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# Junior Staff Training 2022

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## Trainer

- [TRAINER:] Salutations trainees, welcome to your Junior Staff Training! My sobriquet is (name) and I'll be playing as your trainer for this respective session.
- [TRAINER:] There will be 2 (too) parts to this Training. I will be explaining everything you need to know as a Junior Staff and my helpers will be assessing on how you understand your job.
- [TRAINER:] Please give me your complete conservative attention as I disclose crucial information that may be beneficial when it comes to answering the question.
- [TRAINER:] A reminder that grammar is one of the key components in passing this Training.

- [TRAINER:] You are required to have a decent attitude and behaviour around Staff members and Guests around the Hotel and Training Center. If you do not follow this rule, consequences shall be relayed upon you.
- [TRAINER:] You are also expected to be respectful. If a Staff Member is being distracting or unkind, report them to a higher-up instead of being rude in return.
- [TRAINER:] You must not troll within our community as it would ruin the experiences for others and show the Guests that our community isn't professional..
- [TRAINER:] Whenever you find an admin abuser, you should call a DOOS+ right away to deal with them.
- [TRAINER:] You are completely allowed to take a break from working. With that being said, you may proceed to the vacant couch and utilize AFK command (:afk).
- [TRAINER:] As a Junior Staff, your Job is to help Senior Staff to ensure that the environment is free from rule-breakers. You are also able to serve Guests within the ANVA Cafe.
- [TRAINER:] We have a public Cafe located behind the receptionist desk.
- [TRAINER:] When a Guest asks for a treat, you just need to click on the correct item on the desk depending on the Guest's choice and the item will be transferred to your inventory.
- [TRAINER:] You must now use handto command (:handto [User]) and the appropriate item will be transferred to the Guest.
- [TRAINER:] Keep in mind that you are not allowed to spam handto command towards Guests and/or Staff members as it will be considered as abusing command.
- [TRAINER:] Are there any questions or concerns that need to be addressed before I hand you over to our lovely helpers?
- [TRAINER:] Wonderful! We will commence with the Trivia Test! The helpers will guide you to do them. Good luck.

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**Helper**

- [HELPER:] Adorations! I am (name) and I will be your helper for this incredible Training Session.
- [HELPER:] Before we begin, I would like to inform you all that there will be 3 (tree) sections that I will be checking on you.
- [HELPER:] These go in the following order: Trivia Test, Cafe Roleplay, and Admin Abusing Simulation.
- [HELPER:] I will be sending you the questions shortly, before I do so, I will be explaining the session in further detail.
- [HELPER:] We CANNOT repeat the questions unless you were AFK. If you have to go AFK during this time, please inform me or the trainer.
- [HELPER:] Keep in mind to be precise and careful with your responses as you will not be given another opportunity.
- [HELPER:] Do you obtain any questions before we proceed to the quiz?
- [HELPER:] I will now send you the questions through whisper and a new chat box will show up. Please respond, and make sure you thoroughly read through the questions.

### **(SECTION 1)**

- [I] How would you react to an admin abuser?
- [II] What does a Junior Staff do?
- [III] How would you give some snacks to a Guest within the Cafe?
- [IV] Are you allowed to spam handto command? Why or why not?

*(Make sure you use whispers, NOT PMs, when stating questions and receiving answers.)*

### **(SECTION 2)**

- [HELPER:] You did an amazing job answering section one. We will now move onto the Cafe Roleplay.
- [HELPER:] Keep in mind that there is no cafe within this Training Center. You just need to pretend to treat me with some snacks.
- [HELPER:] I would like to see how you greet and treat a Guest. Please answer to the best of your abilities as we will be adding this to your final result.

- [HELPER:] You may start with your greetings whenever you are ready to start the roleplay.

***Two items that needs to be asked while doing the roleplay:***

***[I] Glazed Donut***

***[II] Latte***

*Walk up to each trainee individually (yes it takes some time) and wait for the trainees to state their greetings. You may continue with the roleplay. Ensure that each one has done their roleplay before moving onto the next section.*

### **(SECTION 3)**

- [HELPER:] We will now be moving onto the Next Section. This is the admin abusing simulation. I will be acting as an admin abuser.
- [HELPER:] We would like to see how you would handle this situation. Again, please try and answer to the best of your abilities as this will be added to the end result.
- [HELPER:] You may start with your greetings whenever you are ready to start the admin abusing simulation.

*Act/roleplay as an admin abuser, ensure that the trainees have handled the situation correctly before ending the training.*

### **(END)**

- [HELPER:] You have now finished the test. Please follow me to the Ranking Room to proceed with your final results. I wish you the best of luck in passing this session.

*Take the trainees to the Ranking Room where the host and co-host will check their answers and then go back to your line in front of the Ranking Room and wait patiently.*