

# Hosting Guide - Trivia Mafia Classic

Here is your comprehensive rundown of all the ins, the outs, and the what-have-yous for hosting a Trivia Mafia trivia game.

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# Welcome to your favorite job!

Welcome to hosting for Trivia Mafia, the world's greatest bar trivia company.

***Thank you for being a Trivia Mafia host!*** Nearly everyone who works here is, or has been, a host (including the founders, Chuck and Sean), and we want to make sure that you find as much enjoyment in the job as we do.

We depend on our **hosts** to be **good ambassadors** of our brand, **professional partners** for our customer sites, and **joyful shepherds** of trivial knowledge to the world at large. It's a big deal. But we also know that, for most hosts, this is your bonus-fun-extra-part-time job, and we want you to look forward to your next shift with confidence and excitement. So again: Thanks! Now let's get started.

This great **Hosting Guide** contains everything you need to know to host and run a trivia night for Trivia Mafia, plus a bunch of stuff that's simply good to know. However, at any time, with any questions, **you may contact any of these fine folks:**

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Use this contact list for any questions, comments, complaints, quibbles, or clarifications you may have relating to your trivia night, or for any employment-related issues (there's also the Hosting FAQ and the Company FAQ to check). Your primary point of contact should be the Host Manager, but continue down the list if they are not available. Note: Questions about paychecks should be sent to [payroll@triviamafia.com](mailto:payroll@triviamafia.com).

**Remember: The best part of getting people together to play trivia is getting people together.** Good trivia isn't trivial. Our hosts have had baby showers thrown for them, found their spouses among players, supported proposals between players, boosted small businesses, and helped families grow closer during a global pandemic. We take our jobs seriously, and we're serious about making it a good time.

# What You Need to Survive

## Never Leave Home Without

Before the beginning, there's you at your house. Many hosts prep a bag (or pouch) that always has their essentials: app cards, backup pens and answer sheets, a dongle, a phone charger. You know if you will want breath mints, maybe some stickers; just plan ahead.

## The Trivia Questions

**Questions are linked in an email** sent by 3pm on your trivia day.\* Read them over and make sure you know how to pronounce everything.

\*Exceptions: Block Z is sent to everyone on Tuesdays; Weekend questions are sent on Fridays.

- The questions are in the app, of course, but are also formatted into a Sheet and a Doc - both live in Google Drive.
- When you read a question into the microphone, *it should never be the first time you've read the question*. We recommend that you print out the questions. Check out [this handy document](#) of commonly mispronounced words we frequently use in our questions!
- Be sure to download the Sound Round (if your location uses it; if it doesn't, you'll have a second image round instead), and make sure that it plays properly from your device. This MP3 file lives in Dropbox.
- Note that we use different blocks of content throughout the week! Block A = Tuesday, Block B = Wednesday, Block C = Thursday-Friday, Block D = Saturday/Sunday/Monday

## App Cards or Answer Sheets

The **Host Kit** includes a stack of cards for the mobile app (to help get players onto the answer site), paper answer sheets, pens, a Sharpie, and a laminated app info page to reuse. The answer sheets are necessary if you're using pen-and-paper; if you're running on the app, then the app cards are super helpful. The vast majority of our sites use the app, but the paper sheets will be a helpful lo-fi backup if the WiFi dies or something. That's also where the pens come in, though some hosts will offer a free point to teams that provide their own pen (it's not encouraged, but it is allowed).

