

HR DOCUMENTS FOR VR POD



VR POD HOST POSITION PROFILE

PREPARE	Verify the reservation elements of on-site sale and the smooth functioning of the sales outlet.	TICKET OFFICE
	Ensure that all of the VR elements (computers, headsets and controllers) are in place and functional.	EQUIPMENT AND VR EXPERIENCES
	Conduct an in situ test of VR experiences.	EQUIPMENT AND VR EXPERIENCES
	Verify the stock for the hygiene related supplies made available to customers.	HYGIENE AND SECURITY
	Verify that all of the accesses are locked prior to opening the space.	HYGIENE AND SECURITY
HOST	Open the space when all of the above-mentioned preparation elements have been performed.	OPENING
	Establishment of reception process (appendix sheet).	RECEPTION
CLOSE UP	Close the sales outlet.	TICKET OFFICE
	Ensure that all of the VR elements (computers, headsets and controllers) are on standby and operational ready for the next day.	EQUIPMENT AND VR EXPERIENCES
	Verify the stock for the hygiene related supplies made available to customers.	HYGIENE AND SECURITY
	Verify that all of the access points are locked after closure of the space.	HYGIENE AND SECURITY

VR POD ROOM SUPERVISOR POSITION PROFILE

MANAGEMENT	Set model schedules and adjust according to events.	PLAN
	Cause the structure of the schedule to evolve in accordance with opportunities (departures, riders, changes, etc.).	
	Prepare technical needs and specific processes.	ANTICIPATE
	Create various copies and communicate the daily task sheet to the agents.	
	Is the guarantor of the set up prior to the event (identifying and recording technical and human requirements, etc.).	EVENT PLANNING
	Guarantees the provision of an internal report of the event.	
	Is the guarantor of the accuracy of the accounts on site (on a daily and weekly basis).	
	Guarantees the smooth functioning of the equipment (cash registers, networks, VR equipment).	ACCOUNTANCY
	Guarantees the maintenance calendar for the computer equipment.	EQUIPMENT AND MAINTENANCE
	Guarantees the maintenance calendar for the computer equipment.	
	Guarantees the inventory of the technical and computer equipment.	
	Manages ticket sales.	SALES
ORGANISATION	Guarantees the adherence of all staff members to company policy.	TRAINING
	Communicates results-based culture to all staff members.	
	Coordinates individual monitoring of the agents.	MANAGEMENT
	Guarantees the respect of the internal regulations and application of Management's directives.	
	Establishes the means to foster potential (external training, daily coaching, etc.).	
	Guarantees the quality of service of the teams.	FOSTERING LOYALTY
	Guarantees the company's commercial policy.	
	Guarantees the relevancy of the VR experience programming.	

VR POD TRAINING SUPERVISOR POSITION PROFILE

PHASES	OBJECTIVES	
PREREQUISITES	PUNCTUALITY DRESSCODE ENERGY ENTHUSIASM	
RECEPTION	FRIENDLY	Masters tone of speech, and is reliable and kind.
	APPROACHABLE	A good listener who is approachable to the public.
	ATTENTIVE	Attentive to his or her environment and masters delivery of focal points for the audience.
USE OF EQUIPMENT	POSITIONING OF THE EQUIPMENT	When not in use, the equipment must be positioned on its stand, ready for use.
	HYGIENE	The VR equipment must be cleaned by the staff between each use.
	HEADSET INSTALLATION	The installation of the headset must follow several phases (different for each headset) that must be respected.
	SUPPLIES	Supplies, particularly hygiene materials, must be replenished as soon as necessary.
HOSTING THE SESSION	INTRODUCTION	Know the process for introducing clients into the space.
	PRESENTATION	For each client, the space must be presented.
	HOSTING	Make the session lively.
	OPTIMISATION	Optimise the experience in the space.
	CONCLUSION	Know the process for guiding clients out of the space.
TECHNICAL KNOWLEDGE	OPENING	Know how to turn on the various experiences.
	RESTARTING A POD	Know how to restart an experience, as required.
	ATTENTIVE	Know how to shut down the pods.

VR POD RECEPTION PROCESS

PHASES	METHOD AND CONDUCT	OBJECTIVES
ENTRANCE	Greet all customers as they arrive and welcome them.	Greeting
	Indicate the waiting time from now until the start of the session / suggest that they watch the news presented in the space.	First impression
	Scan the reservations / invite the visitors to place their personal effects in the lockers and wait for the presentation of the space.	Reception within the space
ENTRANCE TO THE SPACE / VR INTRODUCTION	All of the staff are present and attentive at this point. Nominative presentation from hosts: "My name is xxx, accompanied by yyy and zzz and we will be with you throughout your session at mk2vr."	Presentation of the space and its operation
	"It is 2:02 pm (point to the clock), we will present the space to you and provide you with the information required for the smooth functioning of the session until 2:05 pm. You will then have the next 50 mins to enjoy the experiences."	Dispose of the notion of time and indicate the order of activity
	Guide / explain / install / hygiene and security manager.	Indicate the role of staff
PRESENTATION OF THE EXPERIENCES	Very briefly introduce what VR is and present the concept of the auditorium.	Short preamble
	Present each of the experiences successively and individually, emphasising the category (cinematic / interactive / simulation), genre (action / cinema / shoot-'em- up / multi) and level of intensity, 2-3 keywords per experience.	Description of experiences
	Terminer par les informations pratiques : comment mettre le casque / mention sur l'hygiène / contenu non timé / localisation des sanitaires.	Practical information
	End with the practical information: how to put on the headset / mention about hygiene / untimed content / location of bathrooms.	Introduction
HOSTING THE SESSION	Settle in the visitors at free pods, always providing instruction or advice / Take advantage of these moments to clean the equipment as well.	Installation
	Perform tutorials regarding the interactive experiences that require it, before the individual places the headset over their eyes.	Provide Instructions
	For the people waiting for an experience: offer to settle them in at the next free pod, ask them about their relationship to VR, make these waiting times active, enjoyable, dynamic and interesting.	Host
	Never leave a pod unoccupied.	Optimisation
	Clean the headsets with a hydro-alcoholic solution each time they are removed.	Hygiene monitoring
END OF SESSION	Notify the end of the session internally and tactfully disengage the people still using the equipment.	Timing
	All of the staff are present to say goodbye. Do a quick debrief and invite the visitors to fill out a satisfaction form.	Farewell
	Clean all of the equipment ready for the next session and put each VR element back in the standby position.	Cleaning and resetting equipment

