

Trivia Mafia Host Handbook

All your essential Trivia Mafia host guides in one handy book.

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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.

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.

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

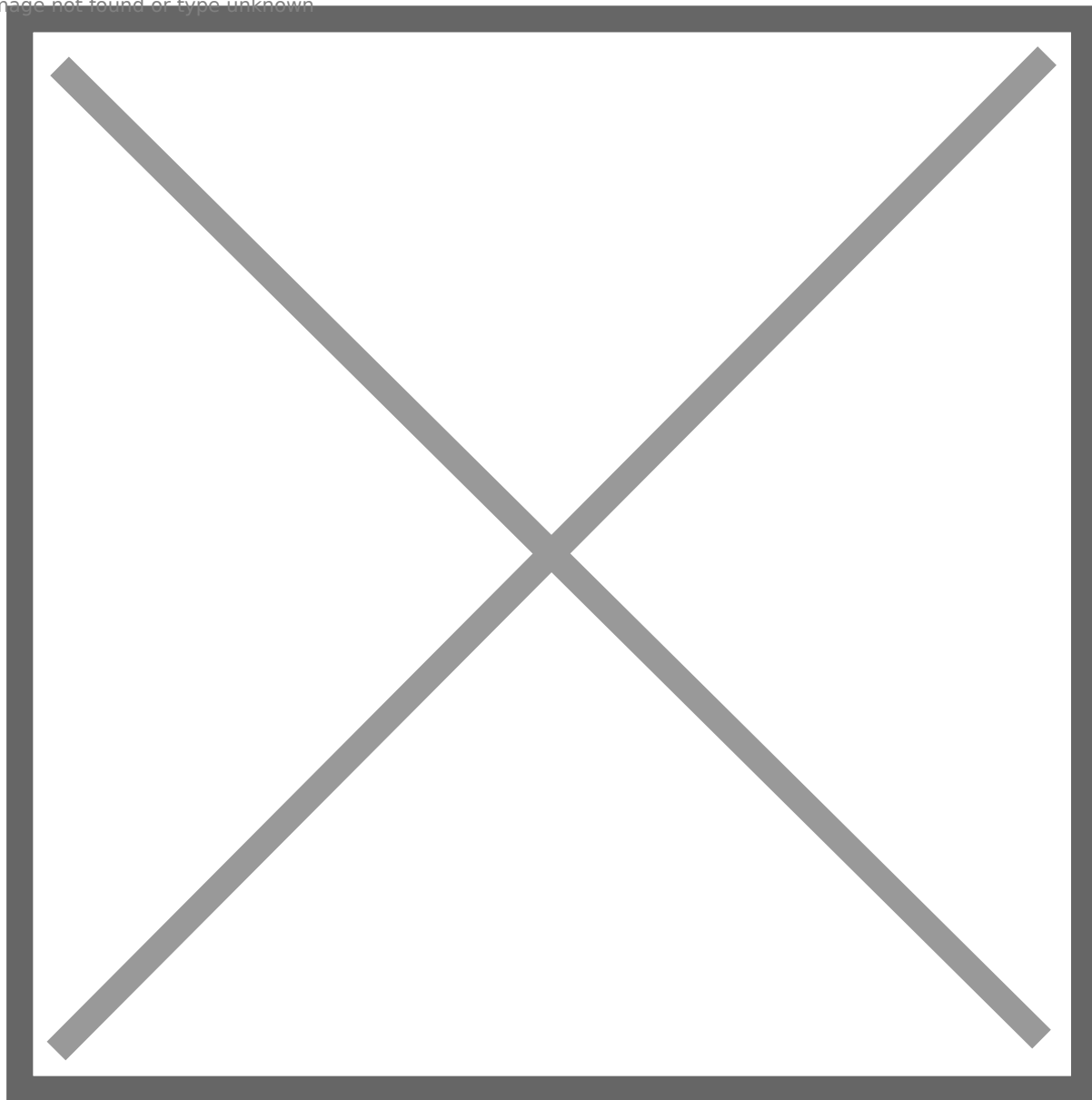
This small, business-card sized resource has a QR code to help players easily get to play.triviamafia.com and join your game. There is a spot to jot down the four-digit game code, and brief instructions for players on how to get set up. Give one to each team when you walk around

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 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**, 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

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.

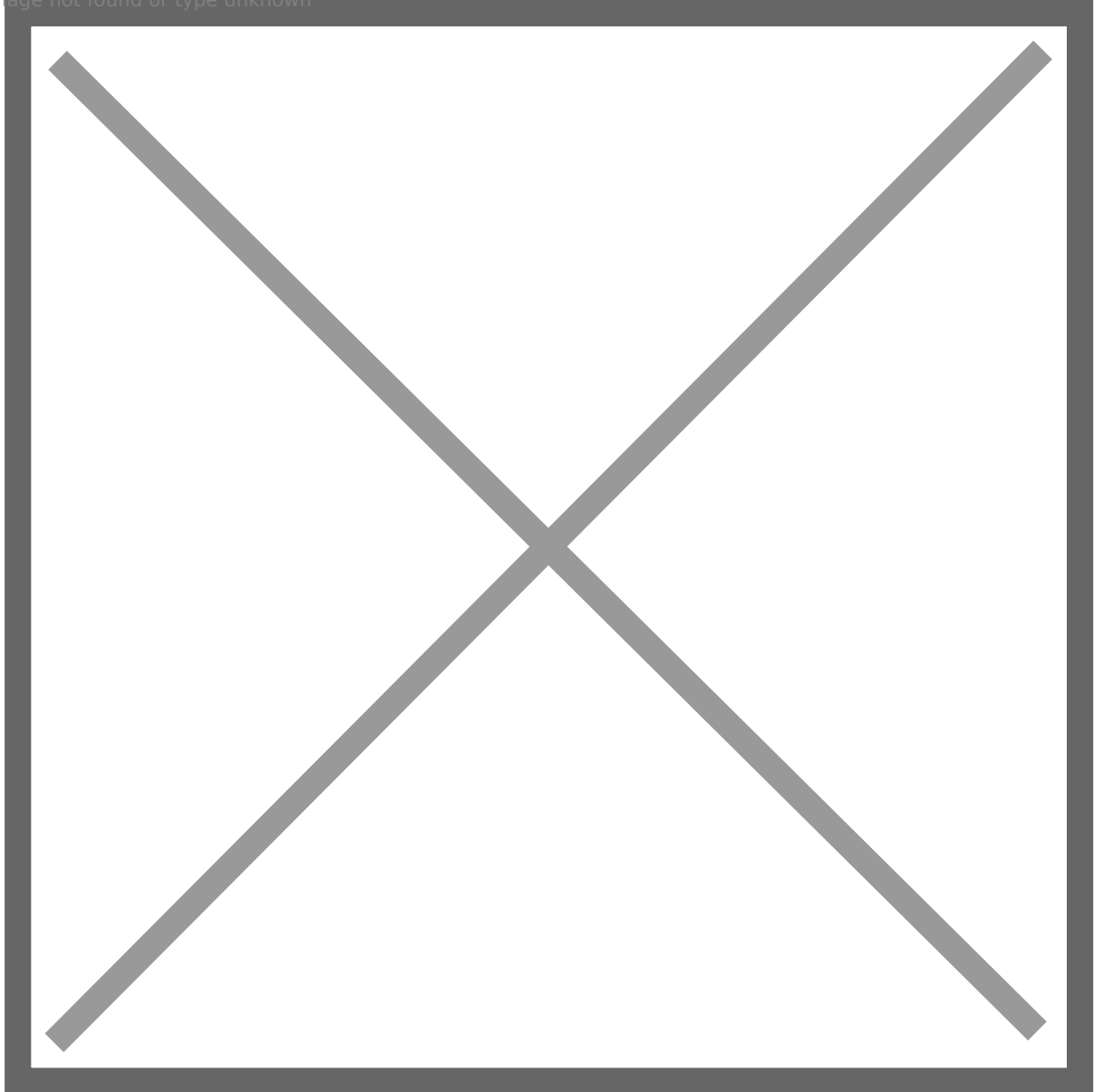
We recommend doing it before you go home for the night (rather than after you're home, or the next day, but whatever works for your routine, do it and stick to it).

