
DK
Dream Kingdom
Game Department
User Guide

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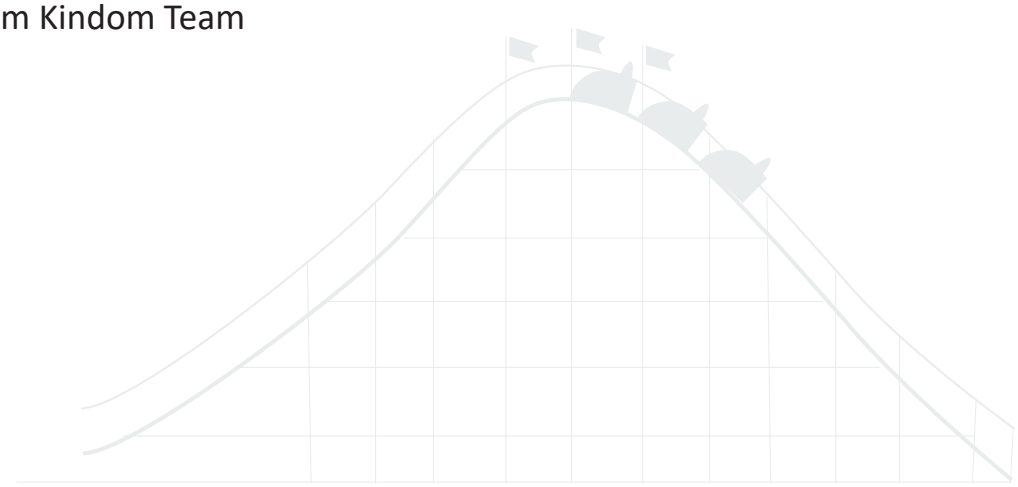
Preface

This user guide provides Dream Kingdom Game Department's employees with the information they need to become the very best at what they do. It also includes general information about Dream Kingdom's vision and policies, in Chapter 1. If you have questions or comments about your training, please forward them to your Dream Kingdom Manager.

We welcome you abord and wish you the best on your wonderful adventure.

Sincerely,

The Dream Kindom Team



Chapter 1: Welcome to Dream Kingdom



Dream Kingdom Overview

The first Dream Kingdom park opened on May 22nd, 2003 in Toronto, Ontario. The second location opened on February 12th, 2006 in Miami, Florida. We have over 700 employees working on both sites. Annually, both locations combined welcome approximately 10,000,000 guests. Dream Kingdom is the fifth largest theme park in North America.

The first Dream Kingdom park occupies a piece of 123-acre land north east of Toronto. Over the years, we have become the entertainment center for guests of all ages and backgrounds. We have over 80 attractions which include five roller coaster rides, a 38-acre water park with six water attractions, a Kid's Park for infants and toddlers, a 3000-square foot arcade, and four live performance theatres. We also provide a rich dining experience with 6 restaurants and cafes. For more information on Toronto operations, see Days and Hours of Operation.

Mission Statement

At Dream Kingdom we provide a safe and magical journey for people of all ages.

Vision Statement

The guests of Dream Kingdom will discover a new adventure around every corner.

- Company Values
- Inclusivity
- Respect
- Safety

Days and Hours of Operation

The days and hours that Dream Kingdom is open vary based on the season, department, and day of the week. To view the dates and times, see the following tables:

- Table 1: Seasonal Dates on page 9
- Table 2: Department Dates on page 9
- Table 3: Weekday Open and Close Times on page 9

Season	Starting	Ending
Spring/Summer	05/04/2020	09/07/2020
Fall	09/08/2020	10/31/2020

Table 1: Seasonal Dates

Department		Ending
Park Grounds	05/04/2020	10/31/2020
Wild Water Splash Park	05/04/2020	09/08/2020

Table 2: Department Dates

Day	Sunday	Monday	Tuesday	Wednes-day	Thursday	Friday	Saturday
Open	10AM	10AM	10AM	10AM	10AM	10AM	10AM
Close	6PM	8PM	8PM	8PM	8PM	11PM	11PM

Table 3: Weekday Open and Close Times

2020 Event Schedule

There are four featured events each year. To see the start and end dates for each event, see Table 4 on page 9.

Event	Starting	Ending
Dream Kingdom Spring Festival	05/04/2020	05/11/2020
Dream Kingdom Canada Day Celebration	07/01/2020	07/01/2020
Dream Kingdom Summer Smash	07/06/2020	07/13/2020
Dream Kingdom Halloween Horror	10/03/2020	10/31/2020

Table 4: Event Dates.

