

# The New Guest Experience

Wednesday, April 8, 2020



# The New Guest Experience

GTS Statement



Discuss



Get Help



# Asking Questions

The screenshot displays the Cisco WebEx Event Center interface. The main window title is "Cisco WebEx Event Center". The menu bar includes "File", "Edit", "View", "Communicate", "Participant", "Event", and "Help". The "Event Info" tab is active, showing details for the host (Conference Manager), audio connection instructions, and the event number. On the right side, the "Participants" panel is open, showing a list of participants including "Conference Manager (1 lost)" and "Joe Bloggs (mc)". The "Q&A" icon in the top right is highlighted with a red box. Below the participants list, the "Q&A" section is expanded, showing a dropdown menu with "All (0)" selected. A red box highlights the "Q&A" dropdown menu, and a blue circle with the number "1" is placed next to it. Below the dropdown, the "Ask:" field is set to "All Panelists", with a blue circle and the number "2" next to it. The text below the field reads: "Select a panelist in the Ask menu and then type your question here. There is a 256-character limit." A blue circle with the number "3" is placed next to the text. The "Send" button is highlighted with a red box, and a blue circle with the number "4" is placed next to it. The "Connected" status is shown at the bottom right.

Event Info

Host: Conference Manager

Audio connection: Please ensure that your PC speakers are on in order to hear the conference on your PC.

Event number: [blurred]

Participants (7)

Panelists: 1

Conference Manager (1 lost)

Attendees: 1 (1 displayed)

Joe Bloggs (mc)

Q&A

Q&A 1

All (0)

Ask: All Panelists 2

Select a panelist in the Ask menu and then type your question here. There is a 256-character limit. 3

Send 4

Connected

# To Participate in the Discussion

The image shows a meeting interface with a participant list on the left and a control bar at the top right. A red box highlights the 'Raise Hand' icon in the bottom right of the participant list, which is magnified in a separate inset on the right. The inset shows three icons: a hand, a speech bubble, and an exclamation mark. Below these icons is a yellow button labeled 'Raise Hand'.

Participants (4)

Search

Panelist: 4

- MH Matthew Hoenstine Me
- BD Bill D'Angelo Host
- GB Greg Banecker
- RJ Randy Josselyn

Attendee: 0 (0 displayed)

Q&A

MH Matthew Hoenstine Me

Hand Speech Bubble Exclamation Mark

**Raise Hand**

# Important: Linking the Dial In

Call In ×

[Call in from another application](#) ⓘ

---

**1. Call**

Call-in toll free number (US/Canada)  
1-877-668-4493

Call-in toll number (US/Canada)  
1-650-479-3208

[Show all global call-in numbers](#)

**2. Enter**

Access code  #

Attendee ID  #

# Important: Linking the Dial In

Call In ×

[Call in from another application](#) ⓘ

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**1. Call**

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1-877-668-4493

Call-in toll number (US/Canada)  
1-650-479-3208

[Show all global call-in numbers](#)

**2. Enter**

Access code  #

Attendee ID  #



# Webinar Wednesdays

11 AM PST/2 PM EST

- Galaxy Best Practices in a Time of Crisis (3/18)
- Managing Pass Updates, Renewals and Bulk Orders (3/25)
- Operational Strategies for Now and the Next Normal (4/1)
- **The New Guest Journey (4/8)**
- Reopening Strategies and Transitioning to a Capacity Managed Attraction (4/15)
- What the Heck do I do Now?!?! (4/22)
- TBD (4/28)



# WEBINAR AGENDA



# Webinar Agenda

- 60 minutes in length
- Moderated forum style
- Ongoing Q&A with options for attendees to participate and contribute throughout

# Panelists

Grant Rozich

[grant.rozich@palaceentertainment.com](mailto:grant.rozich@palaceentertainment.com)

Senior Architect, Sales & Ticketing Systems



# Panelists

Brian Vauter

[bvauter@naturalbridgecaverns.com](mailto:bvauter@naturalbridgecaverns.com)

Cavern Geologist



# Panelists

Jarrid Vaughn

[jarrid.vaughn@cincinnati zoo.org](mailto:jarrid.vaughn@cincinnati zoo.org)

Senior Manager of Visitor Experience & FUN



# Moderator

Matthew Hoenstine

[mhoenstine@Gatewayticketing.com](mailto:mhoenstine@Gatewayticketing.com)

Destinations Principal

**Gateway**  
TICKETING SYSTEMS®



# Moderator

Randy Josselyn

[rjosselyn@Gatewayticketing.com](mailto:rjosselyn@Gatewayticketing.com)

Wildlife and Conservation Principal



# Industry Update

CORONAVIRUS FEATURE

## Bob Iger on Disney After Coronavirus: Disney World and Other Parks Could Screen for Illnesses



By Jack Hough

Order Reprints

Updated April 7, 2020 8:22 am ET / Original April 7, 2020 5:45 am ET

Print Article



Bob Iger of Walt Disney Co. at Disneyland in Shanghai, China, in 2017.  
Photograph by Qilai Shen/Bloomberg