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 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 at any time to connect with the [Powers That Be](#).

The Trivia Mafia App

All things relating to the Trivia Mafia app (play.triviamafia.com). Includes how-to guides for new hosts, use cases, and updates.

What's New in Version 3.0 of the Trivia Mafia App?

Version 3.0 of the Trivia Mafia app was released on Monday, June 3, 2024. It contains several upgrades and features that will be new to experienced users (hosts as well as players) of the original version of the app.

These improvements include a better game creation process, a new tiebreaker interface, more robust messaging between hosts and players, updates to the scoring and leaderboard flow, and more. The following guide is intended to walk hosts through these new features.

Updates on the Host Side

Creating a Trivia Event

The process of creating a game (or a "trivia event," in the parlance of the app) has been updated so that finding the correct content block is now simpler, while the likelihood of accidentally choosing the wrong block and/or venue is reduced.

The Event Creation Page is located at play.triviamafia.com/host/event-setup. Getting there is simple: Just login and click **Host a Game**.

How to create a trivia event:

- First select your venue.
- Next, select your content block. This will default to the current day's block, if it has been uploaded. If you are hosting a theme night, toggle the **Theme Night?** slider on in order to choose the correct content block.
- The **Use Sound Round?** slider will switch on or off depending on your venue's preset. If your venue is not authorized to use the Sound Round, it will slide to the "Off" position. Users may manually override this setting if necessary.

- Double-check the venue and content block you've selected. If all is well, click **Begin Trivia Event**.

Additional features of this page:

- Hosts now have the option to limit teams to single device. Use this feature if you want only one player per team to be logged into a device. This is designed to be used during tournaments, or any other events where the host may want to limit the amount of screen-staring is going on during a game. Please note: This will make it more difficult for teams to view image rounds or read questions, as they will only be available on a single screen.
- Hosts may start the game with their image round fully revealed by toggling on **Reveal Image Round?**. Note that for non-sound-round games that contain a second image round, this will only reveal the first image round, which is typically Round 4.
- At the bottom of this page is a link that will take hosts to a list of their five most recent games. This should come in handy if you need to submit feedback for past events.

Resolving Tiebreakers

Hosts now have the ability to run tiebreakers directly in the app. The app will calculate the winner of the tiebreaker and update the leaderboard.

How to resolve a tiebreaker:

- Any time two or more teams have a tied score, the **Host View** of the **Leaderboard** will show a **Resolve Tie** button below those teams. To resolve the tie, click the button.

Host - Leaderboard

...

Host View

Public View



Update Public View

Host Leaderboard

1	Team Hashbrowns	5
1	I, Trivia Team	5

Resolve Tie



Game



Leaderboard



Controls



Scoring

- This takes you to the **Control Board**, where the Tiebreakers live. Use the arrows to select the tiebreaker you wish to run. Peek at the answer by clicking **Show Answer**. Invite your tied teams to send one representative each to answer the question, and then read them the question aloud.

Note: Players **do not** have the ability to enter their answers to the tiebreaker via the app. They still need to submit answers directly to the host. If you like, have them write their answers on scrap paper or whisper their answer out of their competitors' earshot.

- As the tied players submit their answers, enter those answers into the app. Then hit **Calculate Winner**.

Control Board

...

Hide Tiebreaker

In what year was Crocs founded?

Show Answer

For 1st Place

I, Trivia Team

1998

Team Hashbrowns

1975

Calculate Winner

Show Completed Tiebreakers

Message Players



Game



Leaderboard



Controls



Scoring

- Hosts will now see each player's answer, how far they were from the correct answer, and their new leaderboard rank.

Control Board

...

Hide Tiebreaker

In what year was Crocs founded?

Hide Answer

2002

Update Leaderboard

Winner: I, Trivia Team

Answer: **1,998**

Difference: **4**

New Rank: **1**

Loser: Team Hashbrowns

Answer: **1,975**

Difference: **27**

New Rank: **2**

Show Completed Tiebreakers

Message Players



Game



Leaderboard



Controls



Scoring

- The Host View of the leaderboard will now reflect the resolved tiebreaker. To update the Player View of the leaderboard, hit **Update Leaderboard**. Note that the teams' scores haven't changed. Only their position on the leaderboard has been affected.

...

Host - Leaderboard

Host View

Public View

1 ✓

2

3

4

5

6

7

8

Host Leaderboard

1	I, Trivia Team	5
2	Team Hashbrowns	5

Scoring and Leaderboard Updates

There are several updates to the way rounds are scored and answers are revealed to players. These include a much-requested intermediate step between rounds being scored and the leaderboard being updated, allowing for teams to see their own results without learning the overall standings.

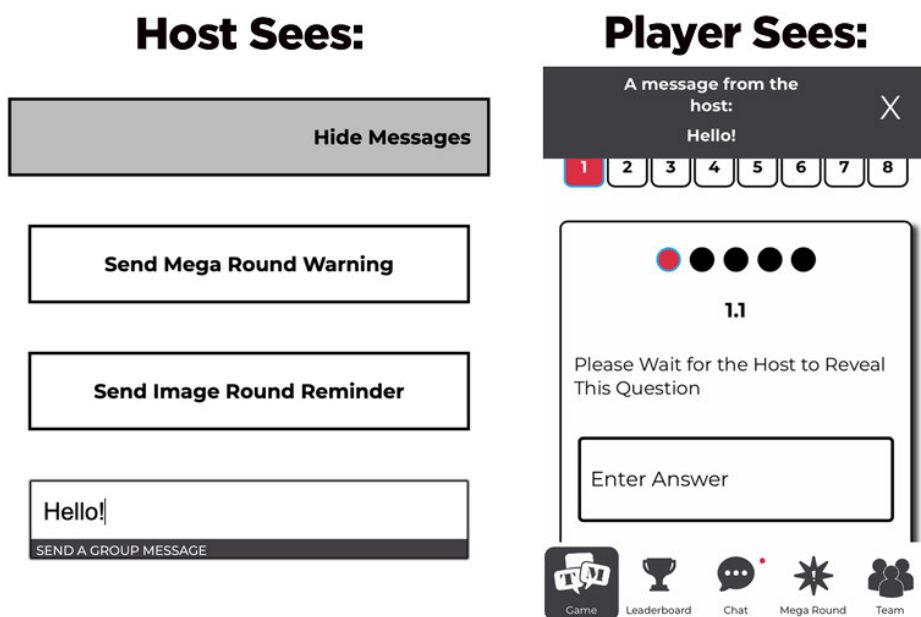
- Hosts are now able to navigate directly to a particular question while scoring using the navigation dots at the top of the page.
- Each submitted answer now features a **Teams** button, which expands to reveal which teams submitted that answer.
- The **Funny?** button is now a slider.
- Once scoring is complete, hosts can now go to the **Leaderboard**, where they will see a button that says **Reveal Scoring**. This reveals to all teams the results of the scoring. They will see either "You received 1 point for this answer" or "You received 0 points for this answer" on every question for all locked and scored rounds. (Unless the round was their Mega Round, in which case they may receive more than 1 point per answer.)
- After the answers have been read, hosts will once again go to the Leaderboard and hit the button **Reveal Answers + Update Leaderboard**. This will reveal the correct answers to any locked rounds to all teams, as well as a graph revealing how many points they received for each question. The Public View of the Leaderboard will also now be updated, showing the standings. Hosts may want to wait to reveal the standings until after they've already announced the winners, for dramatic effect.

