

GRT Certified

Trampoline Park Staff Quiz



1) A Trampoline Park Is: (Circle All That Apply)

- A) Easy To Manage
- B) A Place To Let Kids Do Whatever They Want
- C) A New Industry Created in 2004 From The Remains Of An Unsuccessful New Sport Being Developed
- D) A Business That Is Focused On Customer Service
- E) A Business That is Focused On Customer Experience
- F) A Business That Requires Being Patient With Customers
- G) A Business Where Yelling At Customers To Follow Rules Is The Best Practice

2) When Customers Are Breaking The Rules You Should: (Circle All That Apply)

- A) Simply Blow Your Whistle, Customers Are Always Happy To Be Called Out In Front Of Their Peers
- B) Try To Distract The Rule Breaking Customer With A Novel Customer Experience Such As A Fun Game
- C) Video Tape The Behaviour Hoping To Go Viral If They Get Hurt
- D) Do Nothing, Who Cares, It's Not Your Business
- E) Try To Teach The Customer A Basic Move Within Their Skill Level
- F) Talk To The Parents In A Friendly Way To Decrease Chances Of The Behaviour In The Future

3) When Parents Are Consistently Breaking The Rules: (Circle All That Apply)

- A) Notify A Manager Or Other Co-worker
- B) Simply Discuss The Benefit To The Parent For Following The Rules
- C) Try To Distract The Parent With A Fun And Safe Challenge In The Foam Pit Or Game
- D) Ignore The Parent, They Will Never Listen To You
- E) Yell At Them, They Must Be Idiots
- F) Start A Friendly Conversation That Has Nothing To Do With Breaking Rules To Build Their Trust First

4) When A Customer Hears You Tell Them To Follow The Safety Rules, The Customer Is Thinking: (Circle All That Apply)

- A) "I had No Idea I Would Get Hurt, Thank You So Much For Helping Me Learn"
- B) "You Don't Know What I Can Do Safely"
- C) "Those Rules Are For Everyone Else, Not Me, I'm Smarter Than Everyone Else"
- D) "BLAH BLAH BLAH, Just Go Away, Im Trying To Play Here"
- E) "I Cannot Wait To Go And Tell My Friends About The Safety Rules This Staff Member Just Told Me"



5) You, As A Staff Member Behave In The Same Way Typically In The Real World Outside Of The park As The Customers Who Rarely Want To Follow The Rules Inside The Park:

- A) True
- B) False

6) Your Job As A Staff Member Is To: (Circle All That Apply)

- A) Wait Until Someone Gets Hurt And Then Try To Help Them
- B) Keep Moving Around The Park Engaging With Customers Trying To Get Them To Indirectly Stay Safe By Giving Them A Fun Experience With Games, Fun Challenges And Help Before They Get Hurt
- C) Stand In One Place Staring At Your New Shoes You Bought With Last Week's Paycheque
- D) Sit and Talk To Other Staff Members About Recent Facebook Posts
- E) Proactively Go To Customers And Begin Conversations When Appropriate
- F) Teach Kids Quad Back Flips No Matter Their Skill Level

7) Trampoline Parks Are Inherently Dangerous And They Should Be Shut Down Which Will Prevent People From Hurting Themselves

- A) True
- B) False

8) You Are Encouraged To Teach All Customers How To Do Double Flips On The Main Floor Area Where There Is A lot Of Space

- A) True
- B) False

9) Which Of The Following Are True? (Circle All That Apply)

- A) Everyone Should Double Bounce Each Other
- B) Staff Should Move Around Main Floor Constantly To Get In The Way Of Runners
- C) Owners Are Lazy That Is Why They Are Not On The Floor With You
- D) Staff Should Hit Customers That Break Rules
- E) Staff Should Encourage Customers To Do A Small Game As A Warm Up Before Their Jump Time
- F) Staff Absolutely Need To Have An Extensive Background In Gymnastics To Be Effective Staff
- G) Staff Should Not Ever Be On Their Phones Or Sitting During A Shift
- H) Staff Should Never Befriend Other Staff Members And Should Always Be Alone And Not Talk To Other Staff Members Ever
- I) Staff Should Know All The Park Rules Off By Heart
- J) Parks Should Keep High Performance Areas Separate From Regular Customers
- K) Parks Should Allow Parents To Jump With Their Kids All The Time On The Same Trampoline
- L) Staff Should Race Kids Across The Main Court
- M) Outside Socks Should Be Worn At All Times In The Trampoline Park For Safety
- N) The High Performance Area Should Have A Dedicated Staff That Has Extra Experience Of The Skill Level Required For Bigger Tricks
- O) Staff Member Should Never Feel happy At Work, They Can Feel Happy Off Hours



