

PHAT CAT'S

DOOR GREETER HANDBOOK

The First Thirty Seconds of Phat Cat's

DANCING • ROMANCING • ELEGANCE • LUXURY

For landing-point greeters, ballroom-door greeters, relief greeters, and greeter leads

Region: Phat Cats • Ballroom • Marketplace • Shopping Mall

Internal use. Management may update procedures as the region, staffing, and event schedule evolve.

0. THE GREETER STANDARD

A door greeter is hospitality, orientation, and quiet crowd control — not a decorative avatar by the entrance.

THE 30-SECOND PROMISE

Within 30 seconds of arriving, a guest should feel noticed, know they are welcome, understand where the ballroom is, and know where to get help. They should not feel interrogated, sold to, spammed, judged, or trapped in a greeting script.

The three-step greeting: NOTICE → ORIENT → RELEASE

1. NOTICE: acknowledge the person naturally. Use their display name if it is easy to read and appropriate.
2. ORIENT: tell them the one or two things they are most likely to need right now — ballroom direction, current entertainment, dress help, or shopping directory.
3. RELEASE: give them room to move. Do not force a conversation, group invite, landmark, notecard, or sales pitch onto them.

Handbook contents

- 1. Mission, authority, and role boundaries
- 2. Greeter positions and shift structure
- 3. The arrival sequence: first 30 seconds
- 4. Guest types and how to help each one
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1. MISSION, AUTHORITY, AND ROLE BOUNDARIES

The guest should feel that Phat Cat's has people who are paying attention — without ever feeling processed.

The door greeter owns the arrival experience. The role begins before a guest speaks. A good greeter notices who has just arrived, who is still rezzing, who is looking around, who appears lost, and who clearly knows where they are going. The greeter is the first human signal that Phat Cat's is alive.

The job is not to deliver the longest possible welcome. The job is to remove friction. Someone who arrives for a singer should be able to find the ballroom quickly. Someone who came to shop should not be dragged onto the dance floor. Someone wearing casual clothes should not be embarrassed. Someone standing quietly should not be treated as suspicious simply because they are quiet.

Door greeters are part of the host team, but their assignment is narrower and more disciplined than a roaming ballroom host. The greeter stays close enough to the arrival path to see new arrivals and does not wander away for long social conversations while the door is uncovered.

A greeter MAY:

- Welcome and orient guests.
- Explain what is happening now and what is coming next.
- Direct guests to the ballroom, marketplace, shopping mall, dressing rooms, dance systems, food/drink areas, gardens, or help points.
- Offer help with venue systems when trained to do so.
- Explain ordinary dress expectations politely.
- Invite a guest to the official group only when the guest asks or clearly opts in.
- Move a detailed complaint to IM and contact the Manager on Duty.
- Ask a disruptive guest to pause while a manager is called if immediate safety or flow requires it.

A greeter MAY NOT unless separately authorized:

- Eject or ban residents.
- Promise refunds, performer pay, merchant terms, jobs, rentals, or policy exceptions.
- Change parcel audio, land settings, access lists, or event boards.
- Publicly accuse a guest of misconduct.
- Demand formalwear, age verification, payment, tips, group membership, or a purchase unless management has established a lawful and clearly posted requirement for a specific event.
- Use the greeter position to solicit dates, romance, business, donations, or personal contacts.

ROLE BOUNDARY

The greeter is not a bouncer, recruiter, salesperson, therapist, gossip desk, or personal concierge. The greeter is the front door of the hospitality system.

2. GREETER POSITIONS AND SHIFT STRUCTURE

Every opening block should have a named person responsible for the door. During major events, one avatar cannot cover every arrival path well.

Position	Primary responsibility
Landing-Point Greeter	Primary first contact. Watches the official arrival point, catches confused arrivals, gives the fastest path to the ballroom, and identifies guests needing extra help.
Ballroom-Door Greeter	Stands at or just outside the ballroom entry. Confirms guests reached the right room, gives current-event information, and handles dress-help direction without blocking traffic.
Relief / Floater Greeter	Covers breaks, handles guests who need several minutes of assistance, and keeps the main greeter from abandoning the arrival point.
Greeter Lead	Coordinates positions, confirms staffing, keeps scripts/current-event information accurate, coaches behavior, and reports recurring arrival problems to management.