*“One of the things that we’re discussing already is that in order to return to some semblance of normal, people will have to feel comfortable that they’re safe.”*

*“...we know when it ends that we will have things for the public to enjoy and to escape to, maybe in ways they will appreciate more than they ever have.”*

Barron's 4/7/2020

# Industry Update

CNN travel Destinations Food and Drink Stay News Videos

LIVE TV Edition

## Chinese tourist sites packed as country comes out of lockdown, but experts say risk still high



By Ben Westcott and David Culver, CNN



Chinese tourist sites packed as country comes out of lockdown, but experts say risk still high



# Industry Update

NEWS

## Life in China slowly returning to normal as zoo, part of Great Wall reopen

By Joshua Rhett Miller

March 24, 2020 | 2:17pm



Sign up for our [special edition newsletter](#) to get a daily update on the coronavirus pandemic.

Signs of normal, everyday life are returning in China, where visitors are once again enjoying familiar sights at Beijing's zoo and a section of the country's Great Wall.

Tourists wearing masks returned Tuesday to the Badaling section of the Great Wall of China, where people are now required to have tickets and produce ID cards showing their health status prior to the visit, [China Daily reports](#).

Officials at the iconic tourist attraction also checked visitors' temperatures prior to their entrance, the outlet reports.

Once inside, some people were spotted posing for selfies as other families and visitors walked nearby, [photos show](#).

- Temperature checking
- Limiting attendance to 30% of capacity

*NY Post* 3/24/2020


# Industry Update

**TRAVEL GUIDE**  
by The Jakarta Post

TRAVEL • NEWS

## China's theme parks ride again

XU LIN  
CHINA DAILY/ASIA NEWS NETWORK  
/ Mon, April 6, 2020 / 01:09 pm



Several of the company's ocean parks, like those in Qingdao and Yantai, Shandong province, have already been reopened to tourists, with more set to unlock their doors again. (Via China Daily/Ple)

As Chinese have been confined to their houses due to the COVID-19 outbreak for over two months, they had to cancel their travel during the Spring Festival holiday and take virtual trips instead, via online photos, short videos and livestreams produced by scenic areas.

Since China's fight against COVID-19 began winding down, theme parks across the country have started to reopen, with strict measures in place to prevent further spread of the virus. Many promise to offer Chinese medical professionals free tickets throughout 2020.

Before entry, visitors are required to present their IDs and health QR codes and undergo temperature checks. They have to make a reservation in advance and wear a mask. Some theme parks regulate that mobile payment should be used instead of cash, as part of their non-contact service to reduce potential risk.

The Jakarta Post 4/6/20


# Industry Update

CGTN

Culture China 21:03, 16-Mar-2020

## Shanghai Happy Valley reopens, implements contactless services

By Yang Meng



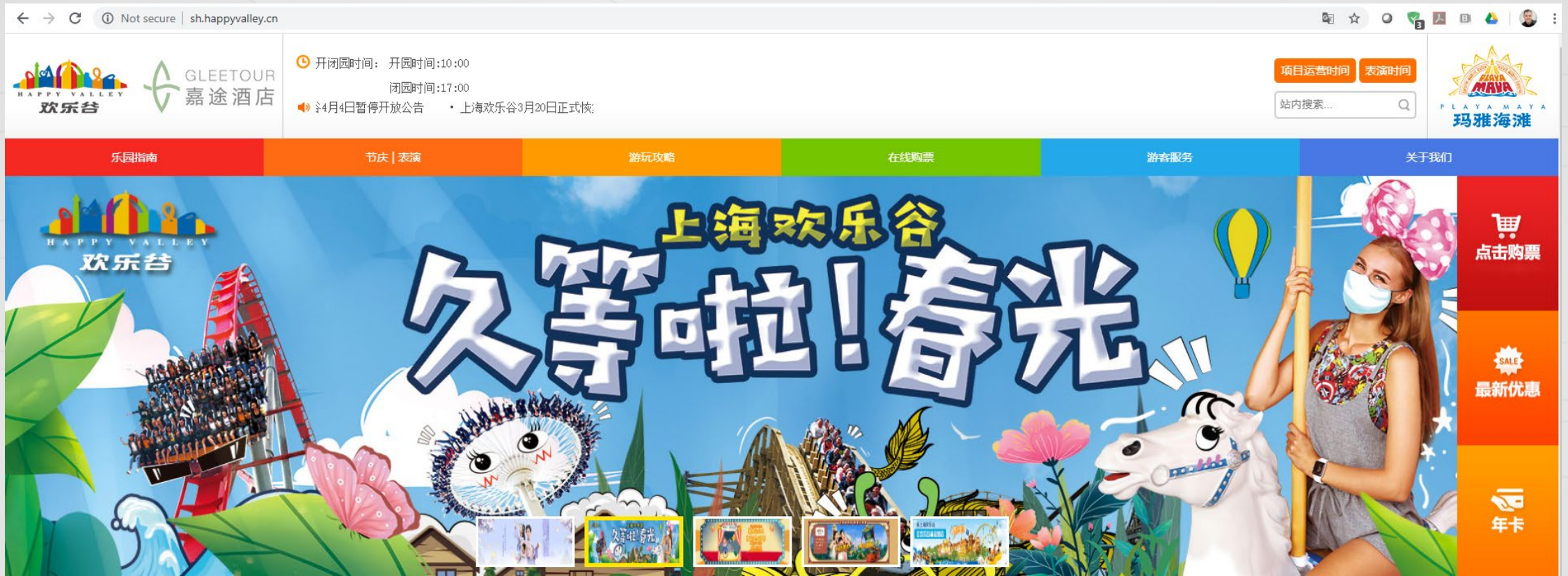
After two weeks of anti-pandemic drills and contactless service training, all employees of Shanghai Happy Valley, one of the biggest amusement parks in China, are fully prepared for reopening.