Park Map

Each Dream Kingdom feature is organized by department. To view feature locations, see Figure 1 on page 11.

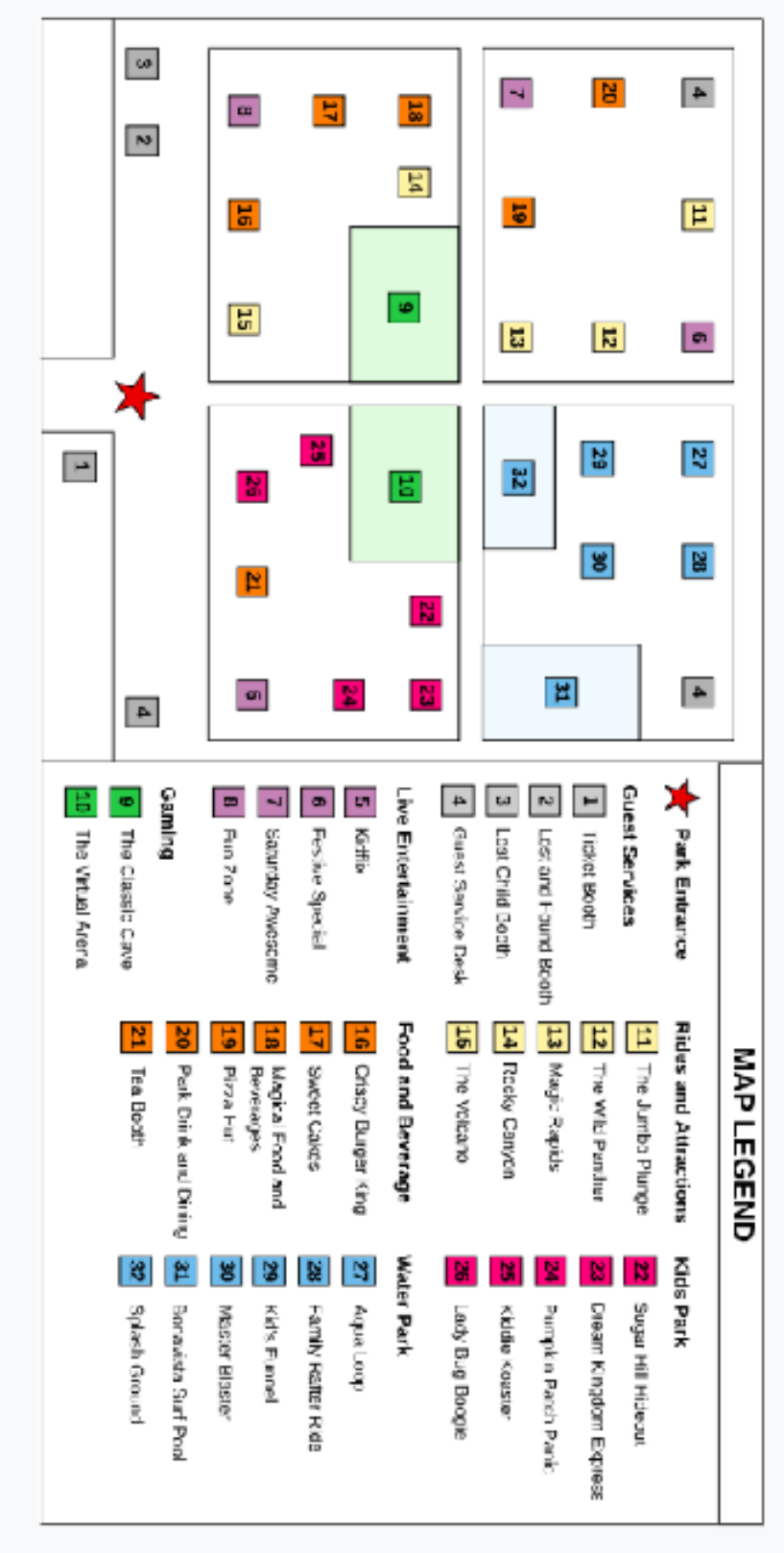


Figure 1: Park Map

Department Contacts

Dream Kingdom has a phone system for departments to communicate. To view the extension for each department, see Table 6 on page 12.