Ordinary shift call time

- Arrive 15 minutes before the public shift begins.
- Read NOW / NEXT / LATER before taking position.
- Confirm the Manager on Duty and which staff member has moderation authority.
- Confirm the current performer/DJ, next act, dress expectation, group kiosk location, free-formalwear/dressing-room location, and current mall/marketplace access.
- Test the actual path a guest will take from arrival to ballroom. Never assume the arrows still point correctly after a build change.

Coverage rule The official landing point must not be knowingly left uncovered during a headline block. If the greeter needs to escort someone, call the relief greeter or hand off first.

SHIFT DISCIPLINE

A greeter who is present but absorbed in private IM, inventory, shopping, photography, dancing, or staff conversation is functionally absent.

3. THE ARRIVAL SEQUENCE: FIRST 30 SECONDS

Great greeting is short, observant, and tailored to the person in front of you.

0–5 seconds: Observe — Let the avatar finish appearing. Do not pile inventory, group offers, or five lines of chat onto someone who is still rezzing.

5–12 seconds: Acknowledge — A simple “Welcome to Phat Cat’s” is enough. If the guest immediately walks with purpose, do not chase them with a script.

12–20 seconds: Orient — Give one useful fact: “The ballroom is straight ahead; our live singer starts at 7 PM SLT.”

20–30 seconds: Offer help and release — “If you need dances, formalwear, or the shopping directory, I’m right here.” Then stop talking unless they engage.

Never greet by automation alone. A scripted greeter object may provide basic navigation, but the human greeter should not behave like another bot. Vary the wording, respond to what the guest actually does, and do not repeat the same sentence to every arrival in public chat.

When several people arrive at once

- Use one short room-level welcome first: “Welcome to Phat Cat’s, everyone. The ballroom is straight ahead.”
- Then watch for the person who remains behind or looks confused.
- Do not try to individually greet ten avatars with ten nearly identical lines; it floods local chat and makes the venue feel mechanical.
- If the crowd is large, prioritize wayfinding and safety over conversation.

THE TEST

If your greeting causes the guest to stop and wait for you to finish rather than helping them move naturally into the venue, it is probably too long.

4. GUEST TYPES AND HOW TO HELP EACH ONE

The same greeting does not work for everyone.

Returning RomantiCat / former regular: Acknowledge the history without making first-time guests feel secondary. “Welcome home — the new ballroom is just ahead.” If they volunteer memories, listen; do not monopolize the doorway with nostalgia.

First-time visitor: Give simple orientation. Do not assume they know the old club, the dance system, or ballroom etiquette.

Brand-new Second Life resident: Slow down. Use plain language. Offer one task at a time. Be willing to explain camera, sitting, dance invites, or teleporting only if trained and asked. Never make them feel inexperienced or foolish.

Couple: Welcome both people. Do not address only one avatar or flirt with either partner.

Single guest: Never make being single the subject of the greeting. “You’re very welcome here” is better than “Maybe you’ll meet someone tonight.”

Shopper: Respect their purpose. Direct them efficiently to the mall/marketplace and mention that they are welcome in the ballroom if they feel like staying.

Performer / DJ / staff arrival: Do not hold them at the door. Confirm where they need to go and alert the appropriate lead if necessary.

Busy / silent guest: One greeting is enough. Silence is not rudeness. Do not keep ping-pong-ing them in local chat or IM.

Guest with language difficulty: Use short sentences. Avoid slang. If another staff member can help in that language, offer a handoff without making the guest a spectacle.

Guest who looks lost: Ask one neutral question: “Can I help you find the ballroom or shopping?” Do not assume they are new, confused, or technically incapable.

5. DRESS CODE, FREE FORMALWEAR, AND APPEARANCE ISSUES

The greeter protects atmosphere without humiliating people.

Phat Cat's is an elegant ballroom. Formal or elegant evening wear may be recommended or required for specific events according to management policy. The greeter's job is to explain the expectation kindly and offer a solution, not to shame someone for how their avatar looks.

Preferred approach

1. Assume good intent.
2. State the event expectation once, quietly.
3. Immediately point to the solution: dressing rooms or complimentary formalwear, if available.
4. If the guest objects, do not argue. Contact the Manager on Duty.

Good wording

- “Welcome! Tonight is one of our formal ballroom events. We have complimentary formalwear in the dressing rooms if you’d like it — I can point you there.”
- “You’re in the right place. This event is elegant/formal dress; the changing area is just to your right if you need anything.”

