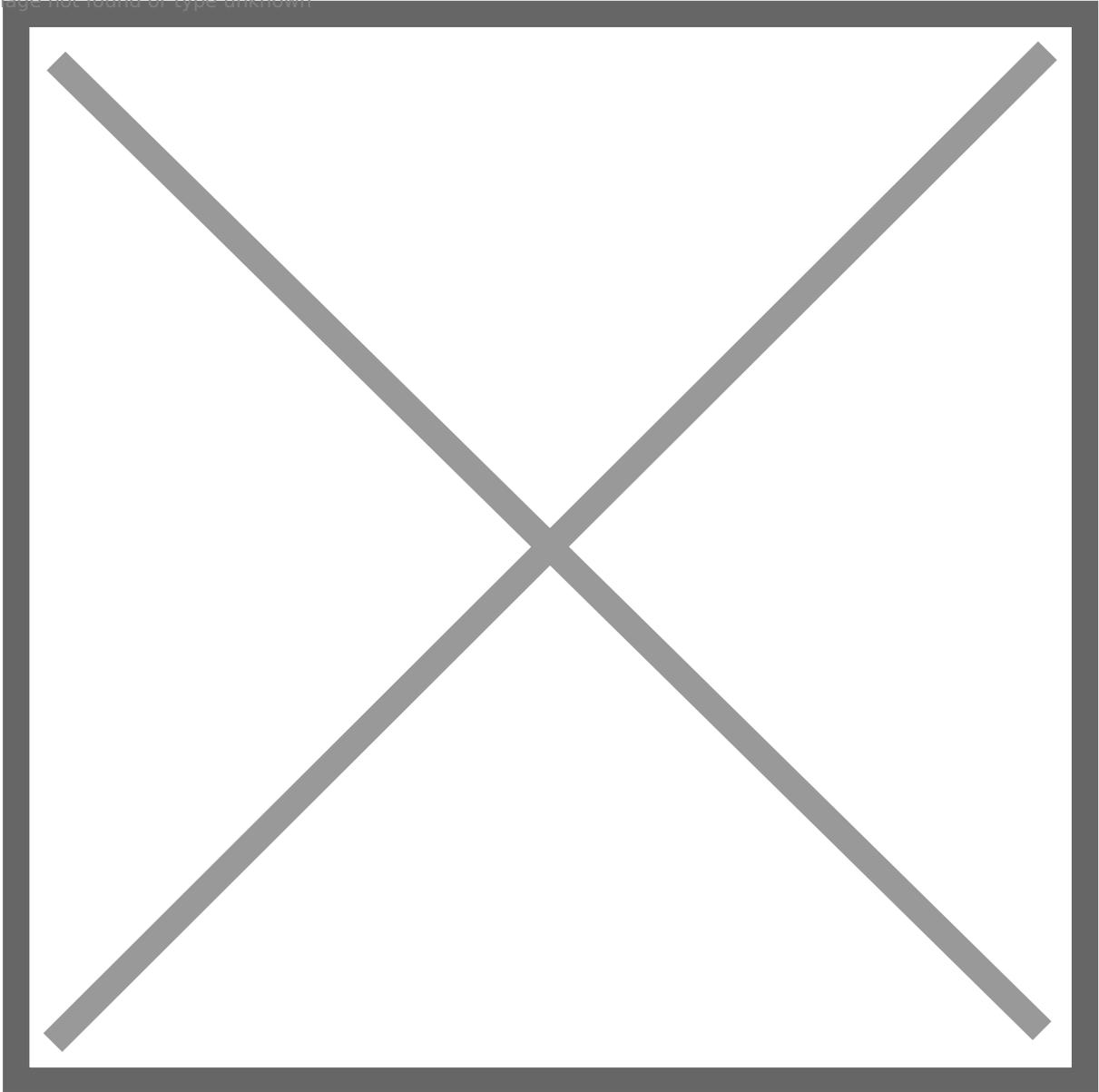


Best Practices

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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 accrue 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](#).

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