Department	Senior Manager	Extension
Guest Services	John Torrance	001
Food and Beverage	Felicia Evans	002
Rides and Attractions	Karen Singh	003
Game	Spencer Hunt	004
Water Park	Tanya Weaver	005
Kids Park	Susan Woods	006
Live Entertainment	Richard Hui	007
Security	Darryl Hung	008

Table 6: Department Contacts

Health Policies

Handwashing Policy

Handwashing is required for basic cleanliness and to prevent the spread of disease and illness. Employees must wash their hands:

- Before starting the shift
- After using the washroom
- Before you eat
- After you eat
- When your hands are visibly dirty
- After you cough or sneeze

Employees must wash their hands in the following steps:

7. Wet your hands with running water.
8. Apply soap and lather with both hands for 20-30 seconds.
9. Rinse your hands with running water.
10. Dry your hands with the dryer.

Emergency Procedures

This section provides information on responding to emergencies within the park. It covers the following four types of emergencies:

- In Case of Fire
- In Case of Violence
- Lost Child Policy

In Case of Fire

If fire or smoke is discovered, complete the following steps in order:

1. Call 911.
2. If you can do so safely, rescue anyone from immediate danger.
3. Pull the nearest fire alarm activator.
4. Close all doors and windows to confine smoke and fire.
5. Use the nearest exit to evacuate.

If anyone catches fire

instruct them to:

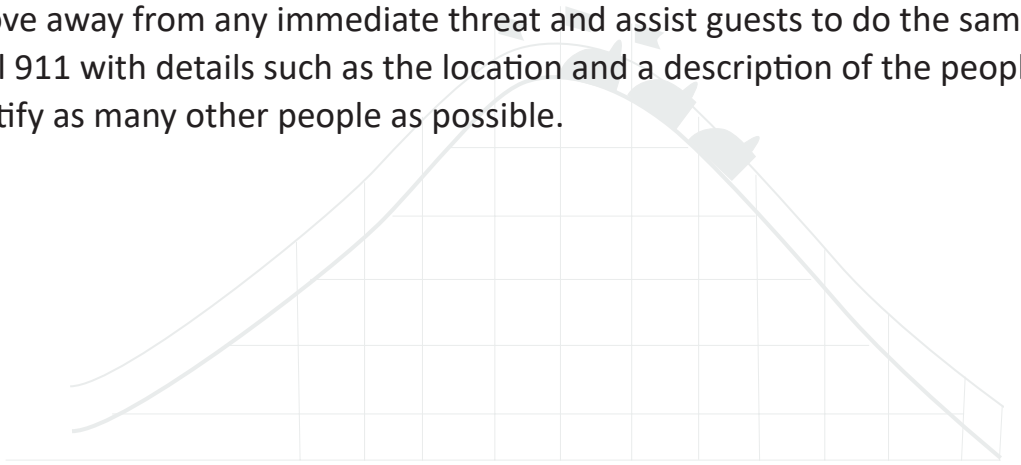
1. Stop wherever they are.
2. Drop to the ground.
3. Roll continuously on the ground.



In Case of Violence

Dream Kingdom has a zero-tolerance policy from both guests and employees. Employees are required to take actions that help prevent and stop violent acts. When in doubt, dial the security department extension and explain the situation. When violence occurs, complete the following steps:

1. Take note of the location and who is involved.
2. Inform park security and provide them with details at the first sign of potential violence.
3. Remove yourself and other guests from the area.
4. If the violence you witness is of extreme nature, for example if someone has a weapon or is seriously injured, complete the following steps:
5. Move away from any immediate threat and assist guests to do the same.
6. Call 911 with details such as the location and a description of the people involved.
7. Notify as many other people as possible.



Lost Child Policy

Reuniting children with their parents is our priority. We want everyone to be safe at Dream Kingdom. The steps to take are different depending if you find a lost child or if the parents find a lost child.

If Children Have Lost Their Parents

1. Ask the child for his/her full name.
2. Ask the child for the name of their parents, tutors, or the people who came with the child.
3. Reasure the child that everything is going to be fine.
4. Call security and give them all the information you have.
5. Wait for security to get back to you.

If Parent(s) Report A Lost Child

1. Ask for the child's full name.
2. Ask for a detailed description of the child:
   - Age
   - Clothes
   - Hair colour
   - Height
   - Eye colour
3. Call security so they can start looking for the child.
4. Reasure the parents that security is doing everything they can.
5. Keep the parent
6. If security doesn't call you within 20 minutes, give them a call back.
7.

Employee Code of Conduct

Dream Kingdom developed an employee code of conduct that applies to all departments. The code of conduct covers General Guest Interactions, Unaccepted Behavior, and Dress Code.



Guest Interaction Guidelines

This section outlines the Dream Kingdom strategy for customer interactions.