Sending Messages to Players

Hosts now have the ability to send pop-up messages to players throughout the game. Choose between two boilerplate pop-ups (Image Round and Mega Round reminders) or customize your own message.

How to send all-player messages:

- Go to **Controls**, located on the bottom menu.
- Click **Message Players**.
- Choose the message you wish to send.
 - **Send Mega Round Warning** will result in a pop-up to all players that says "Reminder! Remember to submit your Mega Round!" with a link to the Mega Round tab. Hosts will see a confirmation popup.
 - **Send Image Round Reminder** will result in a pop-up to all players that says "Reminder! Don't forget your Image Round!" Hosts will see a confirmation popup.
 - **Send a Group Message** allows hosts to send a pop-up with any message they like. Simply type your message and hit Enter. Your message will appear as a pop-up, as well as a host message in each team's Chat tab. Hosts will also see the message in the chat field afterward.



Other Host-Side Updates

- Image Rounds are no longer automatically revealed at the beginning of the game. You'll need to go to Round 4 at the start of your game and hit "Reveal All."

Updates on the Player Side

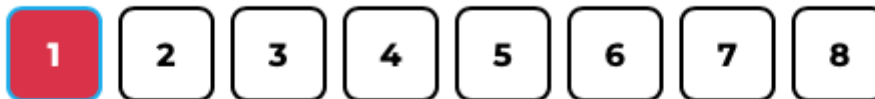
Auto-Advance Is Now Optional

Previously, the app automatically advanced a player's game whenever a new question was revealed. This is now optional.

In the Player Menu (the three dots in the upper-right corner of the screen), players can toggle Auto-Advance — the function that automatically advances them to the most recently revealed question — on or off.

If a player has Auto-Advance toggled off, they will see a blue airship button whenever they are not on the current question. Pressing this button will whisk them away to the current question.

General Knowledge



1.1



Earlier this week, Minnesota's professional women's team in what sport took home the inaugural season's Walter Cup?

Enter Answer

Submit



Game



Leaderboard



Chat



Mega Round



Team

For all pre-existing users, Auto-Advance will default to "On," as that is what those users are accustomed to. For all new users, Auto-Advance will default to "Off." Hosts should let their players know that they have the option to turn this on/off as they like.

New Player Menu and Team Menu

Players now have two available menus: A Player Menu and a Team Menu.

The Player Menu (three dots in the upper-right corner):

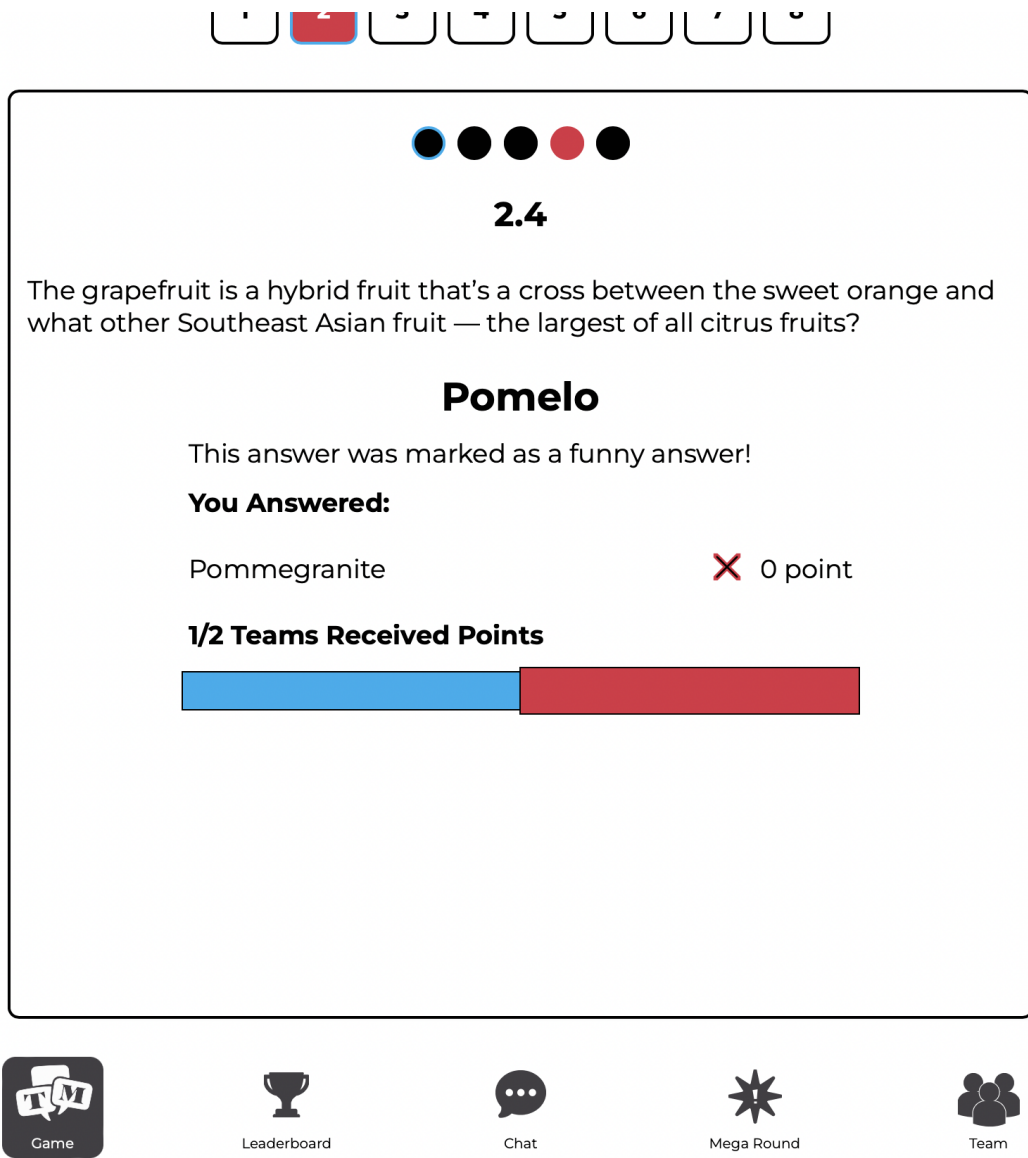
- Toggle Auto-Advance on or off (see above).
- Manage user profile
 - Update Username
 - Update Password
 - Update Email
- Rules and FAQ
- Join a Different Game
- [Submit App Feedback](#)
- Logout

The Team Menu (the team icon in the lower-right corner):

- Show QR Code
 - This is the QR that allows other players to join your team
- Team Members
 - A list of players who have joined this team
 - Plus the ability to remove any of those players
- Update Team Name
- Update Team Password

Revealed Answers and Per-Question Stats

After a host has revealed the answers to players, players now see the correct answer, how many points they received for their answer, whether or not their answer was marked "funny," and a graph showing how all teams performed on each question.