Shanghai Happy Valley will be open to annual card users from March 17 to 19, and on March 20, the park will be officially opened to the public according to a report by the paper.

**Before entering: security measures will be implemented to protect the health of visitors**

- Preparation
  - Anti-pandemic drills
  - Contactless service training
- Park Entry
  - 100% online purchase process
  - Temperature checking
  - Limiting attendance to 50% of capacity
- In-Park Experience
  - Virtual queues
  - Disinfecting kiosks between use
  - Maximizing use of outdoor space, preventing use of indoor space

*Culture China 3/16/2020*



*“One of the things that we’re discussing already is that in order to return to some semblance of normal, people will have to feel comfortable that they’re safe.” – Bob Iger, Barron’s*

1. The business hours of the park are: 10: 00-17: 00.
2. At present, the scenic spot is restricted by current. The number of tourists received does not exceed 50% of the government-approved maximum load, the maximum daily load does not exceed 40332, and the instantaneous maximum load does not exceed 27159. Not accepting group tourists for the time being.
3. Shanghai Happy Valley fully implements online ticketing. The manual ticketing window of the scenic spot is temporarily closed. Tourists can purchase tickets in advance through the "Shanghai Happy Valley" WeChat service number, major cooperative online ticketing platforms, or scan codes at the entrance of the park.
4. The scenic spot implements a real-name ticket purchase tour. Tourists need to register ID card number to purchase tickets, hold the ID card used for ticket purchase, and register relevant information to enter the park, the scenic area will strictly keep the information confidential.
5. Visitors are requested to show the Shanghai Dynamic Health Code ("supplied with the application code") to verify that they are green before entering the park.
6. Visitors are requested to cooperate with the staff to measure body temperature. Tourists whose body temperature exceeds 37.2 ° or who do not accept temperature measurement will be advised to return.
7. There is a temporary isolation area at the entrance of the scenic area. If there is a fever and tourists, they will be temporarily isolated according to the process and handed over to the relevant institutions for epidemic prevention and control.
8. Please wear masks consciously throughout the journey. Visitors who are not wearing masks will be dissuaded.

- Restricting attendance
- Temporarily shut down their on-site ticket booths
- Require government IDs to match purchasers on tickets
- Health code required
- Body temperature check
- Temporary quarantine
- Masks

# Dynamic Health Code



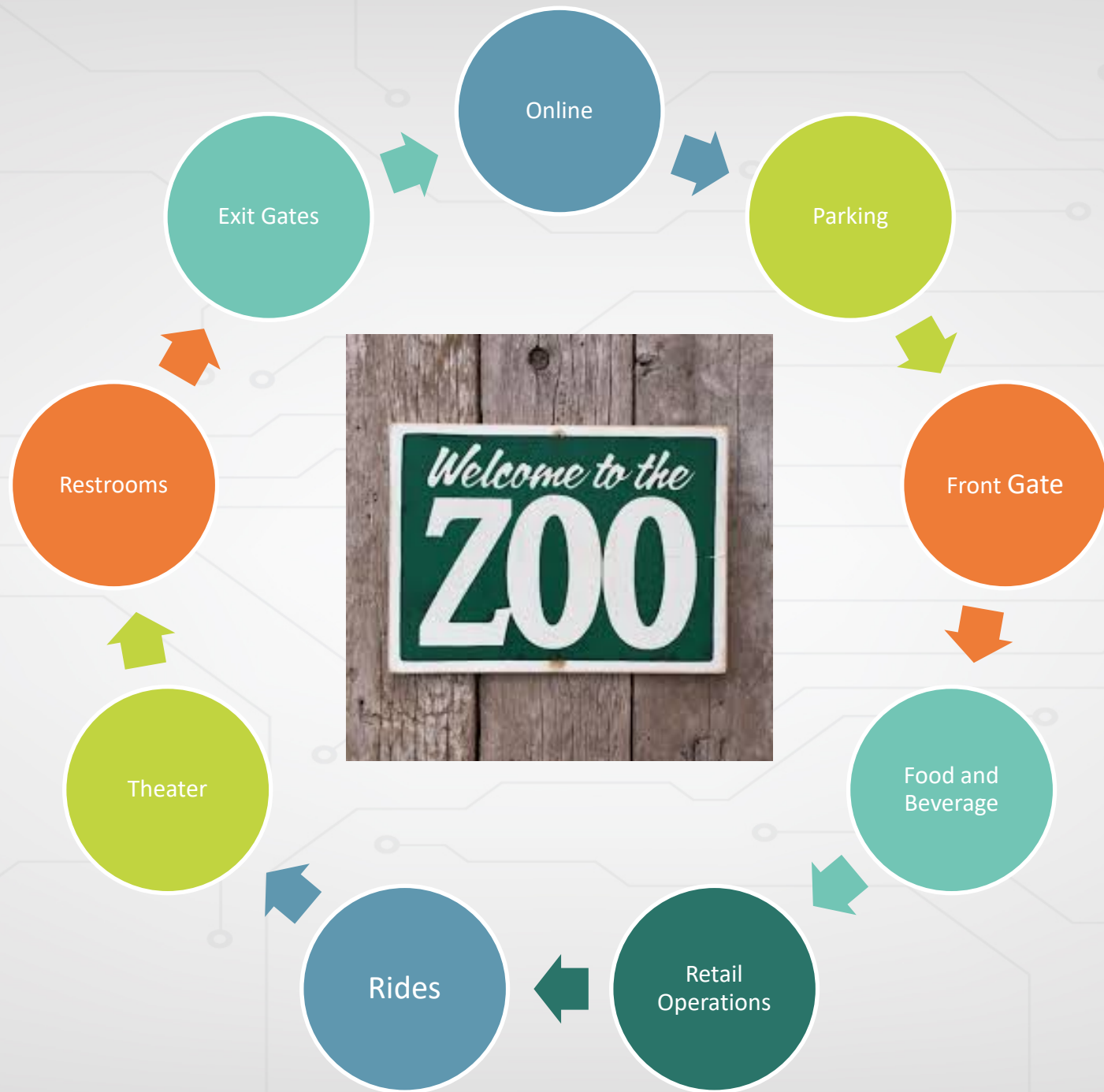
Alipay and WeChat on behalf of the Chinese government:  
Different coloured QR codes are determined by the user's health status and travel history and can be scanned by authorities as the public begin to return to their normal daily routines.

