

PHAT CATS

STAFF & HOST HANDBOOK

Service culture, conduct, hosting, guest care, and shift standards

GRAND REOPENING WORKING EDITION

Ballroom • Marketplace • Shopping Mall

Dancing • Romancing • Elegance • Luxury

How to Use This Handbook

This handbook turns the reopening plan into the day-to-day behavior expected from everyone who represents Phat Cats, with an expanded operating manual for hosts. It is written to prevent the problems that make many Second Life venues feel chaotic: spammy local chat, staff cliques, late arrivals, tip pressure, public arguments, inconsistent rules, and nobody clearly owning a guest problem.

Primary audience: All staff, hosts, greeters, event assistants, shift leads, and anyone wearing a Phat Cats staff tag while working.

Status: Internal operating guide; not an employment contract or legal opinion.

Where a bracketed field appears, management must replace it with the final Phat Cats decision before distributing the handbook. Platform rules, region maturity requirements, and Linden Lab policies override any internal instruction that conflicts with them.

OWNER / MANAGEMENT DECISIONS TO COMPLETE BEFORE ISSUE

- Final public brand spelling and approved logo usage: PHAT CATS / other.
- Region maturity rating: [GENERAL / MODERATE / ADULT].
- Official staff group / staff chat channel and who may invite.
- Final dress standard for staff and standard ballroom events.
- Compensation and tip policy by role; whether tips are pooled, individual, or mixed.
- Named management contacts and after-hours escalation path.
- Final rules for photography, streaming, recording, and public screenshots.

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1. The Phat Cats Service Promise

Phat Cats is not reopening merely to put music on a stream. The product is the feeling of being welcomed into an elegant room where the music, dancing, people, and staff all reinforce one another. Every staff decision should protect that experience.

- **Guests before staff ego.** A guest should never feel that they interrupted a staff conversation or private social circle.
- **Warm, not loud.** Energy is welcome; repetitive slogans, shouting, gesture spam, and forced enthusiasm are not.
- **Elegant, not stiff.** Formal atmosphere does not mean cold behavior. Staff should be approachable, human, and able to laugh.
- **Helpful, not intrusive.** Offer help once, observe the response, and respect people who prefer to explore quietly.
- **Professional, not corporate.** We use common sense and hospitality. Nobody needs a script for every sentence, but everyone needs standards.
- **One room, one team.** Hosts, DJs, singers, merchants, managers, and security are not competing departments.

The one-sentence test: “Does what I am about to do make the room feel more welcoming, more elegant, more alive, or more trustworthy?” If the answer is no, do not do it while on duty.

2. Chain of Command and Role Boundaries

Every active event block has one Manager on Duty (MOD). That person owns operational decisions for the block even when the owner, a senior manager, a popular performer, or a long-time friend is present. The goal is not hierarchy for its own sake; it is to prevent five people from issuing five different instructions during a problem.

- **Owner / General Manager.** Final brand, budget, senior policy, exceptional bans, major merchant and entertainment terms.
- **Manager on Duty.** Immediate event operations, staffing, moderation, schedule changes, technical fallback, and incident command.
- **Host Lead.** Host scheduling, training, coaching, approved notices, and host quality.
- **Hosts.** Welcome, guest assistance, conversation, event awareness, social energy, basic issue recognition, and clean escalation.
- **Entertainment staff.** DJs and performers own their show within the event brief; they do not control land policy or guest discipline.
- **Merchant staff.** Merchant questions and rental terms go to the mall manager; hosts may guide a merchant but may not quote unapproved terms.

Authority Limits

- Do not promise pay, refunds, rent discounts, free space, sponsorship, permanent bans, or exceptions unless your role explicitly authorizes it.
- Do not use a Phat Cats group title to settle a personal argument.
- Do not change parcel media, music, access, land, object-return, or group permissions unless the MOD asked you to or your role specifically owns that function.
- When two staff members disagree on an operational call, follow the MOD in the moment and review the decision privately afterward.