Other Player-Side Updates

- The process for getting into a game has changed slightly. Players are now shown a dropdown of teams they've already joined, while **Create a new team** and **Join an existing team** require an extra click. The hope is that this will reduce the number of players entering team passwords as game join codes.
- Players are now shown a venue confirmation message before entering a game. This should prevent instances of teams accidentally joining the wrong game.
- The "Notes" function that formerly appeared within each question pane has been scrapped.

- As before, a player can click on their team within the leaderboard to view a full summary of their game. To make this feature more obvious, there is now a **View Game Summary** button at the top of the leaderboard.

Providing App Feedback

Please provide feedback on the new app using [this Google form](#). You can also find that link in the Player Menu.

Guides et al

Find a guide for trainers, a guide for theme nights, a guide for using the TM PA, and probably more guides as we find more ways to provide guidance.

Trainer Guide

Showing a New Hire the Hosting Ropes

Thank you for being a Trivia Mafia Host Trainer! Your experience and skill in presenting Trivia Mafia trivia are invaluable, and we hope this guide will assist you in teaching new hosts how to be a good ambassador of our brand, and demonstrating the fun of running a trivia event. Thanks!

Week 1

Before:

Make sure you are familiar with all the updated policies and procedures and be prepared to update the new host with changes that have occurred since the last formal manual update. Technically, using the Answer App is optional, but we ask all hosts to be trained to use it.

You'll be introduced to the new host via email by Brenna or Mary Kate; check that they have received all of their materials, reviewed the Host Guide, and joined the Host Slack. Encourage them to take notes.

On Site:

Trainer and new host are expected to arrive 30 minutes before trivia begins.

Introduce yourself to the staff and find out where to set up and how to use the sound equipment. If it is a Trivia Mafia PA, go slowly through the set up to teach the new host how everything fits together, and find out if it will be stored onsite after trivia. If it is an in-house system, the staff should be prepared to train you both on how to use it.

When you introduce yourself to the new host, let them know your experience and a little about yourself. Use this introduction time to find out what experience your new host has. Are they comfortable with public speaking, do they have experience talking into a microphone, are they familiar with sound equipment, what concerns do they have? Do they learn best by doing and getting notes after, or observing and then trying it themselves? Use this information to guide your training.

You should start on the mic, and introduce the game as well as the new host. You should present the first round and let the new host present the second. Alternate presenting rounds, and score the first half together, and you will read the answers. Talk about the best ways to keep track of time. Take a picture of them hosting to share on Slack, and find out if we can share it on socials! For the second half of trivia, have the new host start with round five and alternate reading rounds, with them giving the answers for the second half of trivia. Have them do the scoring and help navigate half points and leniency in general; update the leaderboard, give time for any

discrepancies to be raised, announce the winners and end the night as usual making sure to let the teams know that there will be trivia every week on the same day and time. Have the new host take the team photos.

Emphasize the importance of fair and accurate scoring, and the pitfalls of giving unearned points (and the balance of giving half points for humor or nearly-correct answers). Explain how to address a contested answer. Explain what to do if/when there is a tie. Remind them about the Questions email thread, and show them which channels to use in Slack if they need to ask for support/clarification/share stories.

After:

Make sure they understand how to set up and take down the equipment. Encourage them to take pictures and notes of the setup for reference, and for their ICOE. Review the ICOE together if you can!

Show them how to access the Host Feedback and walk them through filling it in. Let them know they will be running Trivia the following week and you will be there to assist them with anything that may come up.

Ask them what they felt best about, and which elements are causing discomfort/challenges. Let them know you are available for any questions, and the best way to get a hold of you.

Week Two

Before:

Nudge them to review the ICOE form and review the Host Guide prior to arriving for week two. Let them know that you will be working with them to collect information to complete their ICOE.

Let them know when you expect to arrive. The second week may not need the full 30 minutes ahead of start, but never arrive less than 15 minutes before trivia should begin.

Make sure to communicate with the staff regarding any changes or updates since the prior week.

Encourage them! Share your confidence that they'll do great. Let them know to laugh it off if they mispronounce a word or accidentally skip a question – everyone is there to have fun and we all make mistakes!

During:

This is the new host's time to shine! They get to kick off the game. Before they hop on the mic, you might have them practice the introduction. They need to say:

- their name
- they are with Trivia Mafia
- it's going to be so fun OMG
- trivia has eight rounds, four in each half
- the rules are simple: no shouting, no cheating, no teams over eight
- use your noodle, not your Google
- let's gooooooooooooo

It may be more helpful for the host to get in the mindset of running trivia on their own if you don't stay near them as they are presenting, so feel free to move about the cabin and sit in various places to listen. It is very rare that a host can make a mistake that cannot be addressed during a pause between questions or rounds (e.g., speak up/slow down; remember to describe prizes/thank staff/explain Mega Round, etc.) Resist the urge to interrupt them or take over! However, you can offer to run one round or read answers; leave the choice to the trainee.

If they are struggling, try to give just one or two specific notes, and encourage them to sort things out on their own. Successfully navigating the night will be great for a new host's confidence in presenting solo!

Take notes and be ready to provide constructive feedback at the end of the night. Check in with teams during the game to see if they have any feedback on delivery/pacing/vibes. Have the new host end the night on the mic, and present prizes and take pictures.

After:

Debrief on what you observed they did well that night, and ask them where they felt a little shaky. Mention any areas for improvement they didn't touch on and offer tips on how to deal with those in the future.

For example, if they struggled with pronunciation, encourage them to read all the questions aloud before trivia - whether that be at home before they come out or in their car right before they go in, that often helps. If they struggled with pacing, encourage them to set a timer on their phone, find a good clock in the space, or use their playlist to track time (i.e. if you start a new song after each question, you should read the next question by the time the chorus starts.)

They can also refer back to the Host Guide and the Cheat Sheet for other support. Have them complete the Host Feedback Form and make sure they have all the information they need to prepare their ICOE. They'll get a reminder email automatically around three weeks after their hire date.

Once they become comfortable hosting, they can learn by subbing at other sites, and subbing is greatly appreciated by everyone! Ideally they'll have been a host for six weeks (four weeks solo) before picking up sub shifts, but that's not a hard rule. Share with them the Sub Form and best practices for getting subs. Make sure they have joined the Host Slack, and encourage them to search Slack and ask questions as everyone is willing to help them out. Point out the channels for subs, answer app, job opportunities, and announcements (but also note the channels for playlists and kickball and stuff).

Most importantly, make sure they are comfortable and have enough confidence to run trivia on their own. If you or the new host have concerns about running trivia solo, that is OK, and you should reach out to Mary Kate and make a plan for the new host's success.

Thanks for being an awesome guide for a new host!

Theme Trivia Guide

Big Fans, Small Focus

Theme trivia events can be incredibly fun! You do not need to be a fan to host successfully, but it helps. ;)

Plan to arrive 20-30 min prior to the start, and to begin exactly on time.

You are likely to have more first-time players than usual, so allow time to navigate the app with them during the first round.