## App Cards

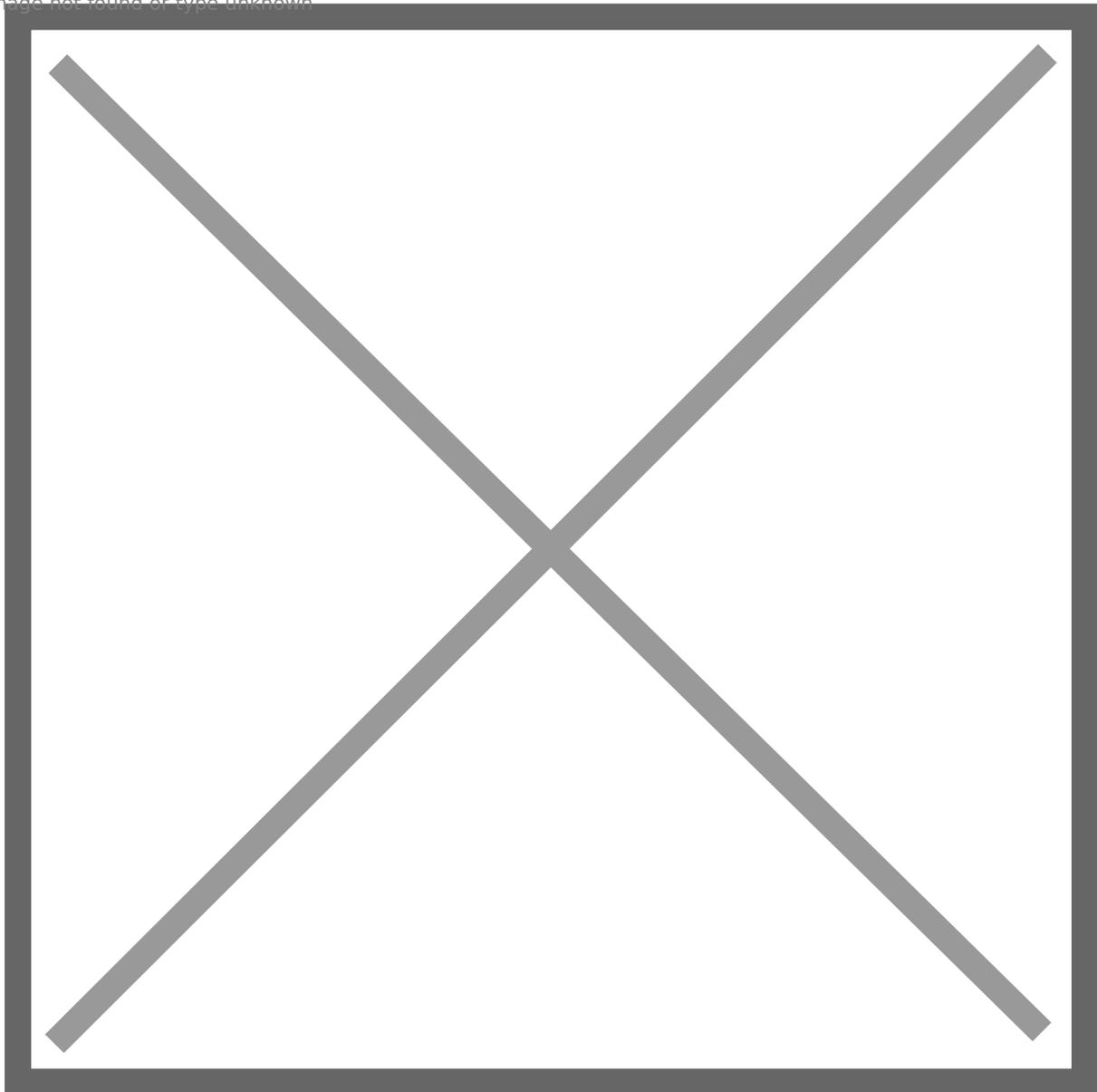
This small, business-card sized resource has a QR code to help players easily get to [play.triviamafia.com](http://play.triviamafia.com) and join your game. There is a spot to jot down the four-digit game code, and brief instructions for players on how to get set up. Give one to each team when you walk around

recruiting participants! We also have laminated sheets with this info for you to re-use each week. If you want to download and print a quarter-sheet version, you can find that [here](#).

**We will replenish your stack of cards as often as needed!** Use the Host Feedback Form to send the requests. Please allow 10 days (two shifts!) for delivery.

## Answer Sheets

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Answer sheets are half sheets, double-sided. Each pad has 100 sheets. We recommend bringing a pad with you every time you host, just in case the WiFi goes down or there's a server snafu on our end. **This can also be given out as scratch paper if you're using the app!** Helpful for those players who just like a tactile keepsake for the game.

There is no Image Round on the answer sheet. The Image Rounds are online! Direct players to the URL to view it (the URL updates daily, and expires once we move to a new set of questions). The

passcode/URL slug for the Image Round will be sent along with the questions. There are two image rounds for each block of questions - the Round 4 Image Round, and the Round 7 Alternate Image Round (if you're not running the Round 7 Sound Round).

It will be something like "triviamafia.com/b52" or "

Note that you'll have to **allow for more time for grading**, so shave a little time off the space between questions when you're reading (~45 seconds between each, generally).

**Tell us when you're running low on sheets or pens** (via Host Feedback), and we'll send you more. Please allow for 10 days (two shifts!) for delivery.

Note that the score totals are on the bottom of the second page! We've also include a helpful "Notes" space for players to keep track of their thoughts. Find our Cheat Sheet for timing and housekeeping reminders, and the printable PDF of the Answer Sheet [here](#).

## Prizes

All (official) prizes are given at the end of the game, though a few sites will give out a small prize at the halfway point.

**Trivia Mafia stipulates the value but not the type** of prizes that the customer venue provides; in most cases, it's gift cards. But maybe you'll have merch or other items to give away! First Place gets a \$30-value prize, Second Place gets a \$20-value prize; the \$10-value prize can be given out at your discretion. Reward Third Place, or "Best Team Name," or "Most Improved," or "Third Worst," or "Best Wrong Answer." It's up to you, is what we're saying, just do it the same way every time.

