

**1986
AMBASSADORS
MANUAL**

**The
MAGIC
is yours at**

*Worlds of Fun
and
Oceans of Fun*



Welcome

Hunt Midwest Enterprises



LAMAR HUNT
Owner



JACK W. STEADMAN
Chairman

Executive Crew



LEE DERROUGH
President



DON HAGAN
Treasurer



JIM SEIGFREID
Secretary

General Manager and Vice President	Dave Busch
Assistant General Manager	Tom Finholm, Jr.
Director of Construction and Maintenance	Sonny Harris
Manager of Maintenance	Rich Blanke
Manager of Landscaping	Ken Burrow
Director of Finance & Accounting	Rich Moore
Manager of Finance & Accounting	Bruce Sewell
Manager of Purchasing	Ann Todoroff
Manager of Warehouse	Denny Anderson
Director of Food Service	John Hudacek
Manager of Food Service	Leonard Duff
Director of Marketing	Susan Mendenhall-Longmire
Manager of Sales — Worlds of Fun	Griff Docking
Manager of Sales — Oceans of Fun	Kirk Schnurbusch
Manager of Advertising	Lori Gann
Director of Merchandising	Jim Smith
Manager of Merchandising	Terry Verhage
Director of Park Operations — Worlds of Fun	Richard Hunt
Manager of Ride Operations	Dale Arnold
Manager of Safety and Security	Bob Neal
Director of Personnel	Eldonna Davis
Manager of Personnel	Roger Vander Vennet
Director of Show Productions	Gary Noble
Manager of Show Productions	Max Gile
Manager of Costumes	Dawna Welborn
Director of Park Operations — Oceans of Fun	Jerry McGrath

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Dear Fellow Employee:

Congratulations and welcome to the magical world of entertainment! As an Ambassador at Worlds of Fun and Oceans of Fun, you will become the key ingredient in successfully entertaining nearly 1.7 million guests who will visit our parks in 1986.

Through a positive, conscientious attitude you will significantly contribute to the Worlds of Fun/Oceans of Fun tradition of quality. Over 80% of our guests return each year, making Worlds of Fun the most successful theme park in the Midwest. Why, because Worlds of Fun and Oceans of Fun Ambassadors consistently treat our guests as they would like to be treated themselves.

We've chosen you because being an Ambassador at Worlds of Fun and Oceans of Fun takes a special kind of person, a dedicated individual willing to strive for excellence. The skills you learn at Worlds of Fun and Oceans of Fun will help you succeed in all your future endeavors.

We're looking forward to working with you in making Worlds of Fun and Oceans of Fun's 1986 season the most successful ever.

Best regards,

David J. Busch
Vice President and General Manager

Thomas M. Finholm, Jr.
Assistant General Manager



David J. Busch



Thomas M. Finholm, Jr.

You're a Part of A Successful Tradition

You're a vital element in the successful organization of Hunt Midwest Enterprises. Founded by Lamar Hunt and Jack Steadman, Hunt Midwest Enterprises covers 2500 acres and includes the following companies:



Worlds of Fun

Hunt Midwest Enterprises

Hunt Midwest Entertainment Inc. — Worlds of Fun & Oceans of Fun

Hunt Midwest Real Estate Development, Inc. — Real estate and development

Hunt Midwest Mining Inc. — Limestone mining

Hunt Midwest Underground Corp. — An Underground office & storage facility



Oceans of Fun

The success of Worlds of Fun, developed in 1973 and Oceans of Fun, developed in 1982, have fueled the continued growth of this dynamic organization. Your commitment to excellence will contribute significantly to both your success and the organization's. We're glad you're a part of this exciting team!



Viking Voyager

Your Role at Worlds of Fun/Oceans of Fun

Congratulations! You've already taken a big step and made the decision to get a job. You are now ready to embark on a season of learning, hard work and fun. As an Ambassador, you will gain experience that will help you in your personal and business future.

Your goal is to become an accomplished specialist in the areas of "people," "safety" and "information."

A major step in achieving this goal is to treat our guests with respect and cheerful attention. **We must treat our guests in the same courteous manner in which we like to be treated.**

Each year Worlds of Fun/Oceans of Fun receives thousands of letters from satisfied guests. In nearly every case, they mention three things they liked best about Worlds of Fun/Oceans of Fun: the outstanding attractions, the remarkable cleanliness and most of all, the friendly employees.

Here are a few of the guest's comments received in 1985:

"Being new to Kansas City, we were hopeful of seeing a complex that would provide good, clean family fun. However, Worlds of Fun exceeded our expectations, especially the park's cleanliness and the enthusiasm of Worlds of Fun's employees. We're anxiously awaiting our next visit."

David R.
Dallas, TX

"I want to compliment one of your staff for being so nice to my nephew. He was kind, considerate and had a real knack for making sure the kids had fun and were safe."