Hot Tips

- If it is not your regular venue, **read the [ICOE](#)**. If there is anything you have a question about, contact the regular host.
- Teams are often new to the site, and to Trivia Mafia, so **go over the basic order of operations** so they know what to expect (eight rounds, image round(s), when is there a sound round, etc.) - and be sure to tell everyone when the location runs regular trivia. *"Come back Sundays at 7pm for regular trivia!"*
- **Always read through the content before you arrive.** If you have the subject knowledge, **drop as many references, inside jokes, and innuendo about the theme as you can** - but make sure none of those are actual questions for the night (for example, don't lead everyone in a recital of the Konomi cheat code for Nintendo trivia - because it is, in fact, a question!).
- There will be teams that are SUPER into the theme and will likely do very well. But probably only a few. **Most of the teams will really like the theme, but not actually do that well.** Keep mentioning that these are really hard questions and they should not be discouraged if they only get some of the questions right. Be strict but fair on scoring, and always generous in spirit!
- **Be ready for a very obscure objection to an answer.** Since some of the teams are super into the theme, they know nuances that might cause some issues. (Looking at you, Star Wars fans.) All of our content is vetted and fact-checked to the best of our ability! You always have the right to Google the info (if you have the time and inclination). You can also put it to a vote - say the alternate answer into the mic and ask the crowd to raise hands if they think credit should be given. Or, be prepared to say that the answer you have is the right answer tonight, and you will forward that concern on to the Editorial team, but you can't change it right now.
- **Dress in costume**, or along with the theme, if that suits your vibe/existing wardrobe. (You will not be reimbursed if you purchase a gallon of body glitter for hosting "Twilight" trivia, but we will happily post pictures of you wearing it.)

- **Give the site's theme posters to the winners** (or anyone really) when you take their pictures - the customer was likely to toss them anyway!
- Teams usually have pretty good team names. **The third prize would be good to give to the best of the team names.** At the very least, take a moment before you start the second half to acknowledge the many clever names on the mic! **People love to hear their team name read out loud.**
- **Note the funny wrong answers**, and share them on the mic when going over all the questions.

Team Size Limits

We recommend a team limit of six people for themes, but it's really up to you to determine whether to keep it at eight people! Sometimes the site will specifically request the lower limit; this is usually the case if they've arranged special prizes. You are also more likely to see kids at theme nights, so just use your best judgment as to whether they count against a team total.

Photo Guide

Photo Best Practices

By Brianna Liestman

The below guide will help you take the coolest team photos after trivia is over, no matter your photography skill set! Reach out to me if you have any questions.

TL;DR - The Most Important Bits

- Take Landscape (that means sideways) images, not Portrait (that's the up-and-down)
- Bonus points if you leave some space on the sides for me to crop to a square
- If the photo is blurry and you can re-take, please do
- If anyone in the photo has an unintentionally off face (i.e. they blinked and didn't mean to), please retake
- If the team doesn't want a photo, please take a photo that is relevant to the trivia site
- Cool signage, the exterior aglow at night, a glass with their logo, pets with gift cards, a photo of the prize pack, a selfie with your favorite server, or your own stock photo of their coasters. Basically, nothing unrelated to the event you just hosted, or that might be embarrassing to have uploaded on our Facebook page
- If you have an iPhone 11 or later, [please update your settings!](#)

Team photo purposes

We post these in a slideshow in the location's landing page **on our website as well as on Facebook**, in weekly albums under our company profile.

Sharing pictures of people playing trivia is fun! It shows people what a good time trivia nights are, and hopefully encourages them to give us a try too.

Team photos are also really enjoyed by the players! We get requests in our social media DMs and emails requesting team photos, if the website hasn't updated when the team looks for their photo. You remember how it felt to find yourself when you got your copy of your school yearbook, right? Our trivia players are looking for that same rush of endorphins.

Plus, they usually share those photos with friends, which circle back to the earlier-listed reason we take photos!

Asking for consent

Everyone's digital boundaries are different, and we as a company want to always respect those boundaries! Before you put them in frame, follow these steps:

1.
Let the team know you would like to take their photo and why;
2.
Inform the team this photo will be uploaded to the Trivia Mafia website, on the location page for this venue, and then uploaded to Facebook; and
3.
Ask them if they consent to having their photo taken and used for this purpose.

If they say yes, groovy! Hit that shutter button.

If they say no, congratulate them on the win, and let them go on their merry way.

Photo best practices

There are several elements to consider when taking a good trivia team photo!

Photo orientation

We ask that hosts take photos turning their device sideways, so the final product uses landscape orientation. This creates a more consistent and well-designed slideshow for each of our location pages. There are also usually more people visible!

I am personally requesting that you try to stand far enough back that there is some extra room on the sides of the trivia team. When we post photos on socials, particularly for our [weekly top-scoring teams roundup](#), the post looks best when we can use a square crop. We want to avoid cropping people out with the square, so if one photo in the post can't use that crop we use the horizontal option instead. It's doable, but it doesn't [look quite as pretty or fill the space](#) as much as the square crop. (This is a Nice To Have, not a Need To Do.)

Photo quality

Bars, restaurants, breweries, the endless void...they are all spaces that aren't as brightly lit as we'd like them to be. We are working with what we've got, so we know there are times when photos won't turn out perfectly.

That said, we should always strive to take an image that is as in-focus as possible. If the first photo looks pretty blurry, take another one for safety. Consider using a flash. Sometimes the lighting is working against us and that can't be helped, and sometimes we accidentally bump an elbow against something when we click the button and the second shot turns out better!

Model quality

When taking a team photo, it's important to represent the players in the best way possible. If you've ever seen a photo of yourself with your eyes half-closed and thought "oof, don't like that" as you hit the delete button, I can promise there are trivia players who feel the same way!

When I am taking a photo, I always say out loud, "Let me quick give it a look to make sure I can see everyone..." and either I let them know we need a redo, or I say something like "I see eight out of eight eyeballs, we're good!" You'll find teams appreciate the extra couple seconds that a photo review and second photo takes.

File specs for iPhone 11 and later

If you have an iPhone 11 or later, your photos are defaulted to .heic. This makes them hard to upload in a lot of spaces! Luckily, it's not permanent.

[Please update your settings](#) before taking your photos. Your friendly neighborhood marketing colleague will be so grateful they don't have to convert every photo file, and you'll guarantee the photo will upload no matter what application it is used for!

What to do if a team doesn't want a photo

Not everyone wants to be photographed, or to have their images shared on our website and/or social media. And that is a very valid boundary we want to respect!

It's still important to **use a photo that makes sense** and satisfies the reasons we take and share these photos. We don't want anything that is too embarrassing or will be trolled in the comments ending up on our Facebook.

A few **great options** include:

- A photo of the prize
- An adorable pet that is at your location (with as much detail about said pet as possible, particularly whether or not that pet knows I love them)
- A bar vibe photo: A cool sign, the wait staff, the front entrance, etc.
- A photo of you hosting (we like your mug, too!)