# You've Arrived - Now What?

## Pre-game

- Arrive at your location ~**20 minutes before trivia** begins. Give yourself extra time if this is your first time at this location!
- Connect with the manager (or bartender) and **get the three prizes** (typically gift cards). These are given out for first and second place, and for either third place or another fun designation (best team name, best team spirit, etc).
- **Set up your sound system** and start playing music (if you are DJing the event), and be sure to test the mic.
- **Set up the game in the app**, and jot down the game code on your app cards and the laminated sheet. If you're using pen and paper, then put the Image Round URL (from the questions email) into the space at the bottom of the answer sheet. Depending on how many tables you have, you would need about 8-10 cards/sheets to start with.
- Hop on the mic about 10 minutes prior to the start, **introduce yourself**, and say "I'm here with Trivia Mafia." Feel free to add colorful commentary in your own personal style. Basically, you just want to say, trivia is free, it's fun, and it's about to begin.
- Set out app cards/answer sheets for people to pick up, and **make a lap** ~5 minutes prior to start to approach tables that don't have materials yet. Either they are new to trivia or missed your announcement (or, maybe, they don't want to play, but it never hurts to double-check.)

### ***SAMPLE SCRIPT:***

Hi! Would you like to play trivia this evening?

*Of course!*

Have you played with Trivia Mafia before?

*Yes!*

Perfect, then you know about our policy about **not looking up answers**. And you know where to find the **Image Round**? Great. Good luck!

*(or:) No, I haven't. Is it hard? Is there a theme? How long does it take?*

The process is pretty simple: I'll be reading the questions aloud over the PA over the next hour and a half or so. You can start working on the **Image Round** now! And don't forget to pick a fun **team name**, that's crucial. The trivia is general knowledge - you will be asked about a ton of different things! It take a little less than two hours. Also, we ask that you **not use your phone** to search for any info or to call lifelines - *"Use your noodle, not your Google!"*

*If they say no to playing, give them the option to join later, and move on. **We don't want to do a hard sell.** But we encourage you to talk to everybody once!*

## Mic Check

Verify the mic is working before it's time to start the game! Verify that you can play music long before the Sound Round! If you're subbing or otherwise new to the site, the [ICOE \(In Case of Emergency\) doc](#) should have a rundown of the setup.

Here are instructions on setting up a Trivia Mafia PA, and our AV Glossary on the types of cords, cables, and hookups that might be part of a house sound setup. Reach out to our AV Expert or the On-Call for the night if you need more support!

## Prizes

Prizes are provided by the site, and are given out at the end of the game (though, a few customers provide a prize at the halfway point - this was standard in the BeforeTimes).

**Trivia Mafia stipulates the value but not the type** of prizes that the customer venue provides; in most cases, it's gift cards. But maybe you'll have merch or other items to give away! First Place gets a \$30-value prize, Second Place gets a \$20-value prize; the \$10-value prize can be given out at your discretion. Reward Third Place, or "Best Team Name," or "Most Improved," or "Third Worst," or "Best Wrong Answer." It's up to you, is what we're saying, just do it the same way every time.

# Run of Show

A Trivia Mafia event should last 1.5 to 2 hours. Too long, the players will get antsy. Too short, the customer site is losing patrons. Two hours from intro to pack-out, just right.

## **SAMPLE SCHEDULE (for 8pm start)**

**7:40pm** Arrive and set up sound, then set up the game in the app site, jotting down the game code. Place your order with the staff, if desired.

**7:50pm** Make an announcement inviting everyone to play the FREE trivia game starting in just ten minutes. Share the app mobile site address and the game code. Begin passing out app cards, or answer sheets + pens.

**8:00pm** Introduce yourself. Go over the rules. Let people know they can still join at any point. Introduce Image Round (Round 4), which is already revealed in the app; make sure teams know how to find the slideshow online if you're using answer sheets. Begin Round 1.

**8:13pm** Begin Round 2. Announce prizes and thank the staff. Remind players about working on Round 4. Repeat the rules if you had any late joiners.

**8:23pm** Begin Round 3. Remind players they need to finish Round 4 by the time Round 3 is done.

**8:38pm** Give a 2-minute warning before locking the rounds. Lock rounds/collect sheets and grade the first half. Let players know they have about ten minutes to refresh their drinks, stretch their legs, etc!

**8:55pm** Read first half answers. Update the leaderboard. Announce first half leader, then give a minute for any corrections or clarifications from teams.

**9:01pm** Remind everyone of the rules. Invite latecomers to join. Mention the Mega Round. Begin Round 5. If using an Image Round for Round 8, you can introduce it and reveal it now (or wait until after Round 7).

**9:12pm** Explain the Mega Round. Begin Round 6 (Lightning Round).

**9:18pm** Begin Round 7; if a Sound Round, play through MP3. If using a second Image Round and it hasn't been revealed yet, introduce and reveal all images now, allowing at least five minutes for teams to work on it. Shout out the staff.