General Guest Interactions

Guest interaction concerns you will be focusing on are as follows:

Communicate politely and with a smile

1. Provide guests with clear and accuate information. If you there is something you don't know, don't hesitate to ask questions.
2. Provide guests with reminders and instructions about the wait times, closed rides, inclement weather policies.
3. Whenever possible, let guests know what to expect from an attraction.
4. Don't over promise or under deliver.
5. Make the visit easy for guests. Make sure procedures are clearly indicated so that guest doesn't feel uncomfortable during any ride or any situation
6. Interact with guests as much as possible, and encourage your colleagues to do the same.

Conflict Resolution

Conflict resolution strategies that adds for a better customer service prevent and settle disputes early without interfering with the customer's relationship.

1. Allow angry guests to discuss and express their feelings until they are relaxed.
2. Use compassion to show guests that you care about their feelings and concerns.
3. Don't present customer with your point of view. Provide empathic help and effective solutions to their problems.
4. Don't answer any angry remarks. Allow guests to express their opinions and, if appropriate, intercept helpful redirection.

Unacceptable Behavior

Employees must behave and act in a manner which aligns with Dream Kingdom reflecting respect to the guest. The following behavior must not be tolerated:

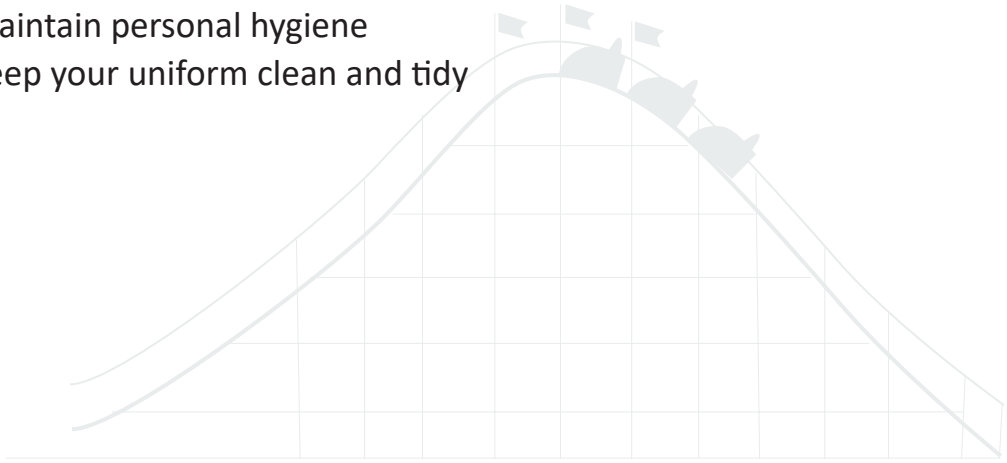
- Verbal attacks
- Physical attacks
- Threats and bullying
- Any condition that puts others in danger

Dress Code

Dream Kingdom provides seasonally appropriate uniforms for all employees. All employees on duty must wear Dream Kingdom uniforms only. While on duty, you may not wear personal clothing or accessories such as hat or scarf. You may wear jewelry that does not interfere with you job or present as a safety hazard. Follow the dress code specifics of your department as they vary.

Employees from all departments must comply with the following:

- Wear a badge with your name and job title
- Wear non-slip safety shoes
- Maintain personal hygiene
- Keep your uniform clean and tidy



Chapter 2: Game Department Overview



Introduction to the Game Department

Dream Kingdom's Game Department provides guests with the most exciting arcade experience in ages. The department includes Virtual Arena, for the latest Virtual Reality titles, and Classic Cave, for old classics on original hardware. We encourage you to read about the two arcades as employees often rotate between the two.

In this chapter:

Game Department Team on page 24

Game Departement Training on page 25

Game Department Workflow on page 26

Virtual Arcade Arena

Dream Kingdom's Virtual Arcade Arena is a leader the Virtual Reality Arcade industry in North America. With over 200 titles to choose from along with new releases every month, VR Arena is committed to mak you discover the wonderful world of Virtual Reality Gaming.

Classic Cave

Dream Kingdom's Classic Cave is one the leader in the Retro Arcade industry. We have over 26 cabinets from all era of games. All our games are playable on original hardware. We are dedicated to offering guests the most authentic experience possible.

Game Department Services Overview

Dream Kingdom's Game Department offers the following services:

- Virtual Reality Coaching
- Classic Arcade games
- Titles recommendation
- Tips and Trivia

Game Department Dresscode

As mentioned, in chapter 1, all employees are lended a set of uniforms. The uniform carry It is your responsability to keep the cloths clean and stain free at all time. If you lose or damage pieces of clothing.