The background is a solid blue color with a subtle, white circuit board pattern. The pattern consists of various lines, right-angle turns, and small circles, resembling a printed circuit board (PCB) layout. The lines are thin and light blue, creating a technical and digital aesthetic.

**ANALYZE YOUR GUEST JOURNEY**









# Online



[Tours](#)

[Plan Your Visit](#)

[Our Story](#)

[Meetings & Events](#)

[About](#)

[Shop Store](#)

[BUY TICKETS](#)

FUN AT HOME

# WINCHESTER MYSTERY HOUSE – AT HOME

We understand these are difficult times for the world. The Winchester Mystery House will always try to be a bright-spot for guests and fans around the world. Got some time on your hands or stuck at home? We're launching some fun at-home activities so that you can enjoy the Winchester Mystery House from the comfort of your own home. Click the buttons below to download a Winchester Mystery House Coloring Book and Crossword Puzzle. Scroll down to learn about phone and desktop wallpapers.

[DOWNLOAD COLORING BOOK](#)

[DOWNLOAD CROSSWORD PUZZLE](#)

**HELP ZIP FIND HIS BONE!**

**START**

**Fun Fact**  
Zip was the name of Mrs. Winchester's dog

**WINCHESTER WORD PUZZLE**

|   |   |   |   |   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| W | C | S | K | N | J | F | B | K | C | A | S | T |
| W | I | C | A | T | O | I | N | E | E | S | U | H |
| Y | P | N | L | R | Z | I | W | Y | A | K | F | I |
| U | R | V | C | A | A | T | S | L | A | M | W | R |
| M | L | O | R | H | T | H | G | N | Z | B | T | T |
| A | B | R | H | S | E | D | N | I | A | W | Q | E |
| I | E | A | O | D | E | S | P | U | U | M | C | E |
| L | U | H | M | N | Y | C | T | K | S | D | C | N |
| L | G | U | I | T | W | Y | R | E | T | S | Y | M |
| I | D | A | I | S | Y | V | M | J | R | B | H | F |
| W | T | E | X | P | L | O | R | E | M | O | R | E |
| S | A | S | R | I | I | J | I | N | Q | D | D | W |
| E | R | E | G | E | R | H | O | H | O | N | T | H |

**Fun Fact**  
There are many hidden 13 symbols and objects within the house

**CONNECT THE DOTS**

**Fun Fact**  
There is a room in the Winchester Mystery House named after the Daisy flower



## TEMPORARILY CLOSED

To help prevent the spread of COVID-19, we are currently closed to the public through May 3rd. Like many other Bay Area businesses, closing our doors has severely impacted the caretakers who maintain the estate. We are offering a ticket voucher that can be used any time in the future. **Vouchers are only \$26** and can be purchased now.

[LEARN MORE](#)



## Emergency Operating Fund

“Our community has always been supportive of the Zoo, through thick and thin. And with that support, we will get through this together.” -

Thane Maynard

As a 501(c)(3) non-profit

organization, the Cincinnati Zoo &

Botanical Garden relies on ticket





## THE ZOO IS CLOSED, BUT YOU CAN STILL SHOW YOUR SUPPORT.

While our zoos and aquarium are temporarily closed, we welcome your continued support. Help the animals you love with a gift today.