**9:30pm** Mega Round explanation/reminder. Begin Round 8.

**9:35pm** Give a warning before locking rounds, and remind people again about the Mega Round. Lock rounds/collect sheets. Correct the answers; hand back sheets.

**9:45pm** Read answers and then update leaderboard. Announce winners after players have a minute to review and address any disputes about scoring. Take photos and hand out prizes.

**10:00pm** Fill out Host Feedback, settle any balance on your tab and tip the staff. Pat self on back for another successful and fun trivia event!

# Nitty Gritty

## The Rules

1. Use your noodle, not your Google.
2. Please don't shout out answers.
3. Teams should be eight people or fewer.

## Notes on the Rules:

We ask people to use the internet to enter their answers, not to look them up! The game is much more fun when it's a conversation between teammates, and the results are more satisfying when they came from folks' own heads. Emphasize the value in being honest, and remind them that **Googling is cheating**, and cheaters get indigestion, bad karma, etc.

**Shouting** in a bar or taproom can sometimes be part of a fun atmosphere, but when it's trivia answers, it frequently comes from people who are not, in fact, playing. You can use the line, "I don't yell at you when you're at work, so please don't yell at me." Or you can tell them that they're giving away free points, and if they know so much, why aren't they playing? You'll find more options for managing hecklers in the **What If** section, but it's always valuable to remind people to behave up front.

As to **team size** - in general, use your best judgement. We have set eight as the limit for regular trivia (and six players per team for theme trivia); for every person over the limit, the team is docked one point. The point comes off of the final score (after you lock Round 8). Some sites' owner/managers will encourage large teams, and since the prize value is the same no matter how many players, you can follow the guidance of the staff at the site.

You'll also want to be judicious about **children** - unless it's "Bluey" trivia, humans who can get discount meals (i.e. 11 and under) probably shouldn't count against team totals. However, when a group of adults is pointing to the ninth person at the end and saying, "Oh, they're not really playing," you should still count that person because of how it appears to other teams.

If you have a big team, make sure that you are telling them that they'll lose a point as soon as you notice their size! (It might be good to even

## Nuances

**Make sure to read each question twice.** After the first time through, say something like, "That question again," and read it again. In the app, reveal the question before you read it the second time.

End each question by saying, "That is question X of round Y."

Round 1 is always General Knowledge, so you can dive right in to the first question after the rules. Give **about 1 minute between each question**, and about 2-3 minutes between each round.

- During Round 1, you'll want to make sure to point out that **Round 4 is an Image Round**, and they have until the end of the first half to complete it! It is already revealed in the app, but you'll still want to read the title and description. (If you're on pen and paper, it's at a unique URL provided in the Host Email, at [triviamafia.com/XXX](http://triviamafia.com/XXX) with the last three characters changing for each block of questions during the week.)
- For subsequent rounds, **read the name of the round and the full description** (starting with Round 2). There may be an example; players can see the description in the app but not examples! That's the only time they're allowed to shout out answers, which can be fun.
- Be sure to **remind teams about completing Round 4** between questions. You can do it after every question 5, or before every question 4, whatever works for you - just as long as they get several reminders.
- Once you get through the last question of Round 3, let them know that it's the **end of the first half!** Give them about 2-3 minutes to finish submitting all their answers for the first FOUR rounds, and tell them you'll be locking the rounds for grading (i.e. "you have three minutes, which on my clock means we'll lock it up at 7:48"). Then at that time, announce that you are locking the rounds (or ask them to bring up their answer sheets). This is the Intermission, so it's a great time to **nudge people to order** another drink/food item.
- After you finish scoring (and hand back the sheets, if needed), **read the answers** to Rounds 1 thru 4. You can truncate the questions on this reread.
  - For example, the question, "In Australia and the United Kingdom, they call something that you might find at a construction site or a music festival a 'thunder box.' In the U.S., it is most commonly known as what?" becomes, "In Australia and the UK, they call it a thunder box - but it's known in the US as a **Port-a-Potty!**"
- **Update the Leaderboard** in the app, and ask teams if they have any quibbles, concerns, or corrections that need to be addressed. Give them a minute or two to review the credit they were given! Then congratulate the team that is currently in first place, and roll on into Round 5.

The halfway point is a good time to **count** how many teams are playing and estimate the average team size (which you need to know for the Host Feedback). If there are teams that joined in the app but didn't submit more than one round of answers, you shouldn't count them.

- Before you start Round 5, **be sure to mention the Mega Round.** Some hosts do the full explanation at the top of the second half, some just tease it and do a full explanation around Round 7. Just make sure you do dedicate time to explaining it clearly, and give several reminders!

