Instruction Sheets
Posted by Dale - 2007/01/19 12:53

Does anyone give the customers instructions in writing on how to operate concessions??

All I really do right now is give them verbal directions and physically show them how each unit works. I started to think that maybe I should have something on paper to give to them also.

How do you do this???

Dale

==========

Re: Instruction Sheets
Posted by KatyBounceHouse - 2007/01/19 13:05

Does anyone give the customers instructions in writing on how to operate concessions??

All I really do right now is give them verbal directions and physically show them how each unit works. I started to think that maybe I should have something on paper to give to them also.

How do you do this???

Dale

For me the snow cone is a no brainer I just describe how to use it. For the cotton candy I show them and stress the important things like not letting it go empty and to turn the heat down after it gets going. After I make the first one and do a taste test :-) I show them the written instruction sticker on the bowl.

==========

Re: Instruction Sheets
Posted by Scottie - 2007/01/19 13:34

YES, YES, and YES.

After we had 2 cotton candy machines burned up, we definitely started sending instructions.

I printed them, put them into page protectors and I attached them to the machine with a binder clip so that it could be removed. You still have to replace them fairly often, but the page protector really helps and gives you a hole for hanging. I also had them online in case they got lost- customers could print them out themselves ahead of time to give to volunteers, etc.

Here are the instruction sheets I wrote:

Directions for Using a Sno Cone Machine

Directions for Using a Cotton Candy Machine

Directions for Using a Popcorn Machine

==========

Re: Instruction Sheets
Posted by RDCooter - 2007/01/19 13:58

I created a 1 page set of instructions that I laminated and on the flip side I placed a copy of the safety warning sheet that came with the original instruction booklet.

Since it is laminated I can wipe it down when I get it back and they seem to appreciate the instructions on setup & operation for the units.

Don't have it online though... that is a good idea.

==========

Re: Instruction Sheets

Posted by GREGHARKINS - 2007/01/19 22:40

We have ours posted online too. We also give them a copy at the time of pick up, but they always seem to loose it hence the online version.

==========

Re: Instruction Sheets

Posted by MJM - 2007/01/20 10:55

After a really bad expierence with an event planner and a cotton candy machine I started doing this too.

I added warning labels on the machine that state "Must be plugged directly into 20amp dedicated circuit."

I also added on the contract front side the same type of warning and added that if they don't do it, they still have to pay.

This backstabbing snooty event planner called on a Friday evening to say the machine stopped working. The first question asked was if it had worked earlier in day, they say Yes. Then we ask if anything had changed as with the power source. They said no, that the machine would spin but the heat didn't come on. The kicker was we had subrented this damm thing for this event planner who got everything else from her favorite company. They just don't do cotton candy. This is what you get for doing someone a favor. They were using extension cords and later in the day the DJ plugged in his stuff. I had to eat the rental, after she just flat out refused to pay and she told her client the concrete company that we were the boogy man.

After a bad expierence with some Olive Garden employees who thought that the dunk tank came with 550 gallons of water we had to add disclaimers on web and contract that the water was not included.

With the snow cone we had to state that ice was not included. Someone thought that we were crazy not to include ice.

==========

Re: Instruction Sheets

Posted by funjump - 2007/01/20 21:30

Scottie-
You're a GOD! We just rented out our brand new cotton candy machine today and I included a copy of the operating instructions that came with it, but I thought is was lacking some important details.
You have filled in all the details. Thank You!
We rented this out with our largest bouncer that Scott is picking up right now.
Why does it always seem that the people that spend the most money seem to be the idiots? I've got my fingers crossed that the machine will be in one piece when we get it back. :crossfingers:
Well, at least their 2nd credit card that I ran was approved. :D
Caroline

==========

Re: Instruction Sheets

Posted by K.E.C. Party Rentals - 2007/01/22 07:18

Scotty,

At one time I believe you sold a video on moon walk set up etc. Is that still around ?

==========

Re: Instruction Sheets

Posted by Scottie - 2007/01/22 11:08

LOL- funny you should ask! I found the original around the office the other day and sat down and watched it. It's still a pretty good overview.

I'm not sure if we still have the files to run more copies, but I'll check with the video company and see if we do. I might even make it available to watch online, if we can do that.

==========

Re: Instruction Sheets

Posted by K.E.C. Party Rentals - 2007/01/22 16:44

---

cool....

==========

Re: Instruction Sheets

Posted by Past Poster - 2007/01/22 17:59

LOL- funny you should ask! I found the original around the office the other day and sat down and watched it. It's still a pretty good overview.

Is that the directors cut with David in his thong..... :lmao: :lmao:

==========

Re: Instruction Sheets

Posted by Scottie - 2007/01/22 22:12

Maybe we'll include the "bonus footage" :rofl:

(Sorry new members! Old joke still in play...)

==========

Re: Instruction Sheets

Posted by sabrinatigermagic - 2007/12/02 12:17

We stock our shelves with kits we have made in boxes we order. Each kit has the supplies needed for each concession(ie. cotton candy kit includes, 70 cones, flossugar, safety glasses, apron, and printed instructions) It's easy 'cause our delivery guys don't have to grab each of everything they need.....they just count how many kits they need.

==========