- 3 game department t-shirts
- 3 game departement sweatshirts
- 2 Dream Kingdom badges
- 2 Dream Kingdom hats

Age Restrictions

Some of our games are intended for an mature or older audience.

- Do not let younger guest play without them being accompanied by an adult or a consent form from their parents.
- Do not accept calls as a substitute for consent form, as we have no ways of knowing if they are related to the guests.
- Guests aged under 10 years old are not allowed without an adult.

Game Department Team

Here is a description of people's role within the department. We believe it is important to familiarize yourself with these people and know that you can count on them if you have an issue.

Senior Manager

The senior manager oversees the entire departement and has final say over the other managers. He also communicate with other department regularly and insures that the department is align with Dream Kingdom's vision.

Managers

Managers oversee their assigned arcade zone. They also provides guidances to other employees. Report to them if you have a problem. Manager are there to help you, and we recomend building a strong work relationship with them. Manager are also there to solve conflict between employees.

Game Department Contact

Each department managers and lead has a phone extention if you need to reach out . To view the extension for each department, see Table 1 on page 24.

Titile	Name	Extension
Senior Manager	Spencer Hunt	004
Manager	Lisa Fritzen	401
Manager	Trevor Louis	402
Manager	Kate Spring	403
Team Lead	Tanya Blunt	405
Scheduler	Grent Brook	410
Computer Technician Lead	Lyanne Endnotes on page 57	411
Computer Technician	Lou Aryl	413
Security Lead	Dany Hunstan	421
Security	Linda Stuart	423
Security	Amanda Renard	424

Table 1: Department Contacts

Game Departement Training

Mentors

All new game departement employees will be paired with 2 to 3 mentors during their first 3 weeks. New employees always work with at least 1 of their mentors. The role of the mentors is to accompany new employees in their journey.

Expectations Toward Experienced Employes

Employees with more experience must be helpful and understanding towards new employees. Starting a new job is always challenging even if you have previous experience in the entertainment field. You do not need to the mentor of an employee to help them. If a new employees is overwhelmed, make sure to extend your help.

Web-Based Training Modules

All new employes have to complete all web-training modules on the Dream Kindom Portals! All web-base training module for game departerment employees can be found at: **dreamkingdomportal/gamedep/webtraining**

Game Department Workflow

This section outline the processes common to our two arcade zones. Please read carefully as employees often switch between the two arcade zone.

Using Log Sheets

The Game Departmaent use logs sheet on Inflow to keep track of games, maintenance and hardwares. You will recieve a password to log in to Inflow.

Important Log Sheets Include:

- VR Arena Game Log
- VR Arena Maintenance Log
- VR Arena Hardware Log
- Clasic Cave Game Log
- Classic Cave Maintenace

To use logs:

2. Open **Inflow** on your computer.
3. Enter your Inflow User Name and Password
4. Select **Inventory.**
5. Select the log sheet you need to update.
6. Make the change you need to make .
7. Select **save.**

Guest Complaints About the Equipment

If a guest makes complaint about the equipment :

8. Listen carefully to what the client has to say.
9. Investigate if the complaint is valid.
10. Try to address the complaint :
    - If you can address the complaint, move on to another task.
    - If you cannot address the complaint write it down in the guest log and report it to your manager.

Chapter 3: VR Arena



Introduction Virtual Arena

As an amployees working at Virtual Arena, you have the incredible opportunity to introduce people to the virtual reality. We encourage you to be patient and attentive to everybody's needs. We know it's a lot of work, especially at the beginning, but it's an extremely rewarding experience.

In this Chapter:

Virtual Reality Game Library on page 29

VR Coaching Guide on page 29

Opening and Closing Procedures on page 36

VR Coaching Guide

Experiencing virtual reality for the first time can be disorienting and a first impression can make or break it for guests. Our Virtual reality coaching is great because we take the time to accommodate everybody.

General Procedure

These are the instruction for getting any guests started with VR .

1. Show guests an introduction video.
2. Show guests how to use the controller and VR Headset. See VR headset and controllers.
3. Ask if they have any health problems.
4. Answer the questions they have.
5. If they want, help them put on their headsets.
6. Start the game and watch out for their safety.

Coaching Children

Coaching Children can be challenging as they have the shortest attention span and are eager to get started.

Guidelines:

- Use simple language
- Avoid comparison with old technologies or any complex analogies
- Be prepared to repeated information as often as necessary
- Be playful and engaging

Coaching Teenagers

Teenager can be impatient like children, but they have better hand-eye coordination than children and adults. You can use more analogies to concepts and technologies they are familiar with. Try not to babysit them too much as they don't like being talked down to, especially in front of their friends.

