled for parties.
5 total training hours per month, per Host

Training budget: 5 hours @ \$8 per hour or \$40 per month per Host for ongoing training
This should not appear as a labor cost, but as a separate line item ... TRAINING

Ongoing Front line Party Team Training Tool

High quality experience initiatives fail because of the inconsistencies, interpretations and or indifferences of the human performance. The number one frustration of a young workforce is lack of proper training at the start, not enough time to practice, poor follow-up coaching, and feedback or no commitment to ongoing improvement. The expectation for them to behave and perform at high levels without any of the above mentioned, creates a lack of autonomy, frustration, resentment and a constant need to micromanage. The root cause problem of your average, stale, low experience is lack of





ongoing learning, training, coaching and practice, that results in inconsistent execution and bad habits. This happens without negative intention, but unfortunately the way it ends up morphing into a party version you never intended or are not proud of.

Here is how to use the FL Price Ongoing Front line Party Team program.

- Management sets expectation and logistics – schedules ongoing training weekly, bi-monthly, monthly.
- Party Team Supervisor or Party Team Jedi leads the training sessions
- New skill habits are built with 300 repetitions, in a 66-day period of time. Think “Wash, Rinse, Repeat”
- The training library will build to 20+ recorded modules and will be available, as well as the links to the practice files ... ANY TIME. These will periodically change to stay fresh.



1. Use recorded module as your presentation (ongoing training)
 - Use the recordings as a tool for ongoing host training - weekly / bi-weekly or monthly
 - Stream it from your computer to a TV with a HDMI cable hookup, apple 4, chrome cast or projector
 - Schedule new and existing party team members to attend 60-90 minute sessions, depending on how many times per month you choose.
 - Present the module(s) that they need the most
 - Modules are freshened and changed periodically, so they can and should be repeated
 - Repeat over and over – practicing over and over builds habit
 - Use recordings to supplement your “New” Party Team hires training.
 - Formal mini presentations and practice session example.
 - Watch first module (20 – 25 minutes)
 - Use file links to guide practice session (practice 20 minutes)
 - Break
 - Repeat with 2nd module (watch 20 – 25 minutes)
 - Use file links to guide practice sessions (practice 20 minutes)
 - End – reward them for showing up with something fun and food / bev
 - Hosts that can not make formal training must watch on their mobile phone (check for accountability)
2. Mobile digital (ongoing) Over 75% of Generation Z (under 21yrs) prefer independent learning at their own schedule and pace.
 - Party hosts are expected to watch scheduled training modules on their mobile phone and practice each week or once per month as a group.
 - Check accountability by asking them the one thing that didn't belong, to make sure they watched it.
3. New hire training
 - Use specific modules for formal presentations, then practice.
 - Supplement your new hire training by scheduling them watch session(s) on their mobile device. Schedule no more than two per sitting.
4. Live stream watching – watching the sessions “live” all together. These will be more important for specific modules that contain two-way communication and party team interaction.

Here is an example of how modules are listed

Module 04 – Party room games training www.vimeofile1234567_PW

Watch accountability: Holiday Boomwackers

Practice and instruction Files:

FLUENCY TRAINING – Understanding speed game training www.dropboxfilename

Speed Games Partyroom Training I practice file www.dropboxfilename