A few examples **we'd rather not see** include:

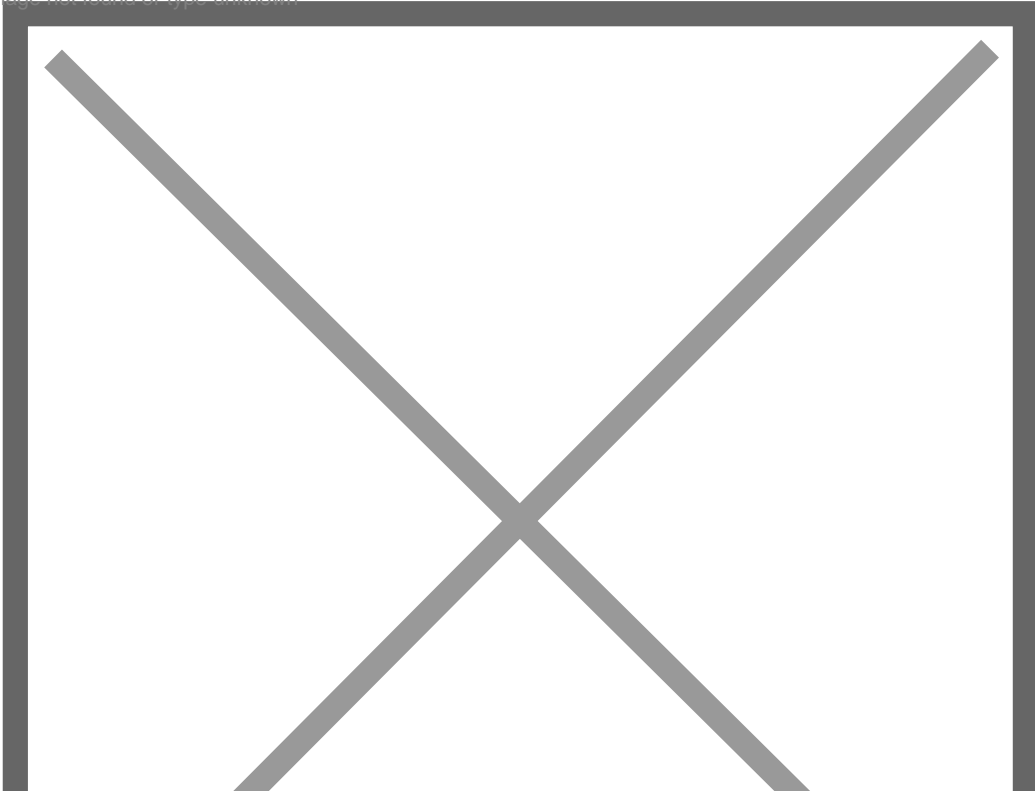
- Clip art from Google
- A photo of your cat (unless it was at trivia, which would be rad)
- A photo of your car (unless you host trivia out of your trunk, in which case we have several questions)
- An empty bar/restaurant

“You want some examples?!” “I think they want some examples, Pierce!”

Below are team photos that really understood the assignment, and team photos that have some opportunities for improvement.

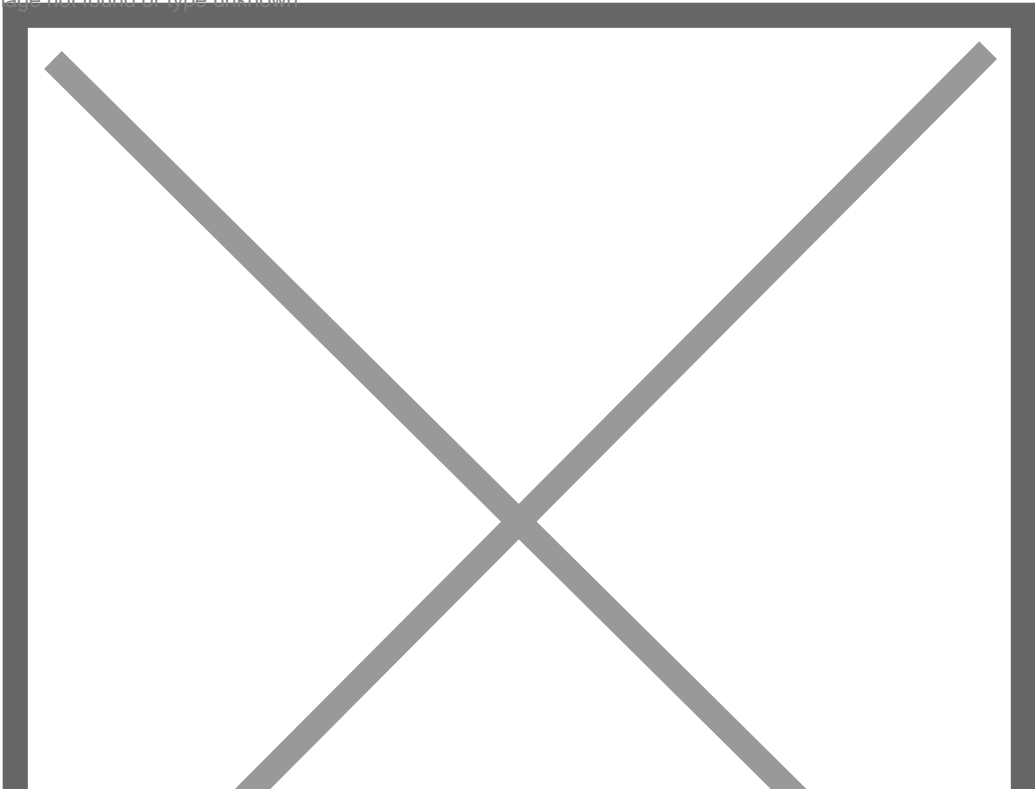
Great team photos

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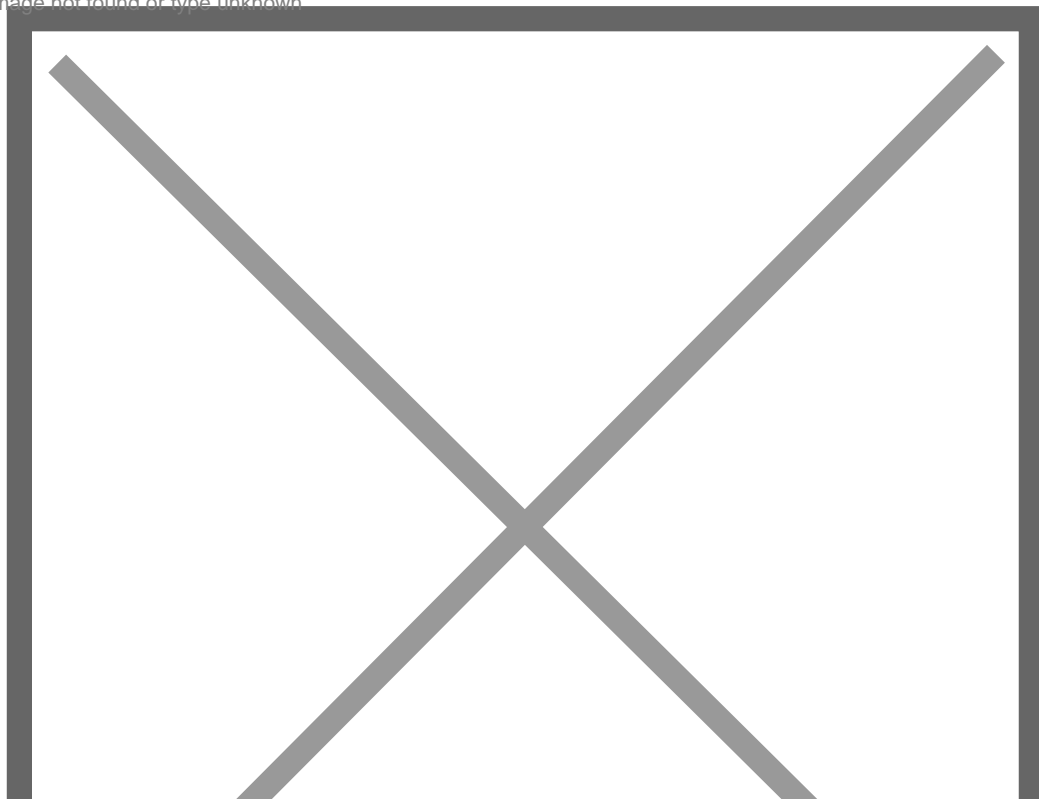
Look how happy they all are!