\$25

\$50

\$100

\$250

OTHER

[View full details about the temporary closure](#)

CLOSE



**SAN DIEGO ZOO**

## **YOUR SUPPORT IS VITAL TO OUR FUTURE**

Although the Zoo and Safari Park are temporarily closed, our team of dedicated specialists continue to care for countless animals and plants that depend on us each and every day.

Your continued support is more critical now than ever before and will provide a vital lifeline to the wildlife in our care.

**\$25**

**\$50**

**\$100**

**\$250**

**OTHER**

[#WereHereTogether](#)



Due to local orders to shut down all non-life sustaining businesses in PA, Dutch Wonderland has temporarily closed as of April 2, 2020. Please [Contact Us](#) with any questions through email at [infodw@DutchWonderland.com](mailto:infodw@DutchWonderland.com) as we are unable to answer phones at this time. Thank you for your understanding!

[COVID-19 Update](#)



Park Hours: Closed | [Full Calendar](#)

[Tickets](#)

[★ Top Promo](#)

[✉ Email Sign-Up](#)

[🛒 My Cart \(0\)](#)

[👉 Promo Code](#)

[TICKETS & PASSES](#)

[THINGS TO DO](#)

[PLAN A VISIT](#)

[PARK INFO](#)

# COVID-19 Update

Information & Frequently Asked Questions

[LEARN MORE](#)

# Online

## Aquarium Admission

### Aquarium Admission

**The Aquarium of the Pacific is currently closed. Please see our home page for updates on our operating status.**

**Purchased tickets remain valid for one year from date of sale. Thank you for your support of the Aquarium of the Pacific, and we look forward to seeing you here when we are able to re-open our doors.**

[i Complete Ticket Details](#)

|   |                |   |   |   |
|---|----------------|---|---|---|
| <b>Adult (Ages 12 and up)</b> (regularly \$34.95) | <b>\$29.95</b> | - | 0 | + |
| <b>Child (Ages 3-11)</b> (regularly \$24.95)      | <b>\$19.95</b> | - | 0 | + |
| <b>Senior (Age 62+)</b> (regularly \$31.95)       | <b>\$26.95</b> | - | 0 | + |

- Communicating changes in your business
- Updating graphics
- Shifting to Advanced Sales
- Selling Retail/Food and Beverage Online

# Parking



- How do you handle money/credit cards?
- What do you do with the parking ticket?
- What do you do with parking passes?
- Including parking fee on each ticket
- Phased opening revenue centers
- Leverage the upside of any changes even if temporary (e.g. promotional messaging of free parking)

# Detroit Zoo - General Admission Tickets

Buy online in advance and save up to \$5 per person

Step 1: Select your visit date

Step 2: Select your ticket quantity

< May 2020 >

| Sun   | Mon   | Tue   | Wed   | Thu   | Fri   | Sat   |
|---|---|---|---|---|---|---|
| <b>26</b><br>Adult: \$14.00<br>Child: \$10.00<br>Senior: \$10.00<br>Parking: \$8.00 | <b>27</b><br>Adult: \$14.00<br>Child: \$10.00<br>Senior: \$10.00<br>Parking: \$8.00 | <b>28</b><br>Adult: \$14.00<br>Child: \$10.00<br>Senior: \$10.00<br>Parking: \$8.00 | <b>29</b><br>Adult: \$14.00<br>Child: \$10.00<br>Senior: \$10.00<br>Parking: \$8.00 | <b>30</b><br>Adult: \$14.00<br>Child: \$10.00<br>Senior: \$10.00<br>Parking: \$8.00 | <b>01</b><br>Adult: \$15.00<br>Child: \$12.00<br>Senior: \$12.00<br>Parking: \$8.00 | <b>02</b><br>Adult: \$17.00<br>Child: \$14.00<br>Senior: \$14.00<br>Parking: \$8.00 |
| <b>03</b><br>Adult: \$16.00<br>Child: \$13.00<br>Senior: \$13.00<br>Parking: \$8.00 | <b>04</b><br>Adult: \$14.00<br>Child: \$11.00<br>Senior: \$11.00<br>Parking: \$8.00 | <b>05</b><br>Adult: \$14.00<br>Child: \$11.00<br>Senior: \$11.00<br>Parking: \$8.00 | <b>06</b><br>Adult: \$14.00<br>Child: \$11.00<br>Senior: \$11.00<br>Parking: \$8.00 | <b>07</b><br>Adult: \$14.00<br>Child: \$11.00<br>Senior: \$11.00<br>Parking: \$8.00 | <b>08</b><br>Adult: \$15.00<br>Child: \$12.00<br>Senior: \$12.00<br>Parking: \$8.00 | <b>09</b><br>Adult: \$17.00<br>Child: \$14.00<br>Senior: \$14.00<br>Parking: \$8.00 |
| <b>10</b><br>Adult: \$16.00<br>Child: \$13.00<br>Senior: \$13.00<br>Parking: \$8.00 | <b>11</b><br>Adult: \$14.00<br>Child: \$11.00<br>Senior: \$11.00<br>Parking: \$8.00 | <b>12</b><br>Adult: \$14.00<br>Child: \$11.00<br>Senior: \$11.00<br>Parking: \$8.00 | <b>13</b><br>Adult: \$14.00<br>Child: \$11.00<br>Senior: \$11.00<br>Parking: \$8.00 | <b>14</b><br>Adult: \$14.00<br>Child: \$11.00<br>Senior: \$11.00<br>Parking: \$8.00 | <b>15</b><br>Adult: \$15.00<br>Child: \$12.00<br>Senior: \$12.00<br>Parking: \$8.00 | <b>16</b><br>Adult: \$17.00<br>Child: \$14.00<br>Senior: \$14.00<br>Parking: \$8.00 |
| <b>17</b><br>Adult: \$16.00<br>Child: \$13.00<br>Senior: \$13.00<br>Parking: \$8.00 | <b>18</b><br>Adult: \$14.00<br>Child: \$11.00<br>Senior: \$11.00<br>Parking: \$8.00 | <b>19</b><br>Adult: \$14.00<br>Child: \$11.00<br>Senior: \$11.00<br>Parking: \$8.00 | <b>20</b><br>Adult: \$14.00<br>Child: \$11.00<br>Senior: \$11.00<br>Parking: \$8.00 | <b>21</b><br>Adult: \$14.00<br>Child: \$11.00<br>Senior: \$11.00<br>Parking: \$8.00 | <b>22</b><br>Adult: \$15.00<br>Child: \$12.00<br>Senior: \$12.00<br>Parking: \$8.00 | <b>23</b><br>Adult: \$17.00<br>Child: \$14.00<br>Senior: \$14.00<br>Parking: \$8.00 |