## SAMPLE SCRIPT:

“ Don't forget to give yourself extra points by assigning a Mega Round. You can choose Round 5, 6, 7, or 8 to be your Mega Round. Here's how that works: Pick the round you feel the best about, the one where you know you got the **most correct answers**. Then go to the Mega Round section in the app, select that round number, and assign 5 points to the answer you're most confident about. Your next best answer, give 4 points. And so on, down to 1 point for the answer you're least confident about. That's 15 points total if you ace your Mega Round. Let me know if you are confused! If you don't assign a Mega Round, you can't win, because Math.

- **Round 6 is a Lightning Round.** This just means you read it faster. Instead of reading one question every minute or two, introduce the round name and description, and then read all five questions in a row. Reveal them in the app, then repeat all five questions (they're usually single words or short phrases) and give the teams a slightly longer break (maybe 4 minutes) to work on it before moving on to Round 7. Some hosts like to hide these questions after that break, to increase the difficulty, but that's dealer's choice (and not necessary).
- The Sound Round happens at Round 7. **Don't forget to tell people the theme of the Sound Round before you play the songs.** Follow along with the song-snippets, and tell people which number they're listening to (i.e. "That was #1, here it comes again... That was #2, here comes #3..."). The sound round is one continuous mp3 with breaks built in, so you can just hit "play" and let it run to the end, or you can manually pause to make the breaks longer. Each clip plays twice.
  - Some locations CAN'T run the Sound Round. It's possible that the tech setup doesn't allow it, but in many cases, it's because the venue doesn't have the licensing for it. If copyrighted music is used for an event that the customer is paying for in their space, typically they need to have BMI/ASCAP/SESAC licensing for it. If Trivia Mafia plays music as an explicit part of the game, then they can be fined by those litigious organizations working to protect musicians licensing rights. **If the ICOE says No Sound Round, please don't ever play the sound round, even if you think you could make it work technically.**
  - Those locations have a **second image round** instead. This automatically appears as Round 7 in the app when Sound Round is toggled off at the point when you were setting up the game, or as a second unique URL for locations using paper (just like Round 4). We recommend introducing it after Round 6, and revealing the images one at a time with just 20-30 seconds between each.
- At least twice during the night, **lead a round of applause for the bartenders and servers**, and remind everyone to tip them generously for all their hard work. Get to know the staff personally (they're your greatest allies during a trivia night) and introduce them to the players over the microphone. They love that.
- Near the end of the night, **remind everyone to visit [TriviaMafia.com](http://TriviaMafia.com)**, where they can **sign up for the email newsletter** "The Morning Rounds." That has fun facts from our

Editorial team, five free questions, and info on our schedule each day, and hints on the rounds at the very bottom. (It's also a good idea for you, the host, to sign up to receive the newsletter, because it's so good.) Winning teams can also see their pictures appear on the landing page for the location.

## After the Party is the After Party

**Fill out the "Host Feedback"** form within 24 hours of your event: [hosts.triviamafia.com](https://hosts.triviamafia.com)

Click "Regular Night"

Password: *FeedMe*

This link and reminder is also included in every Question email that goes out on the day you host.

This is where you upload those team photos, and lets us know how many people played, what their scores were, and any other notes you have about the event. We may provide these stats to our customers, and it is the best way for us to know if you need support (marketing the event, getting better sound gear, navigating player issues, shifting the editorial content, etc etc.)

**Do not forget or neglect your Host Feedback duty! It is required**, and will affect your job prospects if you habitually forget.

