

Sub Host Policy

Getting A Sub

If you know you are unable to keep a shift, you are going to require a substitute host to run your regular trivia night, and **it is up to you** to find and confirm that sub host in a timely fashion. Many of our hosts stay on the lookout for extra shifts!

Utilize the **Sub Form** to **Request** a sub (it creates a post in the #sub-needed channel in the **Host Slack**), or DM/email/text people you know directly. The **On-Call staff** can help get you ideas on who might be game if you don't know anyone!

When you secure a sub, **fill out the Sub Form (under Notification):**

triviamafia.com/subform. This allows us to make sure your Sub gets the questions that day, and to make sure our payroll is accurate.

When you complete the Sub Form, both you and your Sub will get a confirmation email, which includes any notes you wrote in the form and a link to the folder of **In Case of Emergency (ICOE) forms**. An ICOE is automatically generated for every new site and should be updated within your first few weeks as the host; contact the **AV Expert Davis** for support with finding/filling in the ICOE.

Verify that your Sub has the necessary materials! **You are responsible for ensuring your Sub has (access to) a PA (if applicable)**. Notify the **On-Call or Host Manager** immediately if you're unable to get them supplies in time for your scheduled shift.

Ideally, start looking for a sub a week or two before it's needed. However, we understand that a sub may be needed on short notice. We consider emergencies to be situations related to illness, family issues, transportation — not the results of poor planning. If you do not feel you can safely get to your site due to weather or other external issues, let us know! **Your safety is more important than running a game.**

If you find yourself in need of a sub within two days of your trivia night, **please reach out to the On-Call or Host Manager in addition to posting your sub request to the Slack group**. We can not guarantee a sub for your shift if you have not allowed more than 48 hours notice and it is not an emergency. We can and we have cancelled trivia with the customer if no sub is available, but it's the last resort - that can damage our relationship with the customer (and, ultimately, remove your job there if they end their contract with us). Post early, post often.

NO-CALL/NO-SHOWS ARE UNACCEPTABLE, AND ARE GROUNDS FOR IMMEDIATE TERMINATION.

Regarding Sub Frequency: We strive to provide a consistent experience for our players and our bars, and the best way to provide that is with a regular host. Our trivia players develop positive, personal connections with their hosts. When hosts frequently sub out of their shifts, turnouts decline and the customer may end their contract. **We monitor for trivia nights that use a sub more than once a month.** When we see that happen, we will reach out to the host and caution them that too much subbing can be problematic for the ongoing health of a trivia night. If you feel you need to take on that amount of substitutions on a routine basis, a weekly trivia night might not be the best fit for you and we may look to explore alternative options, like sharing the site with another host or shifting you to another location.

Long-Term Sub Needs

If you will need a sub for **more than three weeks, that would be a Long-Term Sub situation.** Talk to [Mary Kate](#) to arrange for that! (Three or fewer would be on you to find coverage for each shift.) As much as possible, we try to find one person to take the full run to support consistency for the site and players.

Subbing In for Someone Else

If you pick up someone else's shift, thank you!

Please make sure that you know [the vitals details](#) for their venue (i.e. scope out that [ICOE](#) sheet), especially if it will be your first night working at that particular location. If you do not have materials for the night, check with the person who you're covering for, the On Call, or the Host Manager to get you the materials you need. If you do not see the questions email by 3:30 PM on the day of your event, post in [#general on Slack](#) or [email Sophie](#). You should get a confirmation email when the Sub Form is submitted as well.

If you are traveling more than 20 miles round-trip, you can fill in the [Reimbursement Form](#) and we'll pay you up to \$25 as a bump for doing this solid for your coworkers and the company. It's valuable to us!

Please consider taking sub shifts, particularly last-minute requests. Not only does it help out your fellow hosts, but it's also great way to get mileage under your hosting belt, accrue more PTO, and build some karma for when you find yourself in need of a sub! However, no host is required to be a sub outside of their regularly scheduled gig.