3. General Staff Conduct

- **No public staff drama.** Criticism of coworkers, performers, merchants, or management moves to private channels immediately.
- **No cliques.** Regulars and friends may be warmly acknowledged, but newcomers must not feel like they entered someone else's private party.
- **No harassment.** Unwanted flirting, sexual pressure, repeated IMs after disengagement, stalking behavior, derogatory comments, threats, or retaliation are incompatible with the venue.

- **No baiting.** Do not provoke trolls for entertainment. A staff member who “wins” an argument but turns the ballroom into a spectacle has failed the room.
- **No tip begging.** Tips may be welcomed under venue policy; guilt, pressure, repeated reminders, ranking donors, or complaining about a bad tip night are prohibited.
- **No unauthorized solicitation.** Do not promote another club, business, fundraiser, personal store, land sale, group, or event while on duty unless management approved it.
- **No intoxicated/disruptive work behavior.** Whatever the avatar roleplay may be, staff must remain capable of doing the job without erratic conduct.
- **No favoritism in rules.** VIPs, merchants, donors, famous residents, friends, and former staff follow the same conduct expectations as everyone else.

4. Attendance, Scheduling and Shift Readiness

Reliability is a service skill. A charming host who disappears five minutes before a headline event is not a strong host. A staff member who is early, prepared, and calm is valuable even before they type a single greeting.

- Ordinary host/assistant call time: 15 minutes before shift unless the lead specifies otherwise.
- Technical or performer support call time: 20 minutes before shift/event unless otherwise directed.
- “Online at start time” is late if your role requires teleporting, changing, checking the schedule, or verifying systems.
- If you know you will miss a shift, notify the lead as soon as possible. Do not wait until the event begins.
- If an emergency prevents notice, communicate as soon as reasonably possible afterward.
- Repeated late arrivals, silent no-shows, or leaving early without handoff affect scheduling priority and may lead to removal.

Shift Readiness: NOW / NEXT / LATER

- **NOW:** current DJ or singer, event title, start/end time, dress/theme, and any live issue.
- **NEXT:** next entertainment block, handoff time, special setup, and where guests should go if the room changes.
- **LATER:** next major reason for a guest to return today or this week.
- **KNOW:** who is MOD, who has moderation powers, and where to send merchant/technical questions.

5. Appearance and Staff Presence

Staff appearance should support the atmosphere without turning every shift into a fashion contest. The standard is polished, appropriate to the event, and readable in the room.

- Follow the announced event dress level. Staff should normally meet or slightly exceed the guest standard.
- Avoid extremely large attachments, excessive particle effects, bright scripted objects, or visual clutter that blocks dancers and performers.
- Staff tags should be clear enough that a guest can identify help, but staff should not stack unnecessary titles or hover text.
- For theme events, costume humor is welcome only when it fits the event and region maturity.
- Do not shame a guest’s avatar age, body, mesh quality, clothing cost, or lack of formalwear.

6. Local Chat, IM and Voice Standards

The ballroom should sound like people are actually together, not like an automated marketing feed. Hosts create openings for conversation and then allow guests to own the room.

- **Use names naturally.** A personalized welcome is better than identical copy/paste lines.
- **Leave breathing room.** Do not answer every line, react to every song, or fill every silence.
- **Protect performances.** During live vocals, keep host chat light enough that lyrics and performer connection remain central.
- **Use IM for sensitive detail.** Complaints, dress concerns, warnings, staffing matters, and personal questions should usually move private.

- **Voice is optional unless assigned.** Do not pressure guests to use voice. If staff voice is enabled, keep it suitable for the event and do not talk over performers.

Chat Frequency Guideline

There is no rigid “messages per minute” quota. Instead, use a restraint rule: if host messages are becoming a large share of local chat, reduce output. During a live song, one useful host line may be enough. During a quiet social hour, more conversation may be appropriate. The host should amplify the room, not replace it.

7. Guest Welcome and Hospitality

1. Notice arrivals without pouncing on them. A guest who is still rezzing or reading signs does not need three staff members greeting at once.
2. Offer one clear welcome. If the guest responds, continue naturally. If they do not, let them settle in.
3. If someone appears stuck, lost, or unable to find dances, offer practical help.
4. Explain what is happening now and give one useful future hook. Do not recite the entire week schedule.
5. If the guest is new to Second Life or formal venues, help without embarrassing them.
6. When a guest leaves, a natural goodbye is enough. Do not chase them by IM asking why they left.