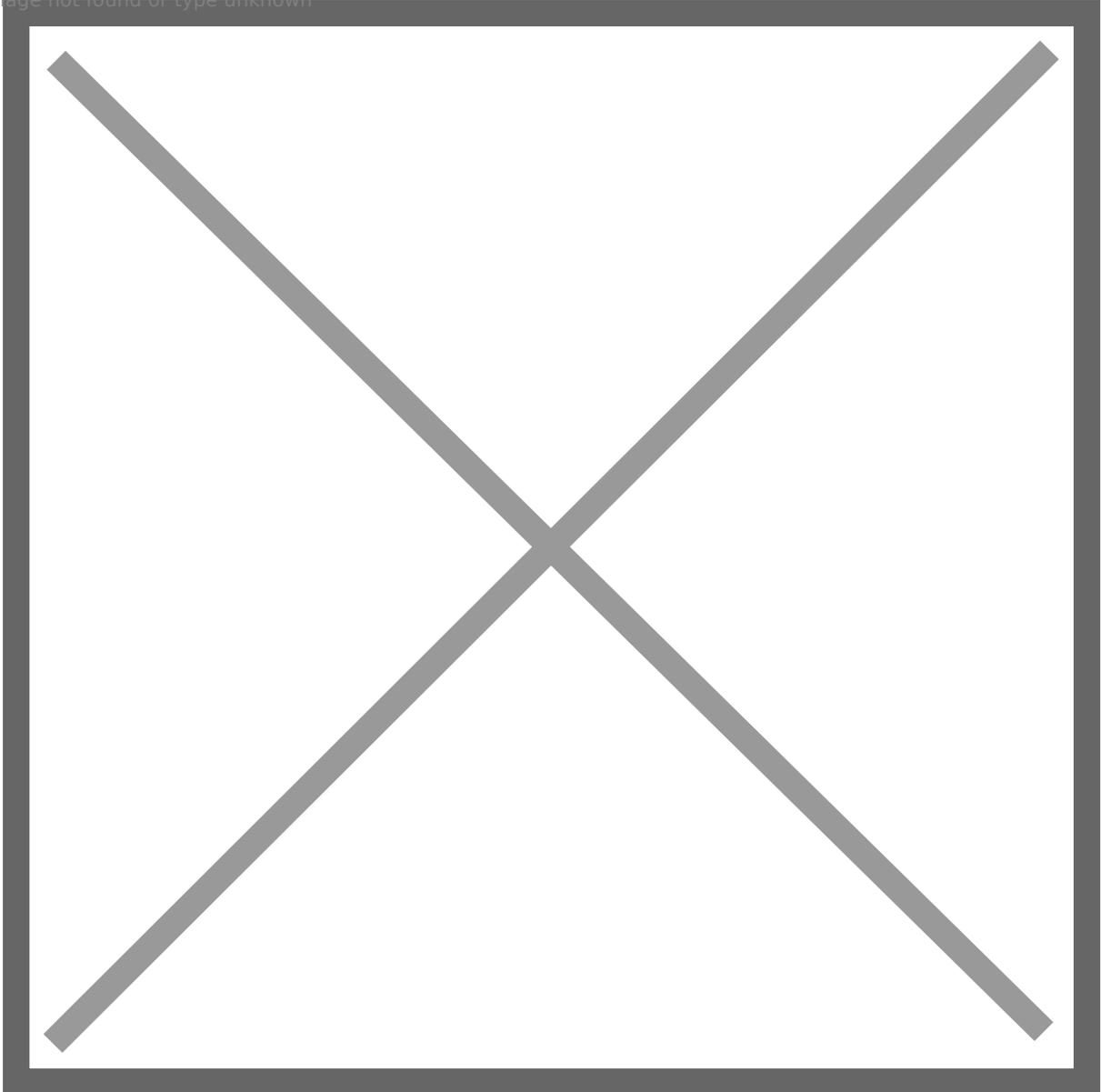
We recommend doing it before you go home for the night (rather than after you're home, or the next day, but whatever works for your routine, do it and stick to it).

**Host Feedback is recapped and reviewed every week** on Tuesdays by the Admin Staff (all of Editorial, Sales, Host Manager, Brand Engagement, Systems + Chuck and Brenna).

If you need to share something personal or sensitive that you'd rather not have read by a dozen people, after you complete the feedback with the basics, just email or message the Host Manager/key person.

# Best Practices

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## Ties

Ties happen. This adds an element of suspense and drama! **Don't panic.**

After you're done scoring and reading answers, let teams know they have a tie to break for X place. (You only need to do this if the tie affects the top three places, but some places enjoy running tiebreakers for any place. Poll the players by applause before you take the time to do the latter.)

Call up ONE representative from each team, and say, "I will ask you a question that has a numerical answer. Keep your answer to yourself until you [whisper it in my ear/write it on this piece of paper]. Whoever guesses closest to the real answer wins!" No phone a friend option - that rep is

on their own!

We don't follow *The Price is Right* rules (closest without going over) - it's just who is closest.

Once you know who wins, announce the new rankings into the mic. Award the prizes at the teams' tables when you get a group photo.

## In the App

[This section](#) gives you the complete rundown! Essentially, the App will show you on the leaderboard where there are ties to be resolved, and help you do it right in that interface.

## On Pen and Paper

The tiebreaker questions are listed at the end of the Question sheet/doc.

Keep in mind that for each two teams with the same score, the loser will get bumped down a place.

So, two teams tied for third will end up getting third and fourth place (meaning, one won't get a prize) - many a host has accidentally given a prize to a team that didn't actually win one!

Either have them write down their answers, or you write down their answers, noting which team they are for. Determining who is closer requires you to do math! Don't rush it if you're not confident in your ability to calculate - twenty seconds isn't actually that long to make them wait if you need to use a calculator app.