May 9, 2020

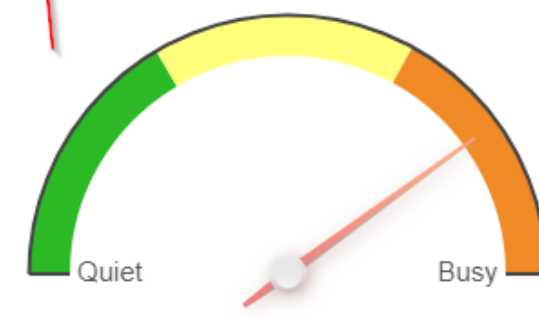
Adults (19 years - 61) -  +

Child (2 years - 18) -  +

Senior (62+) -  +

Parking -  +

**Buy Tickets**



# Parking



- How do you handle money/credit cards?
- What do you do with the parking ticket?
- What do you do with parking passes?
- Including parking fee on each ticket
- Phased opening revenue centers
- Leverage the upside of any changes even if temporary (e.g. promotional messaging of free parking)

# Front Gate / Admissions



- How do you handle money/credit cards?
- Do I need to make changes to my ticket booths / windows
- Cashless spending model?
- How do you leverage your online store for onsite transactions?
- Remove the signature prompts
- Remove prompts on the EMV
- Stored Value on Wristbands
- Lockers prepaid/charging lockers/bag checks

Quick Links

- Categories
- Recent Discussions
- Activity
- My Bookmarks 2
- My Discussions 7
- My Drafts 8
- Best Of...
- Unanswered 1

Categories

- All Categories 494
- Galaxy Best Practices During a Time of Crisis 11
- What's New 34
- Steering Committee 24
- Galaxy Configuration 301**
- Operational Improvements 57
- Revenue Maximization & Fundraising 18
- Meetings and Events 28
- Reporting 5
- Pass/Membership 8
- Classifieds 3
- Product Development 17

Only to print transaction receipts, if the guest wish to have the receipt..



**Trine Andersen** - \*  
February 27 in Galaxy Configuration

Does anyone know if it's possible to configure Galaxy not to print transaction recipe, but only the guest wishes to have it, the cashier could press the print button?  
Just to save paper and the world 🙏

Tagged: POS

Quote · Promote Like · Log ·

Comments



**Stefan Holmes** - \*\*  
February 28

I believe this is possible. I cannot current remember where the option is located, but I will have a look and let you know.

Quote · Promote Like · Log ·



**Trine Andersen** - \*  
February 28

I have looked at Point of Sale in General config, but without luck... And I would be very happy if you find the right location. 😊 Thanks..