8. Hosts: Full Shift Operating Procedure

Before the Shift

- Arrive 15 minutes early and report to the Host Lead or MOD.
- Read the event card: title, performer, style, end time, next event, dress expectation, special announcements, sponsor/merchant tie-ins if any.
- Confirm landing point, teleports, ballroom entrance, dance system, group join point, info board, shopping directory, and formalwear/help area are working or report defects.
- Confirm the correct performer and venue tip jars are visible only under approved policy; report stray jars.
- Check whether the room already contains guests who need continuity rather than a fresh wall of greetings.
- Know the backup host and who has eject/ban authority.

First 10 Minutes

- Establish a calm presence; do not dump multiple announcements at once.
- Greet people who arrive and acknowledge returning guests without creating an insider club.
- Make sure the event title/performer is clear once in local chat if it is not obvious from signage.
- Observe whether singles, newcomers, or confused guests need help.

Middle of the Shift

- Maintain conversational energy, not promotional repetition.
- Support requests and questions, handing music requests to the DJ/performer in the approved way.
- Mention the next major event once at a natural break.
- Watch for technical symptoms: stream silence, stalled dancer systems, rapidly rising lag, grief objects, or a performer who appears disconnected.
- Alert the MOD privately before the room learns of a problem from rumor.

Final 10 Minutes and Handoff

- Thank the current DJ/performer at an appropriate break without giving a speech over their ending.
- State what is next and the approximate transition time once.
- Make sure the incoming host is present and aware of open issues.
- Do not vanish at end time while the next performer is taking the stream.
- Send a concise shift note only if there is useful information to preserve.

9. Couples, Singles, New Residents and Returning RomantiCats

Couples

Couples are a core audience, but hosts should not hover around a pair who clearly wants a private romantic evening. Offer a welcome and useful information, then give them room.

Singles

Singles are explicitly welcome. Never publicly label or advertise someone as “available.” The host can create inclusive conversation, mention group dances or social moments, and introduce people only when both sides are receptive.

New Residents

Do not turn “new avatar” into a public spectacle. Offer help with dances, camera position, dress options, or navigating the region. If complimentary formalwear exists, present it as a hospitality benefit, not a correction.

Returning RomantiCats

Long-time visitors may carry memories of older Phat Cats eras. Welcome the history without allowing nostalgia to become gatekeeping. “You should have seen the old place” should never become “new people do not belong here.”

10. Announcements, Group Invitations and Promotion

- Use approved event facts. Never guess times, performer names, prize amounts, merchant offers, or schedule changes.
- A host may mention NOW and NEXT naturally. Full promotional notices should come from authorized staff or approved notice templates.
- Do not unsolicited-inventory-drop landmarks, notecards, group invitations, or advertising at every guest.
- If a visible group kiosk or join link exists, point to it and let guests choose.
- Never claim “best club in SL,” “#1,” “most popular,” or similar rankings unless management has current, supportable evidence and intentionally approves the claim.

11. Tips, Gifts, Contests and Money Handling

Final financial policy is an owner decision. Until a role’s policy is written, staff may not invent one. This section establishes conduct regardless of whether staff are paid, tipped, volunteer, contracted, or a mixture.

- Never pressure, guilt, shame, or repeatedly remind guests to tip.
- Never reveal or compare another person’s tip amount unless the donor has explicitly requested a public amount and policy allows it.
- Thanking a supporter is appropriate; turning the room into a donation leaderboard is not unless a specific approved event requires it.
- Do not move or replace another staff member’s tip jar without authorization.
- Do not run raffles, games of chance, paid contests, or prize mechanics without owner approval and a platform-policy check.
- If a guest claims an accidental payment or payment error, escalate to management rather than promising a refund.

12. Dress-Code Service Without Humiliation

Phat Cats can preserve an elegant standard without publicly embarrassing people. Dress-code handling is a service procedure, not a confrontation.