## Trivia is About to Start and There Are No Teams!

Sometimes no one shows up to play trivia. It doesn't happen often, but it happens. Here are a couple good steps to keep the night running:

- **Stay positive**, and chat with the bartender and any patrons who say they don't usually play trivia.
- **Give it time.** Sometimes it can be a weather or traffic situation or something else that is keeping your regulars away. If there isn't anyone who wants to play 10 minutes before start time, things could still turn around.
- If you have **a single team**, ask if they are interested in splitting up into multiple teams. You can also just sit down and run trivia for them off the mic if they remain the only ones interested. If *anyone* wants to play, we expect you to run a game for them!
- **If none of these things work, you are welcome to excuse yourself 30 minutes after the scheduled start time.** You will still be paid for hosting. **Please fill in the Host Feedback Form so we have record of your effort!**

## Discrepancies/Errors/Typos/Half Points

Some players will contest an answer and argue for credit. Please use your best judgement.

**Remember: Unlike your teams, you're allowed to use the internet, so feel free to look up the disputed answer.** Sometimes (not often, but sometimes) the answer Trivia Mafia provides is incorrect, inexact, or contains a typo - or there's an alternate answer that we didn't think of. If it feels squishy, you can always offer a half point.

Please also Reply All to the daily Questions email to alert your fellow hosts and the Editorial team that there may be a factual error or alternative answer in that day's content - or use that hive mind to ask for support in deciding.

**Don't be afraid to make the call; we trust your judgment.** In general, if you can be generous, give credit (a great use of the half point)! You just want to be consistent about the way you do so, and be able to explain yourself if a team pushes back. Examples below!

If they say "the 9th Fast and Furious" instead of "F9," give them a point.

If they put down "Alfa Centari" instead of "Alpha Centauri," you can probably still give them a point (unless the question specifically asks about correct spelling).

If someone answers "Star Wars" rather than "Episode 7: The Force Awakens," and we asked for the movie (not the franchise), maybe give them a half point.

If they say, "entomology" instead of "etymology," then you might have to simply explain the difference between the study of insects and the study of words, and award no credit.

## Handling Hecklers

There is no one correct way to manage surly guests. It is often best to ignore those bar patrons who are clearly just seeking attention. People who think it's funny to yell out wrong answers or "clever" comments will often tire out or get shamed by the other patrons who are trying to play or just enjoy their evening. If it doesn't stop, ask the individual in a calm tone to stop yelling things so others can enjoy the trivia night, then continue. **Addressing them directly, off-mic, between questions and face-to-face will frequently diffuse the situation and remind them that you're a human person just trying to do your job.** Perhaps point out that you don't yell at them when they're at work! Invite them to play along and always (try to) take the high road in graciousness. Only engage a heckler on the mic if you feel confident about being able to shut them down quickly; you don't want to get sucked into a shouting match in front of the whole bar.

**If you feel unsafe approaching the person, don't do it.** Let a manager or bartender know you feel uncomfortable talking to this person and they should handle the situation. It is also in their best interest to make other players happy by keeping the peace!

## Icky Team Names

Oh, those teams that think they're sooooo funny by making their team name "I Wish This Microphone Was a D\*\*\*" or try to make a joke Too Soon about an untimely celebrity death/tragic

news event. Our questions are written to be PG, so you've got to read the room/go with your gut if there's profanity involved.

### **If you come across a team name that gives you the icks, there are a few ways to manage the situation.**

- Change the way you read it on the mic (i.e. “Sinead O’Goner” becomes “RIP Sinead O’Conner”) but leave it as-is in the app/on their sheet.
- Edit their team name in the app from the Leaderboard screen to insert asterisks and/or more crowd-appropriate language (especially if there are kids playing).
- Talk to the team directly about their name and see if they would be willing to choose a new one, or find out if you’re missing something that makes the choice more palatable. (Sometimes a team will be something like “No Gay Jose” and they’re just using an inside joke about their friend, who is right there. You still don’t have to read it on the mic, but you might feel less gross about it.)

Ultimately, it's the host's job to make these calls based on their own discretion. **Comfort is key—if it makes you uncomfortable, you're empowered to do something about it.** But bar trivia is an adult creative activity in a primarily adult setting, so teams should feel comfortable getting creative, even if it means being a little bawdy or indelicate.

## Be Respectful

**Always be fair and courteous** to Trivia Mafia customers, players, the staff of businesses associated with Trivia Mafia and (of course) your fellow employees. You may get heckled, but keep to the high road when you respond. While some teasing and joking is fun to toss in as a host, **don't ever mock or disparage players who don't know answers** - we want to generate an inclusive atmosphere. It's great that they are learning new things! **It's cool to be kind.**

**Resolve work-related conundrums by speaking directly with the Powers That Be** - it's more effective than by posting complaints to a social media outlet. If you decide to post critically online, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage Trivia Mafia customers, employees, players, or suppliers, or that might constitute harassment or bullying. It could make you liable for defamation, and may jeopardize your employment with us.

## Personal Appearance

**We know you're in a bar/taproom/etc, but you're also at work.** It is essential that all Trivia Mafia employees are professional, and that grooming and attire requirements are met. Trivia Mafia recognizes that mode of dress and standards of personal appearance are a matter of individual taste, but they must not hinder the employee’s abilities to perform their duties. Clothes should be clean, hygiene should be healthy. If setting up a PA is part of the equation, your clothing should allow for sufficient movement to do that.