Guidelines :

- Let them fasten their headset themselves unless they ask for help
- Treat them like adult
- Use their language
- Ask about their favourite genre of video games
- Make references to games they might be familiar with

Coaching Adults

The challenges are different for adult people. They are more attentive people when it comes to listening to instruction, but they have less experience with motion control and their reflexes aren't as sharp as teenager. Expect to spend about as much time with them in the arena as you would with a teenager.

Guidelines:

- Make reference to old technologies they might be familiar with
- Start with easy titles
- Ask about their favourite genre of video games

Multitasking

Once you've set up a guest or group of guests, you can move on to another station.

Guidelines:

- Wait at least 10 minute after you start a gaming session to move to another one.
- Spend more time with in
- Never manage more than 4 stations at the same time.
- Ask for help when you feel overwhelmed.

Hardware Operation Procedures

Folllow these procedure to use the perform operation efficiently.

Virtual Reality Safety Warnings

During gameplay, guests can experience headache and dizziness. People who are prone to eppilepsy can experience crisis. They should stay away from certain games that are too intensive.

If guests experiences epilepsy:

1. Call Security.
2. Help them remove their headset while you wait for security.
3. Let security help them.

If guests experiencees headhache or dizziness:

1. Help them remove their headset.
2. Tell them to take a break from gaming.
3. Ask them how strong the headache is
4. Give them some water.
5. Tell them that they can try again if the headhache goes away.

Turning on Computers

Admin computers

The admin comuter are the computer from which you log in to the Admin panel.

1. Turn on the computers.
2. Enter computer's User Name and Pasword .
3. Launch SpringBoard VR.
4. Enter your email address and password.
5. From the menu, select Monitor Stations.

Game Station Computers

Each game statition receives power from a computer. For each computer, you will recieve a user name and pasword as well as a corresponding SpringboardVR User Name and password.

To log on to the computers:

1. Turn on the computers.
2. Enter computer's User Name and Pasword .
3. Launch **SpringBoard VR's Desktop Laucher**.
4. Enter the computer's Springboard User Name and Password.

Using VR Headsets and Controllers

Headset

The headset is designed to be like a pair of goggles that fastened to the back of you head. You can adjust the headset from the right, the left side of the head. Once adjusted properly, the headset should erase itself and let the guest interact with the world.



Controllers

The controllers are very similare to wii-mote control. They also have joystics and conventional buttons for selections and-game functions that cannot be mapped to movements.



Software Operation Procedure - Springboard VR

Springboard VR allow you to manage the arcade experience with ease. From there, you can see all the the bookings, plan your schedule. Additional help about how to use springboard VR is available on the springboard VR website

1. From Springboard VR's **Admin Panel**, select the **Station Panel.**
2. Select **Monitor Stations**.
   The Monitor Station panel will appear.

Booking a Sessions

While clients can book from the Dream Kingdom website, some of them might request that you book for them.

1. From the Monitor Station panel, select **Booking**.
2. Select the number of players in the party and the number of stations
3. Select the time of the booking.
4. Accept the terms of service, policy privacy, then select continue.
   The payment window will appear.
5. Select if the client pays in store or with a credit cards.
6. Enter the client's information and select continue.
   If you selected pays in store, the amount due will be displayed.

Editing or Canceling a Session

1. From the Monitor Station panel, select calandar.
   The calandar will be displayed.
2. Under the booking you want to edit, select edit
   The booking windows will be displayed.
3. Make the change required to the booking.
   - If you want to edit the time of the booking, select the time under **time of the booking**
   - If you want to cancel the book, select Cancel booking.

Choosing a game

Choosing a Game from the Game Launcher

SpringboardVR allow guests to choose a game directly from the interactive menu inside of their headset. You can also put on the headset yourself and choose for the

1. Put on the headset.
2. Use the controllers to navigate the virtual menu.
3. Choose the title the guest requested.
4. Select **Pause** and remove the headset.

Choosing a Game from the Admin Panel

You can also choose a for any stations from the launch panel.

1. From the **Monitor Station** panel, choose **Remote Launch**.
2. Search for and select a game from the list.
3. Select the station on which to launch to station.
4. Select **Start**.

Opening and Closing Procedures

Follow these steps when you open and close Virtual Arena.