**Global Configuration**  
Applies to all nodes in the network

| Point of Sale     | General            | Printer                | Ticket Set   |
|-------------------|--------------------|------------------------|--------------|
| Regional Settings | Ticket Sets        | Cashout Report         | 2   98   ... |
| Reporting         | Cashout            | Reprint Receipt        | 2   90   ... |
| Reserved Seat     | Advanced           | Totals Report          | 0   0   ...  |
| Resource Manag... | Cash Drawer Bal... | Deposit Receipt        | 2   99   ... |
| Rounding          | Sales              | Void Receipt           | 2   92   ... |
| Sales Channel     | Returns            | Return Receipt         | 2   93   ... |
| Services          | Default Menus      | Default                | 0   0   ...  |
| Shift Reports     | Upsell             | Close Batch Report     | 0   0   ...  |
| Signature Capture | Gift               | Start of Shift Receipt | 0   0   ...  |
| Smart Card        | Transaction Loo... | Summary Receipt        | 0   0   ...  |
|                   |                    | X Receipt              | 0   0   ...  |
|                   |                    | Change Fund Receipt    | 2   06   ... |



## UK contactless spending limit raised to £45

By Mike Moore 14 days ago

Current limit rises from £30 to enable more cash-free purchases



(Image credit: Shutterstock)

The UK has raised the contactless payment limit to £45 as retailers look to mitigate the ongoing effects of the coronavirus pandemic.

From April 1, consumers can spend up to £45 with just a tap of their card, up from the previous limit of £30.

The UK government has ordered all non-essential shops to close as the country enters a period of lockdown to stop the spread of the virus, however a range of businesses are permitted to stay open, including supermarkets and pharmacies.

- Nearly half of all UK payments are contactless

*"It's more important than ever for merchants and their customers to be mindful of their collective health and safety," said Rob Cameron, CEO of Barclaycard Payments.*

*"We are proud to be taking a leadership position in the UK by commencing the deployment of a higher contactless threshold. By supporting the ability of customers to spend up to £45 via contactless, we are playing a part in helping UK consumers to pay safely and securely in these challenging times".*

Techradar Pro 3/24/20



 **Pay**  
**SAMSUNG pay**  
 **Pay**



# Kiosk cleaning



- 1. Place anti-bacterial wipes at the kiosks for users to perform a cleaning before/after their use.
- 2. Having hand sanitizer to use before and after kiosk use will also help to mitigate the transfer of microbes from person to person via the kiosk glass touchscreen.
- 3. Consider having a staff person come in periodically during the day/peak times to perform some of the activities listed below to instill additional confidence in users.

Additional Tips from Olea Kiosks

# Food and Beverage



# Food and Beverage

SECTIONS THE MORNING CALL SUBSCRIBE 4 wks/99c


LATEST UPDATES: CORONAVIRUS IN PA, LEHIGH VALLEY

SECTIONS

RESTAURANTS FOOD & DRINK ENTERTAINMENT

## Sheetz suspends self-serve beverages and bakery items days after Wawa takes similar actions

By RYAN KNELLER  
THE MORNING CALL | MAR 24, 2020



In response to the rapidly evolving COVID-19 situation, Sheetz on Monday announced a handful of changes to in-store operations in order to protect the health and well-being of its team members, customers and communities it serves. (MORNING CALL File Photo)

In response to the coronavirus pandemic, Sheetz on Monday announced changes to in-store operations:

**Self-serve coffee:** Self-serve coffee is suspended. To purchase coffee, use the touch-screen order points or ask an employee who will serve coffee to customers.

**Self-service beverages:** Self-service beverages are suspended including fountain beverages, brewed tea, frozen drinks and F'Real milkshakes.

**Bakery items:** Self-serve bakery items such as doughnuts and muffins are temporarily discontinued.

[The Morning Call](#) – 3/24/2020

# Sheetz introduces new way to scan and pay for items without going through checkout process

by WJAC Staff | Tuesday, April 7th 2020



Sheetz (Sheetz)