We also ask that any text on clothing be **free of swear words** and be generally considered **appropriate for the audience** - i.e. if you are hosting at a family-friendly restaurant at 6pm, your ensemble should likewise be family-friendly. We have no issues with tattoos, piercings, hair color, etc, but we do take into account any customer feedback when a venue finds a host appearance to be a mismatch with the vibe of their business.

Same goes with political slogans/iconography - will what you wear make it clear that you're approachable and helpful to all players, no matter their political affiliation? We're not saying you can't host wearing a Feel the Bern or MAGA hat, we're saying **be very cognizant of what your clothing says about you and the company you're representing** (Trivia Mafia, remember?) when you're wearing them.

## Dealing with Difficult News Events During a Trivia Night

Sometimes a troubling news story will break just before—or even during—your trivia night. This can create uncomfortable situations for our hosts and our players. When such situations occur, you may feel the need to communicate something to the crowd, because saying nothing would feel insincere. **Trivia Mafia is 100% behind our hosts using their best judgment in determining how to make the room feel comfortable for all parties involved.**

If it feels right to acknowledge a recent event at your trivia night, please do so. Be mindful of the fact that Trivia Mafia teams represent a wide array of political viewpoints, and while our content may be accused of betraying a liberal bent from time to time, a trivia night is not the appropriate venue for political, religious, or social diatribes (in fact, **most players view trivia games as a welcome respite from the exhausting daily news cycle**). Reach out to the Powers That Be if you want help with verbiage or have questions.

## Media Requests

If you get a media request and the topic is on your hosting approach, that is totally ok! We are happy to provide support if you want it, but you're welcome to chat about what you like about hosting, how you make your unique trivia sites special, why you love hosting at your home site(s), etc.

If the topic is on Trivia Mafia as a whole, our editorial, the structure of trivia, our business model, etc., those requests should go through the PTB. [Emailing Brianna](#) is the best place to start, but any PTB will know how to route the request appropriately!

## Pay, Promotion, and Promoting

**Hosts are paid the same hourly rate for every regular hosting shift\* that you show up to work.**

If you park and there's a "Sorry Closed for Staff Event" sign on the door, but you were never notified? You'll get paid.

If you set up and wait half an hour past the start time, but no one wants to play? You'll get paid. If there is one team or there are forty-one teams, you'll get paid exactly the same.

Overall, hosts are all treated equally in the [hierarchy of roles](#), but **we automatically issue a one-dollar/hour raise for each year** a host is employed with us for the first five years of employment. Consistency and experience are valuable!

Paid-Time Off (aka Sick and Safe Time) hours accrues at 1 per 28 hours worked (or, one hour for every 10 shifts\*). Email [payroll@triviamafia.com](mailto:payroll@triviamafia.com) if you have any questions about your compensation, or refer to the full Official Policies section.

**Recruiting crowds and maintaining a popular event is the shared responsibility** of the promotional arm of Trivia Mafia and individual hosts. Our most successful nights are ones with hosts who are great ambassadors for their events through social media, face-to-face promotion, and excellent hosting on site. We encourage you to find ways to attract players and build regular teams, both for your night and the bar!

\*One regular hosting shift = 2.8 hours; exceptions apply for Private Event hosting and special events (like tournaments).

## Subbing Out/Subbing In

**Be sure to review all of our company policies in full [here](#)!**

Key notes:

**You are responsible for finding coverage if you are going to miss a shift for any reason!** In case of an emergency, alerting the On-Call Host or Host Manager - at minimum - is required. **Fill out the Sub Form to Request a sub, and again to Notify us as soon as you secure a sub.**

The Notification will email confirmation to you and your sub, update our internal documentation, and notify payroll (it even includes a checkbox for PTO usage).

**You are allowed to seek a sub for any reason!** Just be responsible about it.

Please consider picking up sub shifts if you can - it's a great way to get more experience, and to build karma for a time you might need a sub.

- If your **address changes**, be sure to [update it in Gusto](#) and notify the [Host Manager](#).
- Staff safety is paramount in the event of **inclement weather** (snow, thunderstorm, etc); if you feel unsafe getting to your site, reach out to the On-Call or Host Manager.
- Trivia Mafia operates seven days a week, 360ish days a year. **We do not run trivia events on the Fourth of July, Thanksgiving Day, Christmas Eve, Christmas Day, or New Year's Eve.** All other holidays (Memorial Day, Labor Day, etc) are fair game.

## Questions? Concerns?

Send a Slack DM to the Host Manager, or contact [info@triviamafia.com](mailto:info@triviamafia.com) at any time to connect with the **Powers That Be**.