Never say

- “You can’t come in dressed like that.”
- “Your avatar looks cheap.”
- “Go change.”
- “We don’t allow people like that.”
- Anything mocking body shape, age of avatar, mesh/body brand, gender presentation, disability appearance, or personal style.

MANAGEMENT DECISION REQUIRED

Before opening, management should publish one exact dress policy for ordinary nights and one for formal events. Greeters should not invent dress rules from shift to shift.

6. BALLROOM, MARKETPLACE, MALL, AND WAYFINDING

A greeter should know the region well enough to give directions without guessing.

Every greeter must personally walk these routes before first shift:

- Official landing point → ballroom entrance.
- Landing point → marketplace.
- Landing point → shopping mall.
- Landing point → dressing rooms / complimentary formalwear.
- Ballroom → restrooms or decorative amenity areas if present.
- Ballroom → food/drink area, garden, lounge, or other advertised attractions.
- Ballroom → emergency/quiet exit route if the main entrance becomes congested.
- Mall → ballroom return route.

Direction standard Give directions from what the guest can currently see. “Through the gold arch directly ahead” is better than “go west 40 meters.” SL compass directions and coordinates are useful only when needed.

Never guess. If a store has moved, a teleport is broken, or you do not know where something is, say so and ask another staff member. Wrong directions are worse than a brief delay.

7. CHAT, IM, GROUP INVITATIONS, TIPS, AND PRIVACY

The front door must feel welcoming, not commercially aggressive.

Local chat: Keep it light, useful, and human. Do not paste a block of rules at arrivals unless they ask or the information is essential.

Private IM: Use IM for detailed help, complaints, dress-sensitive issues, or anything that would embarrass a guest in public.

Group invitations: Do not unsolicited-spam group invitations. Point to the official kiosk or offer an invite when the guest asks or clearly says yes.

Landmarks/notecards: Offer rather than force. One requested information item is helpful; five automatic inventory drops are clutter.

Tips: A door greeter does not ask for tips, mention personal tip totals, shame non-tippers, or position the greeting as a transaction.

Privacy: Do not share private IMs, alt suspicions, real-life information, private relationship details, moderation notes, or guest history with other residents.

Photography: Do not tell guests they are “on camera” or imply surveillance unless there is an actual approved policy requiring disclosure. Follow platform and management rules for screenshots and promotional photography.

Staff chat Use the staff channel for operational information, not gossip. Useful: “Landing point has 12 arrivals; send relief.” Not useful: commentary on guests’ looks, relationships, spending, or personalities.

8. CROWD FLOW, OPENING NIGHT, AND HIGH-TRAFFIC OPERATIONS

On a packed night, the greeter becomes part hospitality and part traffic control.

Opening-night goal Keep the arrival path moving, keep people informed, and keep the ballroom entrance from becoming a conversational traffic jam.

- Use at least two greeter positions when attendance justifies it: landing point + ballroom door.
- Keep decorative staff poses, large attachments, pets, vehicles, particles, and scripted objects out of the arrival path.
- Do not form a staff wall across a doorway. Stand beside the route, not in it.
- If the ballroom is near its tested comfort limit, the Manager on Duty controls messaging and access. Greeters do not promise entry or speculate about how long a wait will be.
- If guests are rezzing slowly, shorten public chat and reduce optional scripted interactions. Direct them by visible landmarks.
- If a performer changes, immediately update the greeting line. Never keep advertising the absent act because an old script says so.

- During handoffs, one greeter stays focused on arrivals while another handles outgoing crowd questions.
- Do not send shoppers through the ballroom if there is a cleaner mall route; protect the dance floor from unnecessary cross-traffic.

OPENING-NIGHT LINE

“Welcome to Phat Cat’s — the ballroom is straight ahead. We’re live now, and the next featured set begins at [TIME] SLT. Shopping is to your [direction]. If you need formalwear or help with dances, just ask.”

9. PROBLEMS, HARASSMENT, GRIEFING, AND ESCALATION

Greeters observe early. Managers decide enforcement.

Escalation ladder

1. SERVICE: Is this confusion, a technical problem, or an accidental rule issue? Help first.
2. PRIVATE REQUEST: If behavior needs to stop, move the conversation to IM when appropriate.
3. MANAGER: Contact the Manager on Duty with facts, not conclusions.
4. SECURITY ACTION: Eject, ban, return objects, mute, or other action is taken only by authorized staff under region/platform rules.
5. DOCUMENT: Serious incidents get a private factual record.

