



Television/Projector Viewing Script

Policy/Purpose: Since Hillman Beer is not a sports bar, and we only have one television/projector in each location, we reserve the right to show only specialty or local events, which we try to detail in advance through Social Media.

Procedure/Verbiage:

- 1) Show empathy, smile, and apologize if a guest is upset; be sincere & genuine
- 2) Inform the guest
 - a) We generally only show specialty or local events
 - b) Since we are limited w/ TV's we preset weeks in advance
 - c) We try to utilize social media to let guests know what we plan to show
 - d) Requests for certain games can be made by email (info@hillmanbeer.com), but are not guaranteed
- 3) Apologize for any inconvenience
- 4) Encourage the guest to enjoy some food or beverage; assist in any way possible
- 5) Inform the manager or shift leader, so they can follow up with the guest
- 6) Always keep the scheduled programming **ON** until it is over