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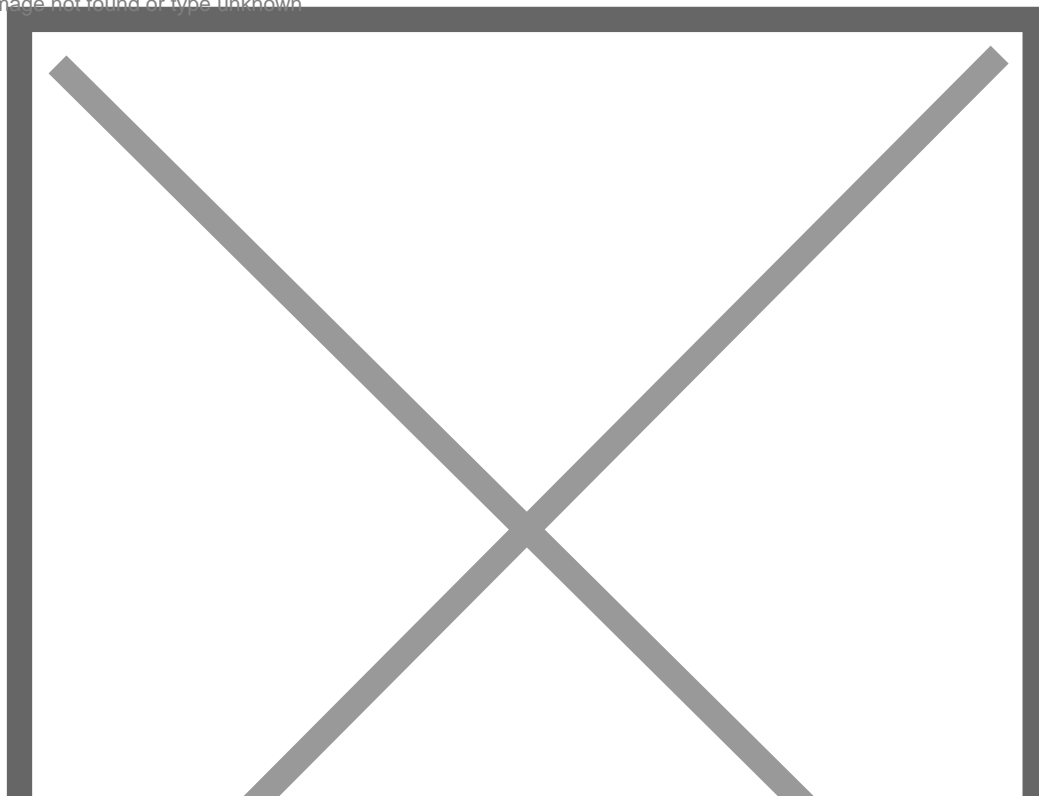
Lots of nice empty space on the sides of the image

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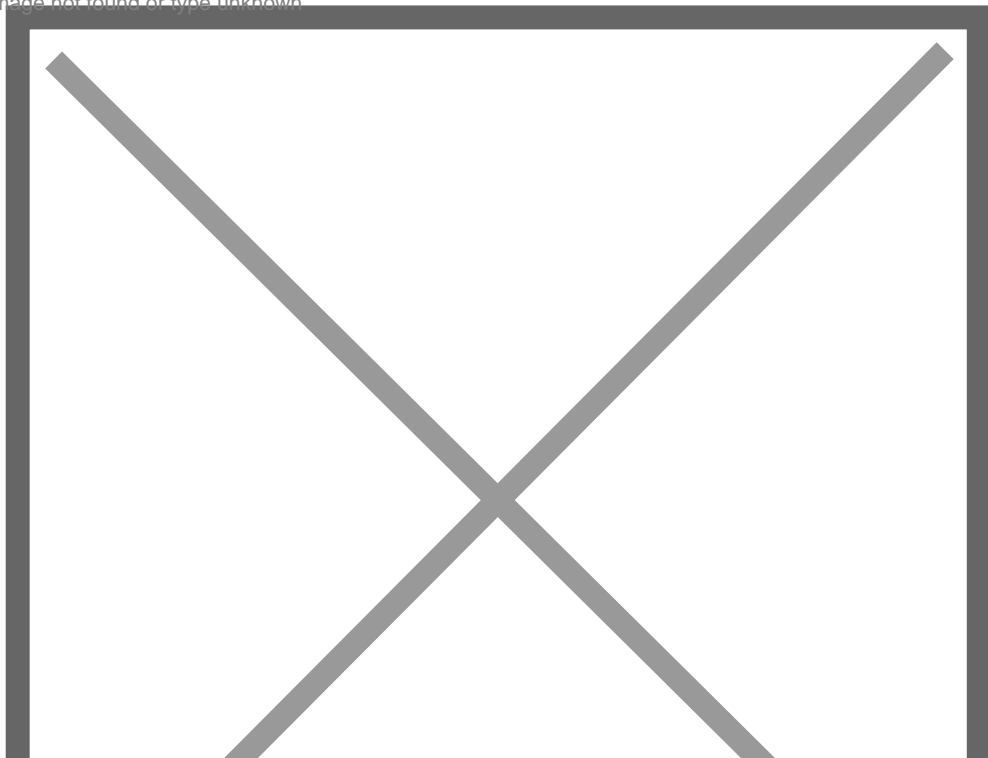
While one person is covering their face, they are clearly doing it on purpose — as is their right!

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Cutie patooties

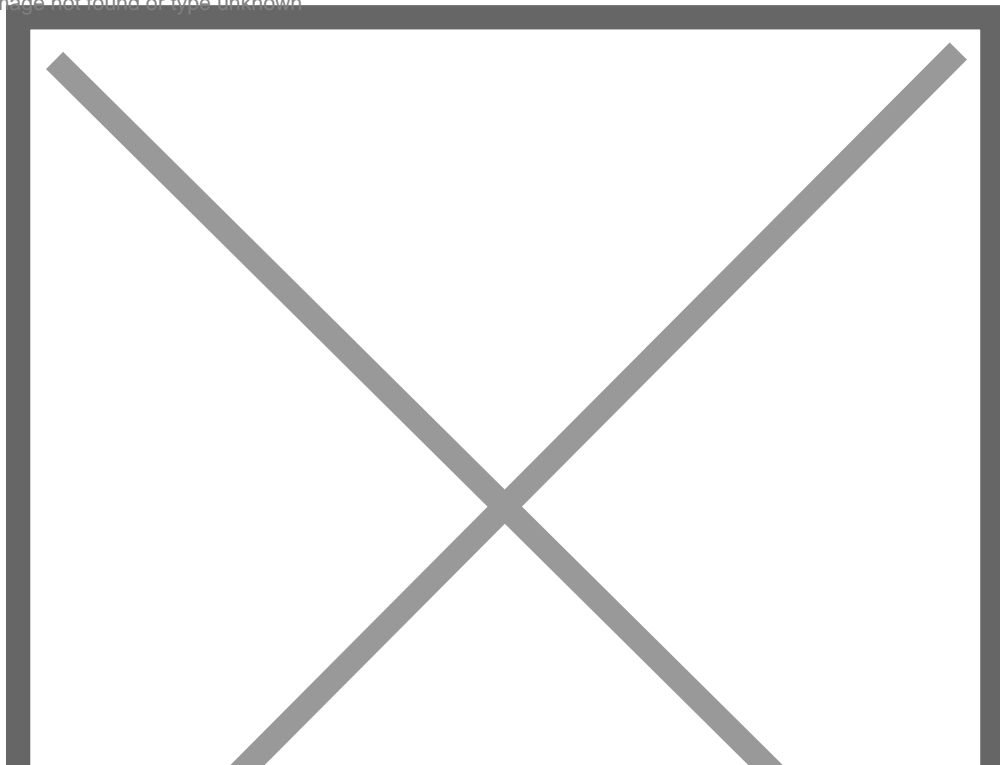
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Good dogs!