1. Confirm the event actually has the dress requirement you believe it has.

2. If the issue is minor and not disruptive, use judgment; formal does not require identical fashion tastes.
3. If a change is needed, contact the guest privately and warmly.
4. Offer the solution first: complimentary formalwear, dressing room, or a clear explanation of what is acceptable.
5. If the guest refuses and the rule is mandatory for the event, involve the MOD rather than arguing.

13. Privacy, Screenshots and Personal Information

- Never expose another resident's real-world identity, contact information, alts, private messages, or sensitive personal details.
- Private IMs are not entertainment. Do not paste them into staff chat except the minimum needed for legitimate moderation review.
- Incident documentation should be factual, limited, and accessible only to people who need it.
- Do not publish screenshots of a dispute or banned guest to "name and shame."
- If Phat Cats records or livestreams events, use clear venue/event disclosure approved by management and consistent with platform rules.

14. Harassment, Conflict and Difficult Guests

Situation	Expected response	Escalate when
Confused guest	Help first; clarify rules or directions.	Escalate if confusion becomes repeated disruption after clear assistance.
Mild complaint	Acknowledge, move details to IM, offer manager handoff.	Escalate when the guest requests management or issue involves money/policy.
Argument between guests	Do not pick sides publicly; ask both to stop disrupting the room.	Escalate if harassment, threats, repeated disruption, or refusal occurs.
Unwanted sexual/flirty behavior	Support the target; ask behavior to stop if safe and appropriate.	Escalate immediately for repeated or severe harassment.
Troll / baiting	Do not perform for them; keep replies minimal.	Escalate when conduct disrupts the event or violates venue/platform rules.
Grief object / technical attack	Alert MOD immediately; do not experiment with unknown objects.	Immediate manager/security handling.
Threat or targeted hate	Preserve calm, notify MOD/security.	Immediate escalation; no extended warning debate required.

15. Moderation Escalation for Non-Managers

Hosts are eyes and service staff first. Unless specifically granted moderation authority, a host should not attempt to become security.

1. Observe enough to know what actually happened. Do not act only on gossip.
2. If it is a simple service problem, solve it.
3. If behavior needs correction, use a private, neutral request when appropriate.
4. Tell the MOD what you observed, not what you assume about motives.
5. Continue serving the room while management handles the person.
6. Afterward, document only if asked or if the incident meets the reporting threshold.

16. Staff-to-Staff Conduct and Anti-Drama Rule

- Do not correct another staff member publicly unless immediate safety requires it.
- Do not recruit guests into staff disagreements or ask them to take sides.

- Romantic relationships, friendships, breakups, and personal disputes do not change schedule or policy authority.
- A staff member may raise concerns about management privately without retaliation for good-faith feedback.
- Gossip about private incidents is itself a performance problem when it damages trust or privacy.

17. Brand, Notices, Social Media and Public Statements

- Use official branding files and approved event wording. Do not redraw logos or change event facts casually.
- Only designated staff should send region-wide/group notices, publish official event listings, or speak for management on disputes.
- Personal social accounts may say you work/perform at Phat Cats, but should not imply personal opinions are official venue statements.
- Do not announce internal discipline, financial terms, staff conflict, or unreleased bookings publicly.
- Correct mistakes quickly. If you post a wrong time or performer name, tell the lead and issue an approved correction rather than silently leaving conflicting information online.

18. Technical / Permission Safety

- Treat land, group, stream, object-return, eject/ban, and notice permissions as operational credentials.
- Never share passwords, stream keys, account credentials, or private staff tokens in local chat or public group chat.
- Do not accept untrusted scripted objects for staff operations without management approval.
- Do not rez personal scripted gadgets during headline events if they are not necessary.
- If you accidentally change land/stream/group settings, report it immediately instead of trying to hide it.

19. Performance Coaching and Discipline

The normal ladder is coaching → documented warning → reduced schedule/permissions → removal from role. Serious misconduct may skip steps.

- **Coaching.** Used for ordinary mistakes, style correction, learning the room, or first reliability concerns.
- **Documented warning.** Used for repeated issues or more serious conduct that must change.
- **Temporary restriction.** May include fewer shifts, no notice powers, no moderation powers, or suspension while an incident is reviewed.
- **Removal.** Used when trust, safety, reliability, or brand fit is no longer workable.

