

On Demand Online Training

Training When You Need It
Ready, Set, GO!



Agenda

- What is On Demand Online Training?
- Center Registration
- Student Registration & Usage
- Suggested Best Practices
- Resources



ON DEMAND
Online Training



What is On Demand Training?

Training when you need it for:

- New Hires
- Front Line Staff
- Established Team Members



Courses Currently Available

- *Introduction to Service Standards*
- *Navigating and Reducing Customer Complaints*
- *Food & Beverage Sales and Service*
- *Introduction to Promoting Sales Inside the Center*
- ***Bowling Center Safety Training***



How Do I Start?

Register Your Center!

1. Go to www.BowlingUniversity.net/OnDemand
2. Click on “Center Registration”
3. Complete the online form
4. Receive an email with the 3 steps to start





- On Demand Online Training**
- Online Education and Management Certification
- Subscription Service
- Certifications
- In-Center Virtual Training

Bowling University
Bowling University

COST-SAVINGS/REVENUE-GENERATING TECHNIQUES SO EFFECTIVE YOU'LL NEED CROWD CONTROL.



ON DEMAND
Online Training



Training When You Need It
Ready, Set, GO!

Courses for Front Line Staff and New Hires:

- * Safety Training
- * Introduction to Service Standards
- * Navigating & Reducing Customer Complaints
- * Food & Beverage Sales and Service
- * Introduction to Promoting Sales Inside the Center



Call 800-343-1329, ext. 8431
or email education@bpaa.com

Fill Your Brain **Fill Your Lanes** **Enroll NOW!**

Online Training & Education

Bowling Center Management

Entertainment Center Management



Online Education / On Demand Online Training

On Demand Online Training

Welcome to On Demand Online Training!



ON DEMAND
Online Training

Training when you need it - Ready, Set, GO!

Welcome to the Bowling University On Demand Online Training program. Your one stop for all things related to On Demand Online Training!

On Demand Online Training courses are designed for new hires and front line team members.

It's as easy as 1, 2, 3...

- Register Your Center
- Send Employees a Link
- Begin Online Training Immediately



Let's Go!

- [About](#)
- [Courses](#)
- [Center Registration](#)
- [Video Tutorial & Webinar](#)
- [FAQs](#)
- [Student Registration](#)
- [Student Log In](#)
- [User Guide](#)
- [Manager's Resource](#)
- [Contact Us](#)
 - [Sheri Owens](#)
 - [Gerald Morrow](#)

Continuing Education for Your Team



Online Education and
Management Certification



Center Registration

On Demand Online Training - Center Registration



Training when you need it - Ready, Set, GO!

Welcome to the Bowling University On Demand Online Training program center registration page.

[On Demand Online Training courses are designed for new hires and front line team members.](#)

Register Your Center Below to Begin On Demand Online Training

On Demand Center Registration

Center's Name

BPAA Member Number

Center's State & Zip

Name (First & Last)

Your Email Address

Submit

Let's Go!

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[Continuing Education for Your Team](#)

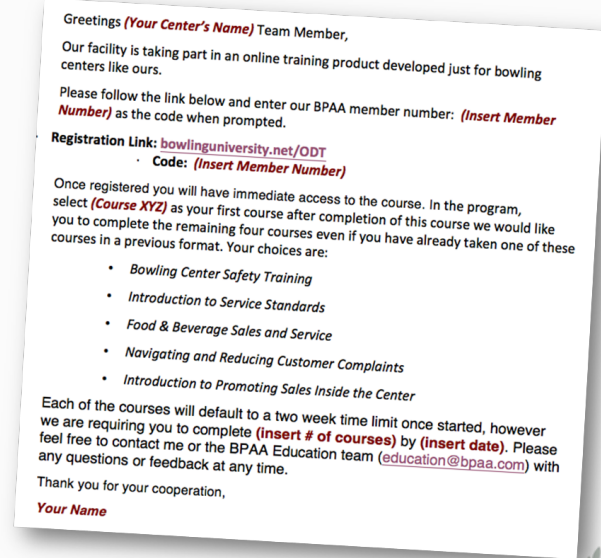


Online Education and Management Certification

What's Next?