Call a manager immediately for:

- Targeted harassment or hate.
- Repeated sexual pressure or unwanted explicit behavior.
- Threats.
- Griefing, malicious scripted objects, particle attacks, sound spam, or deliberate technical disruption.
- Ban evasion.
- Scams or impersonation involving the venue.
- A guest who refuses a clear behavioral request and continues disrupting others.
- Any situation where the greeter feels unsafe or unsure about using authority.

What to report Avatar name, approximate time, location, what you personally observed, exact action already taken, and whether the problem is still active. Avoid diagnoses such as “crazy,” “drunk,” “troll,” or “scammer” unless the conduct itself supports a factual description.

NO PUBLIC COURTROOM

Do not debate misconduct in local chat. Protect the well-behaved guests from the spectacle. Quiet resolution is part of the Phat Cat’s standard.

10. APPROVED LANGUAGE AND REAL GREETING EXAMPLES

These are examples, not mandatory lines. Sound like a person.

Standard arrival

“Welcome to Phat Cat’s, Jamie. The ballroom is straight ahead. We’ve got DJ [NAME] on now, and [NEXT EVENT] starts at [TIME] SLT. If you need anything, I’m right here.”

Returning guest

“Welcome home to Phat Cat’s. The new ballroom is just ahead — I hope it feels familiar in all the right ways.”

Very busy arrival wave

“Welcome to Phat Cat’s, everyone! Ballroom straight ahead; shopping to the right. If you need formalwear or help, wave at me.”

Silent guest

“Welcome to Phat Cat’s. Enjoy the ballroom.” Then stop.

Guest asks what is happening

“Right now [ACT/DJ] is on. At [TIME] SLT we have [NEXT]. The full schedule is on the board beside the ballroom entrance.”

Guest asks where to shop

“Absolutely — the shopping mall is [simple visual direction]. You can also come back to the ballroom from the central directory.”

Guest in casual clothing at a formal event

“Welcome! Tonight is formal. We have complimentary formalwear in the dressing rooms if you’d like — I can show you where.”

Guest refuses dress expectation

“I understand. Let me get the Manager on Duty so they can help with the event policy.”

New SL resident cannot dance

“No problem. The dance system is right here. If you click it, choose a dance, and accept the animation request, you should be set. I can stay with you while you try.”

Guest complains about another resident

“I’m sorry you’re dealing with that. Let’s move this to IM so we don’t put your situation in public chat, and I’ll bring in the Manager on Duty.”

Guest asks for group

“Sure. You can join from the official kiosk right here, or I can help if it doesn’t open for you.”

Guest says they used to come years ago

“Then I’m especially glad you made it back. We kept the old musical history, but the ballroom itself is new. Welcome home.”

Phrases to retire permanently

- “WOOOOOO!” as the default response to every arrival.
- “TIP TIP TIP!”
- “JOIN OUR GROUP NOW!”
- “BEST CLUB IN SL!”
- “Why aren’t you dancing?”
- “Are you single?”
- “Where is your date?”
- “You need to change.”
- “You must be new.”
- “I know who your alt is.”

11. TRAINING, CERTIFICATION, COACHING, AND PERFORMANCE

Warmth is important. Reliability and judgment matter just as much.

Greeter certification should include:

- Walk every major route without using a memorized coordinate cheat sheet.
- Explain NOW / NEXT / LATER correctly from the live schedule.
- Demonstrate a 15-second, 30-second, and high-traffic greeting.
- Handle a mock casual-dress guest without shaming them.
- Help a mock new resident reach the ballroom and start a dance.
- Handle a mock complaint and move it to IM.
- Recognize when to call the Manager on Duty.
- Demonstrate group-invite policy without unsolicited spam.
- Complete one supervised live shift before working alone.

Greeter performance score

Category	Weight	What good looks like
Warmth & natural greeting	20%	Friendly, calm, never canned or overbearing.
Awareness	20%	Notices arrivals, confusion, crowding, and real guest needs.
Reliability	20%	On time, stays at post, clean handoffs, no unexplained disappearances.

Category	Weight	What good looks like
Wayfinding knowledge	15%	Gives correct directions and knows current venue layout.
Judgment & escalation	15%	Handles minor issues quietly; calls management at the right time.
Chat restraint & privacy	10%	No flooding, gossip, oversharing, or unsolicited spam.