VR Arena Opening Procedures

Follow these steps when you open the Virtual Arena:

1. Turn on the computers
2. Launch Springboard VR
3. Udate the games.
4. Unlock the front doors

VR Arena Closing Procedures

Follow these steps when you close the Virtual Arena:

1. Lock the front doors.
2. Put all the headsets and controller into their dedicated closets. See
3. Lock the closets and compartment.
4. Close SpringboardVR.
5. Turn off the computers.

Chapter 4: Classic Cave



Introduction to Classic Cave

This chapter includes instructions to use and maintain vintage arcade equipment that is rare and hard to remplace . As a a Dream Kingdom Game Department employee, it is your responsability to take great care of this equipment. Preserving the equipment will not only allow future generations to enjoy those game, it will also contribute to our reducing electronic waste.

In this chapter:

Classic Game Library on page 38

Equipment Operation Procedures on page 39

Equipment Maintenance on page 43

Opening and Closing Procedures on page 43

Equipment Operation Procedures

Proper maintenance of classic arcade cabinets is essential to ensure their longevity. Many of these systems are no longer being built.

CRT Safety Warnings

Your job require you to perform tasks that involve getting inside Arcades Cabinets with CTR monitors. Never touch the high-voltage connectors and electron guns of a CRT monitor. You could electrocute yourself or damage the equipment.



Arcade Cabinets Overview

This figure lists the important components inside a typical arcade cabinet. Figure 1 on page 40.

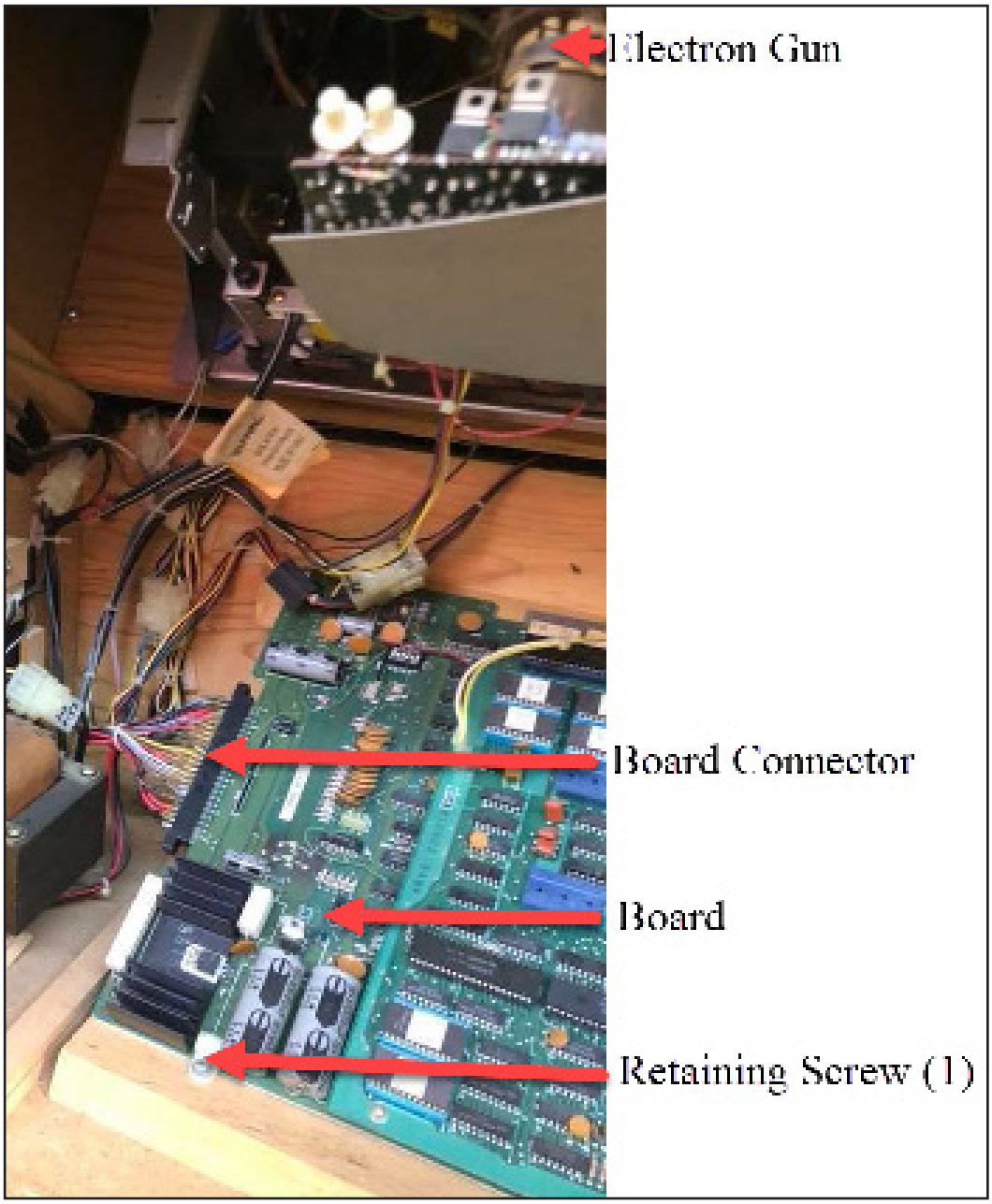


Figure 1: Inside an arcade cabinet. [1]