Examples that may justify immediate removal include deliberate sabotage, theft/scam behavior, abuse of moderation powers, severe harassment, targeted hate, credible threats, deliberate disclosure of private information, or serious platform-policy violations.

20. Host Scenarios and Approved Language

Scenario	Suggested host language
New arrival who does not move	"Welcome to Phat Cats. Take your time rezzing in. The ballroom is ahead; if you need dances, formalwear, or the schedule, I'm happy to help."
Guest in casual clothing at a formal event	IM: "Hi — welcome to Phat Cats. Tonight's event is formal. We have complimentary options in the dressing area if you'd like one. I can point you there."
Guest asks what is next	"At the top of the hour we have [ACT/EVENT]. After that, [NEXT MAJOR ITEM]."
Guest requests a song	"Absolutely — send me the title/artist and I'll pass it to the DJ. They'll fit requests where they work with the set."
Guest complains about lag	"Thanks for telling me. I'm passing that to the Manager on Duty now. If you can tell me whether it's movement, audio, or rezzing, that helps."
Guest attacks another club	"We keep local chat focused on enjoying the room here."

Scenario	Suggested host language
Staff friend wants special enforcement	Let's leave other venues out of it. "I'll pass it to the MOD. We use the same process for everyone."
Guest does not want to join group	"No problem at all. The group is optional; you're welcome here either way."
Former regular says the old place was better	"I'm glad you remember it. We kept the music and spirit, but this chapter has to live now too. I'd love to know what you most remember."
Someone is repeatedly flirting after refusal	"That needs to stop. I'm getting the Manager on Duty involved now."

21. Shift Report and Incident Templates

Host Shift Note

Date / SLT block: _____

Host: _____

MOD: _____

Event / performer: _____

Approx. crowd range: _____

What worked: _____

Guest questions that need follow-up: _____

Technical issues: _____

Handoff notes: _____

Other (facts only): _____

Incident Note — Use Only When Needed

Date/time SLT: _____

Reporting staff: _____

Avatars involved: _____

Location: _____

Observed behavior (facts, not motive): _____

Action taken: _____

Warnings given: _____

MOD / security involved: _____

Witness staff: _____

Evidence location if management retained any: _____

Follow-up needed: _____

22. Quick Reference Cards

Host: Before / During / After

- BEFORE: arrive 15 early; know NOW/NEXT/LATER; identify MOD; test guest-help points; read event exceptions.
- DURING: greet naturally; observe quiet newcomers; protect the performer; answer or hand off; announce next once; escalate privately.
- AFTER: stay through handoff; report actual issues; file incident note if needed; no gossip recap.

The Five Things Never to Type in Local Chat

- A private staff dispute.
- A guest's private IM or real-world information.
- A threat to ban someone before management has made the call, unless you are the authorized moderator acting now.
- A made-up event time, compensation promise, rent price, prize amount, or policy exception.
- Repeated "TIP / JOIN / VOTE / BEST CLUB" spam that turns the room into advertising.

23. Platform Policy References

Phat Cats internal rules sit underneath Linden Lab rules. Management should review the official policies periodically, particularly after a platform policy update. As of this working edition, the Second Life Terms of Service prohibits harassment and other harmful conduct, requires maturity-rating compliance, and prohibits automated means used to inflate virtual-land traffic. The handbook also treats resident privacy and private communications as sensitive.

- Second Life Terms of Service: <https://secondlife.com/app/tos/tos.php>
- Linden Lab Community Standards: <https://lindenlab.com/legal/community-standards>
- Second Life maturity / adult-content guidance: review official Knowledge Base before changing the region or event maturity level.

Acknowledgment

I have received the Phat Cats Staff & Host Handbook. I understand that this handbook describes operational standards for representing Phat Cats in Second Life. I agree to follow venue rules, assigned role procedures, applicable Linden Lab rules, and management direction while on duty. I understand that compensation, contractor/employee/volunteer status, scheduling commitments, and any other legal or financial terms are governed by separate written arrangements where applicable.

Avatar / Display Name: _____

Legacy Name (if different): _____

Role: _____

Signature / typed acknowledgment: _____

Date: _____

Manager: _____