Coaching rule Correct behavior privately and specifically. “You greeted well, but you sent group invitations before the guests answered you” is useful coaching. “You’re a bad host” is not.

12. SHIFT CHECKLISTS, HANDOFF, AND INCIDENT FORMS

Consistency is what makes hospitality feel effortless to the guest.

PRE-SHIFT CHECKLIST

- ☐ I am at my assigned position 15 minutes early.
- ☐ I know the Manager on Duty.
- ☐ I know NOW / NEXT / LATER.
- ☐ I know tonight’s dress expectation.
- ☐ I know the current ballroom route.
- ☐ I know the marketplace/mall route.
- ☐ I know the dressing room/formalwear route.
- ☐ I know the group kiosk location.
- ☐ I know who has eject/ban authority.
- ☐ I have tested any greeter board, teleport, or directory I am expected to mention.
- ☐ I have no oversized attachment/object blocking the arrival route.
- ☐ My title/tag is correct for the shift.

END-OF-SHIFT HANDOFF

- ☐ Tell the next greeter who is performing now and next.
- ☐ Report broken teleports, boards, vendors, dance systems, or signs.
- ☐ Report any guest waiting for follow-up.
- ☐ Report any active or recent moderation concern privately.
- ☐ Confirm the next greeter has actually arrived before leaving the post.
- ☐ Do not dump gossip or unrelated personal commentary into handoff notes.

INCIDENT NOTE TEMPLATE

Date / SLT time: _____

Greeter name: _____

Location: _____

Resident(s) involved: _____

What I personally observed: _____

What I said/did: _____

Manager contacted: _____

Manager/security action: _____

Is the issue still active? _____

Other staff witnesses: _____

Follow-up needed: _____

GREETER SHIFT NOTE

Shift time: _____

Approximate arrival volume: _____

Common guest questions: _____

Wayfinding problem(s): _____

Broken or confusing sign(s): _____

Dress/formalwear issues: _____

Ideas to improve the arrival experience:

APPENDIX A. OPENING-DAY DOOR GREETER QUICK CARD

Read this before taking the door on Grand Reopening day.

YOUR JOB IN ONE LINE

Notice people. Point them where they need to go. Make them feel welcome. Keep the doorway moving.

BEFORE YOU START

- Know the MOD.
- Know NOW / NEXT / LATER.
- Know ballroom, shopping, formalwear, group kiosk, and help routes.
- Know the exact dress rule for this event.
- Know who can eject/ban.
- Stand beside the path, not in it.

DEFAULT GREETING

“Welcome to Phat Cat’s. The ballroom is straight ahead. [ACT/DJ] is on now, and [NEXT EVENT] begins at [TIME] SLT. If you need formalwear, dances, or shopping directions, I’m right here.”

WHEN BUSY

“Welcome to Phat Cat’s, everyone! Ballroom ahead; shopping [direction]. If you need help, wave at me.”

DO NOT

- Spam group invites.
- Beg for tips.
- Flood chat.
- Flirt as part of the job.
- Argue dress policy.
- Argue with trolls.
- Guess directions.
- Leave the door uncovered.
- Embarrass newcomers.
- Discuss private incidents in public.

ESCALATE NOW Harassment • threats • griefing • scams • ban evasion • repeated disruption • anything you cannot resolve calmly and safely.

APPENDIX B. GREETER LEAD CHECKLIST

For the person responsible for making the arrival system work as a system.

-
- ☐ Publish the greeter roster and call times.
 - ☐ Assign landing point, ballroom door, and relief positions for headline blocks.
 - ☐ Keep one current NOW / NEXT / LATER source that everyone uses.
 - ☐ Walk the arrival route after every major build or sign change.
 - ☐ Audit greetings anonymously from a normal guest avatar when possible.
 - ☐ Coach repeated canned greetings, spam, cliquishness, wandering, and bad dress-code handling.
 - ☐ Track the top five guest questions and fix signage/processes so fewer people need to ask them.
 - ☐ Maintain a backup list for no-shows.
 - ☐ Run a 15-minute briefing before major events.
 - ☐ After opening night, review crowd flow, arrival lag, questions, complaints, and staffing gaps before the next headline block.

THE DOOR SETS THE TONE.

Make the first thirty seconds feel like Phat Cat's.