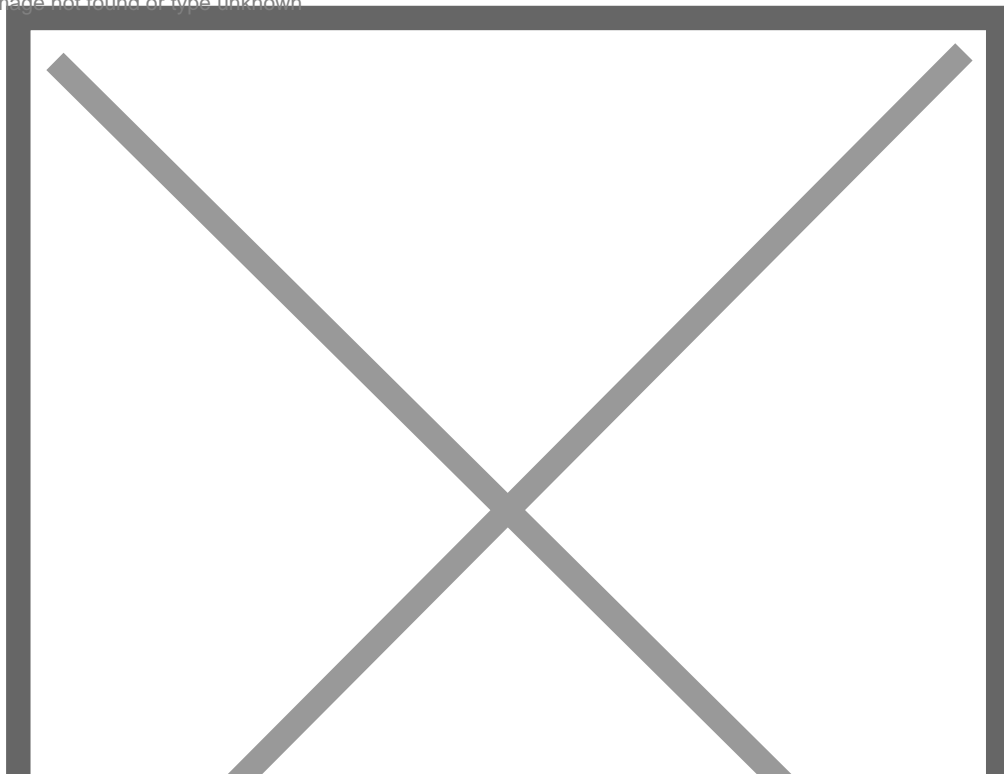
Team photos that warrant a reshoot

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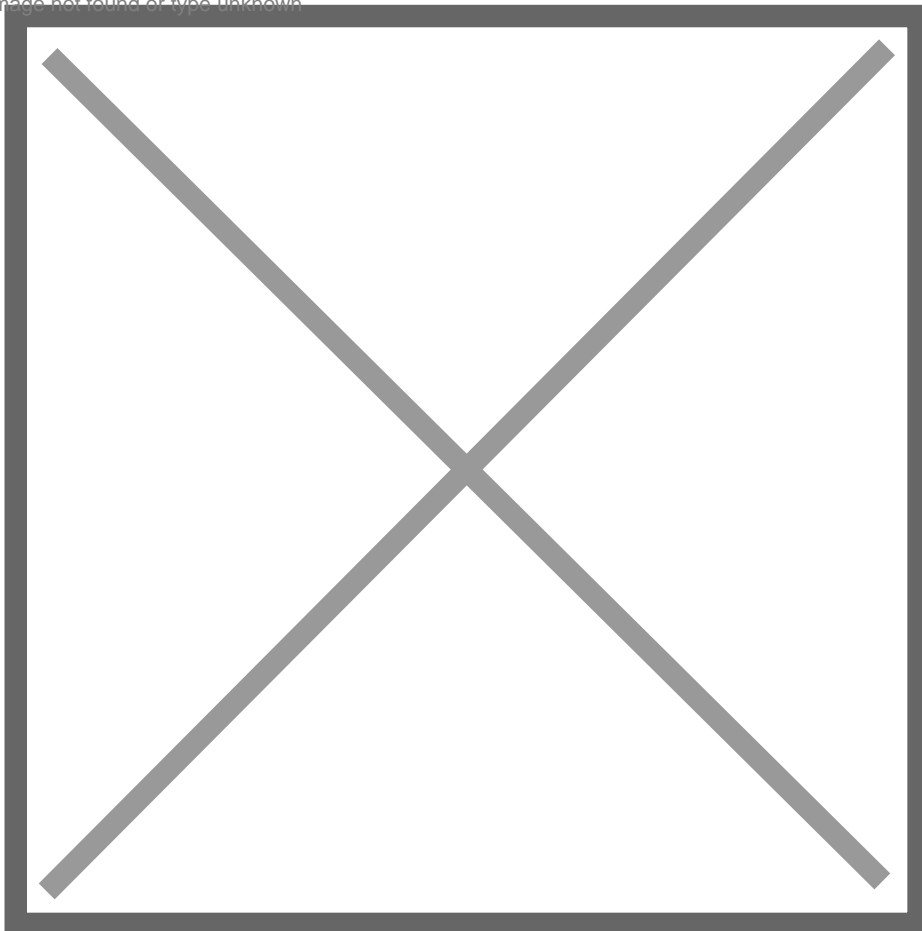
Blinking is such a functional need for our eyes and often poorly timed, but we can always take a second pic

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Did you know some animals, like [tortoises](#) and [hamsters](#), blink one eye at a time? A real downer to know that hamster wasn't flirting with me, TBH.

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...no. Just no.

But...where do those photos live?

Maybe you keep every team photo you've ever taken. Maybe you delete it immediately after you submit host feedback so your phone has more space for photos of your dog. The question at hand is, what do we a Trivia Mafia do with that photo?

Your photos go to a database, along with your feedback, where the admin team can find it! We can pull them from there as needed and see what the team's name and score was. This is where I look every time I get a DM from someone saying "I forgot to ask my host for the photo they took of us, do you have a copy?" I can download it from there and send it to them with congratulations on their smarty pants-ness. If you ever delete team photos and want them back, feel free to email me and I can do the same for you!

First through third places photos

The winner photos are uploaded to the location's page on our website. This happens roughly once a day, hence why your photos might not always be there when a team looks. There are also going to be times where upload takes longer, because the Internet.

RECENT WINNERS



Finally, those photos are uploaded about once per day to our Facebook page, in a monthly album of winner photos. Facebook is also on the internet, so that frequency can change too!

Miscellaneous photos

Currently, the miscellaneous photos are not uploaded to the website or to Facebook. It is on the to-do list for the app and website updates to have them added to the location page slideshows and Facebook eventually!

I do occasionally use these photos for various trivia promotion opportunities on social media and our newsletters. This is a great section to add a submission for [our Pup Quiz](#), which is a weekly post

showcasing doggos playing at our trivia nights, and the Pets & Plants section of the Morning Rounds!