Barbara B.
Gladstone, MO



"My husband and I took our daughter to Oceans of Fun to celebrate her second birthday. Our day at Oceans of Fun was quite enjoyable and you can be assured that we plan on returning there again. Our daughter had a safe, special and happy birthday with the help of your employees, Brooke and Mary."

Mrs. Kirk R.
Kansas City, MO

Not every satisfied guest takes time to write a complimentary letter. However, just remember that a smiling guest is worth a thousand words and letters.

"PEOPLE SPECIALIST" Every Guest is a VIP

One point we can't stress enough, is that every guest is a VIP (Very Important Person). In a sense, every guest is our boss as he/she pays our wages and gives us the opportunity to work and better ourselves.



Guest Relations Ambassador

Communicating the Positive

The easiest way to brighten a guest's day is through a positive, friendly and confident attitude. To present the Worlds of Fun/Oceans of Fun Ambassador attitude, you will learn a new language that includes such phrases as "May I help you?," "Thank you," "Have a nice day," and "Please." These phrases emphasize a positive approach. You should always present yourself, the park and your fellow employees in a positive way.

How to Handle a Guest Complaint

Being a "people specialist," there are times when you will encounter guests who have been faced with a situation that has prevented them from having fun.

On these occasions, your mission is to do your best to listen to the guest and solve his/her problem. This is easily accomplished when you treat the guest in a courteous, attentive manner.

If you follow the guidelines below, the guest complaint could turn into a compliment!

—Listen with your eyes. Look at the guest as he or she is talking to you and give him or her your undivided attention.

—Thank the guest for calling the matter to your attention then attempt to solve the problem.

—If you cannot solve the problem, call your manager or supervisor immediately. Keep smiling and make every effort to keep the guest happy. If he or she wishes to make a written complaint, politely direct them to Guest Relations.

Keeping the “Fun” In Worlds of Fun/Oceans of Fun

Imagine yourself as a guest at a Worlds of Fun or Oceans of Fun restaurant. As you are walking through the serving line, the restaurant’s employee is complaining how tired she is because she works too hard. Later, she complains to the guest that the restaurant’s oven isn’t working correctly.



Or imagine yourself as a guest standing in line at the Viking Voyager and you overhear employees talking about their social adventures.

In each situation, the guest is not being treated in a positive, courteous and friendly manner. **We never complain to our guests about our operating or personal problems.** If you have a problem, communicate with your manager or supervisor. Remember, our guests are visiting the park to experience fun. Always keep the “fun” in Worlds of Fun and Oceans of Fun.

Become a Worlds of Fun/Oceans of Fun “Information Specialist”

How late are you open? What time is the Country Junction show? Where are the restrooms? What restaurant serves pizza? How long is the Typhoon?

If you can answer any of the above questions, then you have already taken the first step on a long journey toward becoming an “information specialist.” It is our job to provide all the information needed to assist our guests during their visit. We must be walking, talking, smiling “information booths.” Imagine for example, the inconvenience and disappointment to a visiting family to be told that a Stax of Wax show started at 2:00 p.m. when in reality it began at 1:00 p.m.



Typhoon



Stax of Wax

You may be asked the same question a thousand times during the day, but remember . . . you’ll be asked by a thousand different guests . . . each for the first time. If you don’t know the answer to a particular question, find it out or clearly direct the guest to a place where he can easily get the answer. You’ll soon find that becoming a Worlds of Fun/Oceans of Fun “information specialist” is a highly skilled role.

“Safety Specialist”

The third area of expertise in your list of new skills is being a “safety specialist.” Throughout Worlds of Fun and Oceans of Fun, we have designed the safest possible conditions, but the most important element involves you. Many of our visitors get caught up in the excitement and magic of the parks and they don’t act safely. This means it is up to you to be alert in order to protect our guests from possible accidents and mishaps. This is a big challenge, but through your attention and dedication we can continue our outstanding safety record.

**Our Goal is Zero Accidents
and Injuries
It’s Up to You!**

Follow the guidelines provided below and make "safety awareness" and "accident prevention" part of your everyday responsibilities:

- Use equipment safely and as trained
- Keep your work area clean
- Conduct yourself as a safety-conscious individual
- Do not allow guests or employees to run in the park
- Stay off railroad tracks and railroad trestles. These are off limits to all Ambassadors and guests.
- Report unsafe conditions immediately to your supervisor.

Emergency Procedures

In all emergencies Security is to be called immediately. Never forget these emergency phone numbers:

Worlds of Fun — Ext. 400
Oceans of Fun — Ext. 100

When calling Security, calmly report your name, location and the type of emergency.

In Case of Fire

1. Call Security immediately. Give your name, location and the type of fire (oil, electrical, wood, trash, etc.)
2. Evacuate all persons from danger.
3. Notify your department or area supervisor.
4. Know how to operate the fire extinguishers in your work area.

In Case of Serious Accident Or Illness

1. Call Security immediately. Give your name, location and the type of injury.
2. Remain calm — do not move any injured person.
3. Ask any guest that saw the accident to remain at the scene until Security personnel arrive. You may need to assist in clearing the area of on-lookers.
4. Be careful not to make any statement about the accident to anyone except Security or Safety personnel.