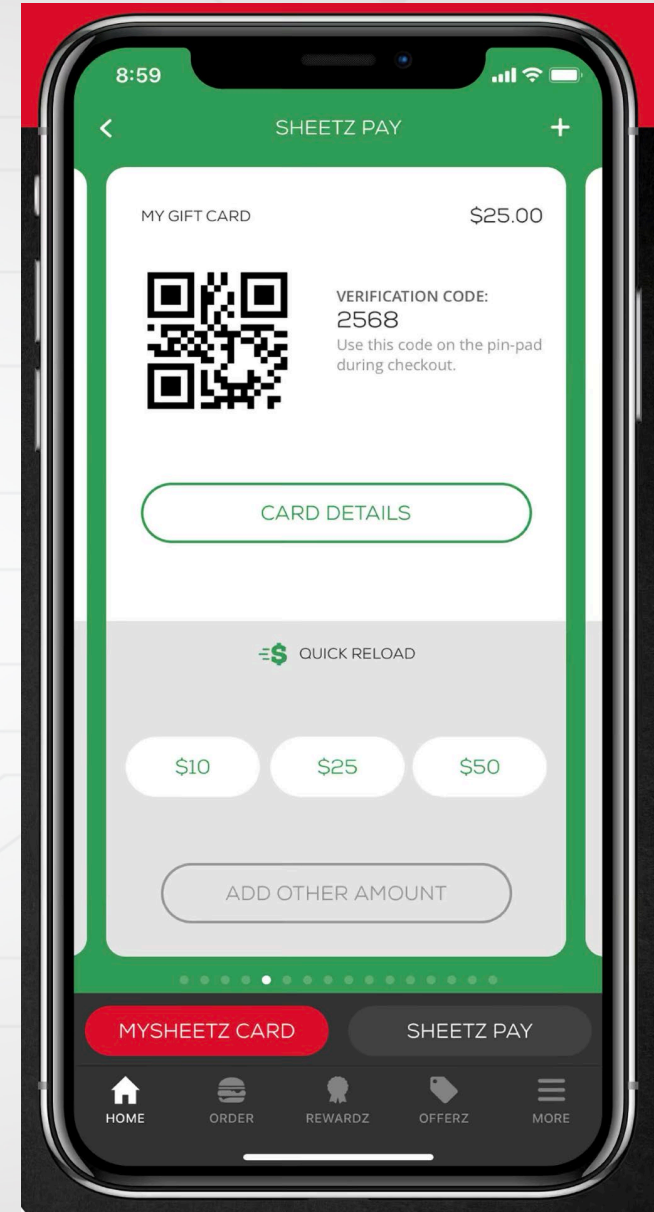


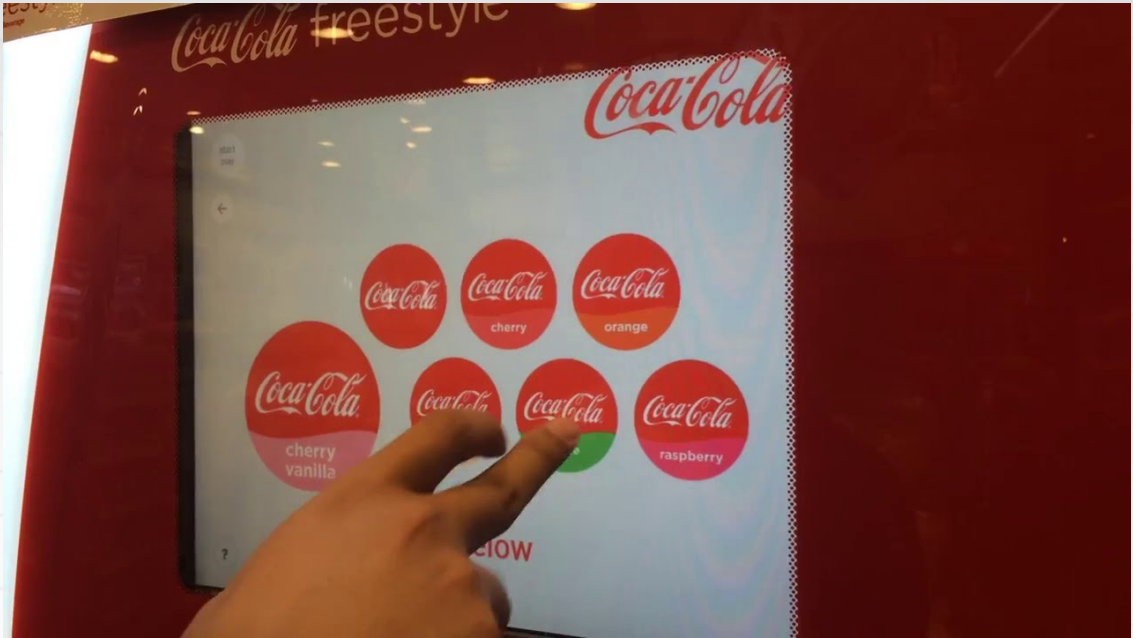
ALTONNA, Pa. (WJAC) — In another effort to help mitigate the spread of coronavirus, Sheetz announced a new way for customers to buy convenience items while minimizing their interactions with others through the checkout process.

Sheetz is calling the new feature “SHcan & Go!” which activates through the Sheetz app when in the store and can be used to scan and pay for items like drinks and snacks.

“This new feature continues to deliver on our mission to be the ultimate in convenience, allowing customers to scan and pay for items they need easily and quickly,” said Travis Sheetz, President & COO of Sheetz, Inc. “Innovation has always been a key driver at Sheetz and we will continue to look for new, innovative ways to serve our customers and provide essential needs in these uncertain times.”

The new feature cannot be used to buy gas or other age-restricted items, or Made-to-Order food and Sheetz Brothers Coffee items.





# Food and Beverage



- How do you increase your demonstration of focus on safety?
- Do self service items become employee served items (e.g. grab-and-go chips)?
- Table Serve Restaurants
- 
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# Retail





# Retail



# Retail



# Retail



- Touching handling items
- Bulk candy, fudge, etc.
- Do stores get reconfigured to provide for additional space to separate?
- How can you leverage unused outdoor space to deliver inviting retail opportunities?

# Rides / Attractions



- Cleaning materials
- Ride Attendant protection
- Guest capacity

# Rides / Attractions



# Rides / Attractions



# Theater



- Throughput / spacing
- Closing rows
- Theater effects (Fog, 3D Glasses, Water spray, etc.)

# Restrooms



- Social distancing
- Supply ordering
- Queuing for restrooms
- Sink water run time and temperature



# Exits



- Biometric scanning for reentry
- Touching turnbars
- Remove turnbars
- Close proximity

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And you're going to receive a follow up email with a survey after this webinar. Please take two minutes to answer the four questions. It will help us out immensely in planning the topics for our upcoming webinars.