Share the 3 steps with your team

- Via email
- Print
- Post in Center
 - Sample Letter available online line
 - » Manager's Resources



Step 1



Online Courses Self Sign Up

Register to access courses by entering the code provided to you

First name:

Last name:

Email:

We will send account login information to this address

Confirm Email:

Code:

Register

Visit [www](http://www.bowling.edu)

[ty.net/ODT](http://www.bowling.edu)



Step 2



Online Courses Self Sign Up

Register to access courses by entering the code provided to you

First name:

Last name:

Email:

We will send account login information to this address

Confirm Email:

Code:

Register



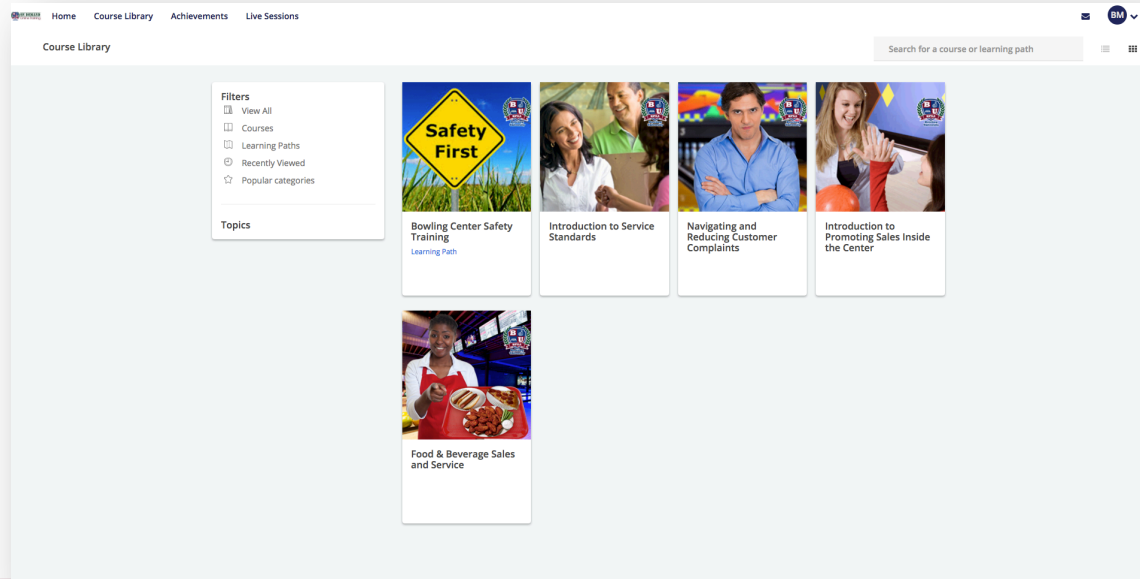
Step 2

Your Center's "Code" gives your team members access to your course library



Step 3

Select course(s) from the Course Library and begin.



The screenshot displays the 'Course Library' page. At the top, there are navigation links: Home, Course Library, Achievements, and Live Sessions. A search bar is located on the right side with the placeholder text 'Search for a course or learning path'. On the left, there is a 'Filters' sidebar with options: View All, Courses, Learning Paths, Recently Viewed, and Popular categories. Below the filters is a 'Topics' section. The main content area features five course cards:

- Bowling Center Safety Training**: A yellow diamond-shaped sign with the text 'Safety First'.
- Introduction to Service Standards**: A photo of two people, a woman and a man, looking at a laptop.
- Navigating and Reducing Customer Complaints**: A photo of a man in a blue shirt with his arms crossed.
- Introduction to Promoting Sales Inside the Center**: A photo of a woman in a red shirt holding a red balloon.
- Food & Beverage Sales and Service**: A photo of a woman in a red apron holding a tray of food.

Welcome, Gerald Morrow

Ready, Set, GO!



ON DEMAND Online Training



To do
0

Overdue
0

Completed
2

1
Login Week Streak

Total 2

All In Progress Overdue Not Started

No courses to complete
For more courses check out the Course Library

News

Register **by Wednesday, October 4th** for the October session of Bowling University's Online Education and Management Certification Program with more than 30 courses available in 9 different categories. More information is available at www.BowlingUniversity.net/EDU.

2 days ago

Congratulations to those of you completing the On Demand Online Training courses! Remember to print your certificates after completing your courses. Click on

Filters

- View All
- Courses
- Learning Paths
- Recently Viewed
- Popular categories

Topics



Bowling Center Safety Training
[Learning Path](#)



Introduction to Service Standards



Navigating and Reducing Customer Complaints



Introduction to Promoting Sales Inside the Center



Food & Beverage Sales and Service



Navigating and Reducing Customer Complaints

Students will learn how to utilize methods and approaches in navigating through and reducing customer complaints.

While attending this course, you will learn how to:

- Gain knowledge of the customer complaint phases
- Understand that there are different customer mindsets
- Know how to identify the different customer mindsets
- Create a plan to reduce customer complaints with proper follow-Up



[Continue this course](#)

[Modules](#)

[Additional References](#)

[Achievements](#)

[Noticeboard](#)

[Discussion](#)

The modules in this course must be completed in the order listed.

	Getting Started: Course Overview
	Getting Started: Course Objectives
	Birthday Party Scenario - What Do You Do?
	Bathroom Scenario - What Do You Do?
	Music Scenario - What Do You Do?
	Couple Scenario - What Do you Do?
	Shoe Scenario - What Do You Do?
	Frazzled Scenario - What Do You Do?