1 Original image "Frogger." PixelatedArcade, http://www.pixelatedarcade.com/games/frogger.

Emptying the Coins Containers

Empty the coins containers every day at closing time.

1. Use the Coins Containers' key to open the coins container door at the front of the cabinet.
2. Take out the money bin inside the coins container.
3. Transfer the money from the money bin to the cash register.
4. Put the money bin back into the machine.
5. Lock the door.

Swapping Boards on Board-Based Systems

Board-based systems are the most common types of systems. As arcade boards are difficult to change and should only be swapped at the beginning or at the end of the day Keep track on the boards you swapped in the equipment log.

Some of the Arcade Systems that use board include:

- CPS1
- CPS2
- Konama Twin
- Sega System 16

To swap arcade board:

6. Use the Cabinet's key to open the back door of the cabinet.
7. Unscrew the screws that retains the board in place.
8. Hold the board with both hands to remove it from the connector.
9. Insert the other board into the connector.
10. Secure the other board with screws and Lock the back door.
11. Write down the number of the game in the game log.

Swapping Cartridges on Cartridge-Based Systems

The Neo Geo NVS was one of the longest-lasting arcade systems. It uses cartridge just like a home console. Cartridges can be swapped at the guest's request.

1. Turn the system off.
2. Use the Cabinet's key to open the back door of the cabinet.
3. Take the cartridge off the cartridge connector.
4. Inst the other cartridge into the connector.
5. Secure the other board with screws
6. Lock the back door.

Swapping Games on Software-Based Systems

Later arcades systems store their games on a hard drive like a normal PC. Each of our modern arcade cabinets are connected our wifi network and get be accessed from your Dream Kingdom employee laptop. You do not need to open the original arcade cabinet.

1. Select Arcade FrontEnd Swap.
2. Select the systems for which to swap game.
3. Wait for the system list to load.
4. Select the title.
5. Close the application.

Equipment Maintenance

Maintaining the equipment is essential to improve the experience and prevent damages. Keep track of the maintenance you performed in the maintenance log.

Troubleshooting System Problems

Bad connection is the most common problem with old arcade boards and cartridges

If you encounter a blank screen when you put a board on:

1. Remove the board/cartridge from the connector.
2. Clean the connections with compressed air.
3. Secure the board or cartridge back in the connectors.
4. Repeat until you solve the problem.
5. Put a note in the maintenance log.

Cleaning Arcade Cabinet and Joysticks

To ensure a clean and safe environment, arcade controls and screens should be cleaned every hour with window cleaner. Please keep track of which cabinets you cleaned in the maintenance log.

1. Poor window cleaner on a clean towel.
2. Wipe the towel onto the controls.
3. Wipe the towel onto the screen area.
4. Entered the time at which you clean the cabinet in the maintenance log.

Opening and Closing Procedures

Follow these steps when you open and close Classic cave

Classic Cave Opening Procedures

Follow these steps when you open Classic Cave:

5. Turn on the cabinet's power outlet.
6. Turn on the computers.
7. Dust off the cabinets.
8. Open the front doors
9. Fill the opening checklist in the log.

Classic Cave Closing Procedures

Follow these steps when you close Classic Cave :

1. Lock the front doors.
2. Use the cabinet's key to unlock the coin's container's door.
3. Turn off the computer.
4. Turn off the cabinets power outlet.
5. Leave the arcade.

References

Images

Every third party pictures used in this document is either open source, copyright-free or has been aquired with the authorization of the copyright holder. We want to thank Pixelated Arcade CTRL-V for providing us with valuable assets.

Front cover:

Unsplash. “500 Arcade Pictures [HD]: Download Free Images on Unsplash.” 500 Arcade Pictures [HD] | Download Free Images on Unsplash, https://unsplash.com/s/photos/arcade.

Arcade graphs:

“Frogger.” PixelatedArcade, http://www.pixelatedarcade.com/games/frogger.

