Training Outline / Schedule

Day 1 – Morning   [9am – 1pm]

   Owners / Management Training

Day 1 – Afternoon   [2pm – 6pm]

   Front Desk Staff / POS Snack bar / Bar Staff Training

Day 2 – Morning   [9am – 1pm]

   Owners / Management Training (cont.)

Day 2 – Afternoon   [2pm – 6pm]

   Mechanics Training

Day 3 – Morning   [9am – 1pm]

   Leagues / League Secretary Software

Day 3 – Afternoon   [2pm – 6pm]

   Review – as time permits

Owners/Management [approx. 8-10 hours] Session1

1. Turning on computer – Login (review passwords)
2. Lane server (Lane Service Manager) and troubleshooting Lane Server problems
3. HASP Key Overview
4. Opening Steltronic Focus Software – login (using password and fingerprint)
5. Setting up users and security (assign magnetic cards or fingerprint to users) Security Authorizations
6. Overview of Focus Software layout (Taskbar, Menus, Fullscreen, Version, etc.)
7. Lanes Manager
   a. Pinsetter Settings
   b. Lights
   c. Pins Detection – Also Mech. session
   d. Overhead Monitor Settings
   e. Lanes – covered last
   f. Pairs Settings
   g. Foul Lines
   h. Bowlers Tables (consoles)
8. Reservations – Booking - Waiting List
9. Time Games – If applicable
10. POS

Session 1

Attendees	Time

Owners/Management (Cont.) [approx. 4-5 hours] Session2

11. Products & Rates – Enter some bowling rates & product rates – time zones, etc.
12. Cash register
    a. Generic Income
    b. Paid Outs
    c. Refunds
    d. Accounts
    e. Voiding Payments
    f. Cash Drawer Tasks
    g. Tab1- Not Closed Payments
    h. Tab2- Receipts History
    i. Tab3- Voids (Voided Payments)
13. Configuration Manager (Tabs)
    a. Center Information
    b. Licensing Information
    c. Database Management (backups and data archiving)
    d. Holidays, Closed Days, Hours of Operation
    e. Devices (workstation hardware settings)
    f. ATGPC – if applicable
    g. Cash Register
    h. POS – brief overview and follow-up to enter more items
    i. Time Games – if applicable
    j. Reservations – Booking
    k. Advertising Management
    l. Lanes
14. Membership – adding members and assigning cards
15. Daily reports

Session 2

Attendees	Time

Owner/Management Sign-off

Date _____

_____
Owner/Management Signature

Front Desk Users [approx. 2-4 hours]

1. Turning on computer – Login (review passwords)
2. Lane server (Lane Service Manager) and troubleshooting Lane Server problems
3. Opening Steltronic Focus Software – login (using password and fingerprint)
4. Overview of Focus Software layout (Taskbar, Menus, Full screen, Version, etc.)
5. Lanes Manager
   a. Pinsetter Settings
   b. Lights
   c. Pins Detection – Also Mech. session
   d. Overhead Monitor Settings
   e. Lanes – covered last
   f. Pairs Settings
   g. Foul Lines
   h. Bowlers Tables (consoles)
6. Reservations – Booking - Waiting List
7. Time Games – If applicable
8. POS
9. League Basics – if applicable
10. Cash Register
    a. Generic Income
    b. Paid Outs
    c. Refunds
    d. Accounts – if applicable or allowed
    e. Voiding Payments
    f. Cash Drawer Tasks
    g. Tab1- Not Closed Payments
    h. Tab2- Receipts History
    i. Tab3- Voids (Voided Payments)
11. Membership – adding members and assigning cards

Attendees	Time

POS / Snack bar / Bar Only Users (If Applicable) [approx. 1-2 hours]

1. Turning on computer – Login (review passwords)
2. Opening Steltronic Focus Software – login (using password and fingerprint)
3. Overview of Focus Software layout (Taskbar, Menus, Full screen, etc.)
4. POS as it pertains to their function.
5. Cash Register
   a. Generic Income
   b. Paid Outs
   c. Refunds
   d. Accounts – if applicable
   e. Voiding Payments
   f. Cash Drawer Tasks
   g. Tab1- Not Closed Payments
   h. Tab2- Receipts History
   i. Tab3- Voids (Voided Payments)

Owner/Management Sign-off

Date _____

Owner/Management Signature

Mechanics [approx. 2-3 hours]

1. Turning on computer – Login (review passwords)
2. Lane server (Lane Service Manager) and troubleshooting Lane Server problems
3. Opening Steltronic Focus Software – login (using password and fingerprint)
4. Overview of Focus Software layout (Taskbar, Menus, Full screen, Version, etc.)
5. Lanes Manager Overview – basics on opening – closing lanes
    a. Pinsetter Settings
    b. Lights
    c. Pins Detection
6. Rebooting, Shutdown and Syncing Lane Computers (VLC's)
7. Swapping Lane Computer (VLC)
8. Swapping a Camera (Sciba), Adjusting Camera, etc.
9. Swapping an API

Attendees	Time

Leagues / League Secretary Software (If Applicable) [approx. 3-4 hours]

1. League Management overview
2. Setting up new leagues from within Focus
3. Importing leagues created in CDE Software's Bowling League Secretary (BLS)
4. Sending leagues to the lanes and working with the leagues
    a. Substitutes
    b. Blind bowlers
    c. Pre-bowl scores
5. Exporting the scores to BLS
6. Bowling League Secretary (BLS) Basic Overview
    (For Staff handling leagues)

Attendees	Time

Review – Follow-up on any areas or questions as necessary

Comments / Feedback / Suggestions:

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Trainer

_____
Center

Owner/Management Sign-off

Date _____

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Owner/Management Signature