Online Education / On Demand Online Training

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Continuing Education for Your Team



Online Education and
Management Certification

Resources

User Guide



Resources

Manager's Resource

Greetings *(Your Center's Name)* Team Member,

Our facility is taking part in an online training product developed just for bowling centers like ours.

Please follow the link below and enter our BPAA member number: *(Insert Member Number)* as the code when prompted.

Registration Link: bowlinguniversity.net/ODT
• Code: *(Insert Member Number)*

Once registered you will have immediate access to the course. In the program, select *(Course XYZ)* as your first course after completion of this course we would like you to complete the remaining four courses even if you have already taken one of these courses in a previous format. Your choices are:

- *Bowling Center Safety Training*
- *Introduction to Service Standards*
- *Food & Beverage Sales and Service*
- *Navigating and Reducing Customer Complaints*
- *Introduction to Promoting Sales Inside the Center*

Each of the courses will default to a two week time limit once started, however we are requiring you to complete **(insert # of courses)** by **(insert date)**. Please feel free to contact me or the BPAA Education team (education@bpaa.com) with any questions or feedback at any time.

Thank you for your cooperation,

Your Name



Suggested Best Practices

- New Hire completes courses during first 2 weeks, 30 days or probationary period.
- Incentives for team members to complete courses within a time frame.
- Add On Demand Online Training to employee handbook as a standard and part of your on-boarding & training process.

Suggested Best Practices

- Day 1 of training
 - Complete paperwork
 - Take Bowling Center Safety Training
 - Walk new team member around the center & introduce them, plus reinforce what they just learned in the Bowling Center Safety Training!

Suggested Best Practices

- Day 2 of training
 - Begin shift with Introduction to Service Standards and one of the other courses. (approx. 2 hours)
 - Work with a team member shadowing

It is just that easy...

Subscription States

- Alabama/Mississippi
- Arizona
- BPA of Carolinas/Georgia
- Colorado
- Florida
- Illinois
- Kentucky
- Michigan
- Minnesota
- Missouri
- Nebraska
- New York
- Ohio
- Oklahoma
- Pennsylvania
- So Cal
- Texas
- Wyoming

**As of October 2017*



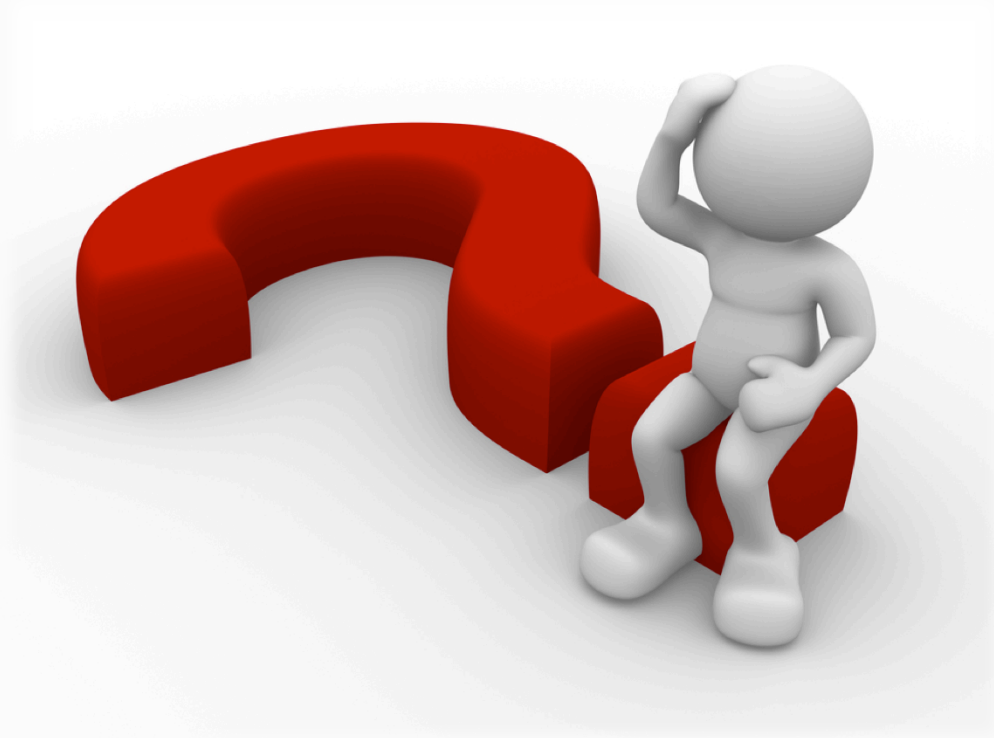
My state isn't on the list...

- Center Subscription Available
 - On Demand Online Training
 - Online Education and Management Certification Program

Only \$99 per month!



Questions?



Thank You!



**Bowling
University**

LEARNING SO EFFECTIVE

YOU'LL NEED CROWD CONTROL.