On the Job Injury

If you are injured while working, you must report your injury, no matter how slight, to both your manager and First Aid on the day of the injury. This is YOUR responsibility.

To be eligible for paid medical expenses for on-the-job injuries or illnesses, you must, by law, receive treatment from the company doctors or hospital as authorized by First Aid.

If First Aid is Closed, contact Security:
Worlds of Fun Ext. 400 or 459-9227
Oceans of Fun Ext. 100 or 459-9227

In Case of Power Interruption

Remain calm. Help the guests remain calm. In most cases the power returns within minutes. Your manager or supervisor will relay additional instructions if needed.

Shine, Shine, Shine

Keeping the parks' reputation as among the cleanest in the country is everyone's job, from Ambassadors to regular employees. In addition to making sure your area is sparkling clean, be attentive when walking through the park and help maintain the Worlds of Fun/Oceans of Fun "Shine"! It's one more way to show your pride!



Grounds Ambassador



Rainbow Brite

The Personal Touch

In summation, your experience at the parks will be a successful adventure if you always remember that Worlds of Fun and Oceans of Fun are a people production. Take time to help that person in the wheelchair. Take time to help that child find his "lost" parent. Take time to answer questions . . . to talk and joke with guests in line. When you see a father about to take a picture of his family, offer to snap the picture for him so he can be in it. (Think of how many millions of vacation photographs are shot every year with an important family member missing . . . the one behind the camera.)

Just remember . . . one personal experience, good or bad, usually makes the greatest impression.

EXTRAS, EXTRAS...

We understand that maintaining the quality service and overall magical atmosphere at Worlds of Fun and Oceans of Fun is at times a difficult job. That's why we've put together a special thank you package just for Ambassadors!

Party — Throughout the season we'll be hosting several exciting dance parties in Worlds of Fun's exclusive teen club, Exit 54. Featuring a high-tech sound system, giant screen video and a hot D.J. spinning your favorite hits, you'll dance the night away. In addition, you'll enjoy several after-hours parties throughout the season, featuring rides and games just for Ambassadors.

Be Our Guest — You can find out what it's like to be a guest by enjoying your park at no charge when not working. The only exception is special buyouts and Grad Night. You must enter the park through the Employee Entrance Gate and present your I.D. to the Security Ranger. You may enter at the time the park opens to the public. While a guest, do not associate with other Ambassadors on duty and remember to maintain your high Ambassador standards at all times.

Bring the Family — We want your family to have the opportunity to enjoy the park. Therefore, you may invite up to four family members to visit your park one time without charge Monday through Friday from June through August. Passes must be requested through your department. You must be employed at the time the pass is used. The passes are not transferable.

Get the Best of Both Worlds — You may be a guest at Worlds of Fun or Oceans of Fun, (whichever park you do not work at) a maximum of one time per week at no charge. You may also attend Forum Concerts at no charge. Not valid for Grad Night or when scheduled to work.

To enter the park simply present your I.D. to the Security Ranger at the Employee Entrance Gate.

Other Parks — Learn more about the entertainment industry while having a great time. Worlds of Fun/Oceans of Fun has complimentary pass exchange agreements with several other parks. For more information, contact the Personnel office.

Passport Savings — Specially-discounted passports are available for your friends and family. For more information, contact the Personnel Department.

In the News — Don't miss the new Ambassador newspaper. If you've got a story, let us know.

Be A Sport — We've planned special sporting events for Ambassadors only. Watch for the exciting details in the Ambassador newspaper.



Ambassador Fun

Ambassador Council — New in '86, the Ambassador Council, a group of Ambassadors elected to solve problems and offer creative solutions. Participate and make your park a better place.

Suggestions — We'd like to hear your ideas to make Worlds of Fun and Oceans of Fun a better place. Cash awards will be available for the top suggestions.

Scholarship Award — Each year scholarships are awarded to several outstanding Ambassadors. Criteria for selection includes scholastic achievement, involvement in outside activities, financial need and above all, your work performance as an Ambassador. For more information, contact the Personnel Department.

Rehire Eligibility — We want you back! If you use your newly-learned Ambassador skills and dedicate yourself to succeed, you will be rehired at Worlds of Fun/Oceans of Fun. We hope you'll be with us next year!

Job References — Worlds of Fun and Oceans of Fun can provide an excellent job reference for your future employment opportunities. Once again, this depends on how well you perform your job. It's up to you!

The Look of Success

Our reputation for outstanding employees stems not only from the way we act, but just as importantly, how we appear. Whether you're working behind the scenes or in front of the guests, you must look the part of an Ambassador. This means wearing your costumes proudly and displaying that Worlds of Fun/Oceans of Fun "Sparkle." A wholesome, fresh look is a pleasant reminder of the first-class entertainment at Worlds of Fun and Oceans of Fun. Your total appearance is an important combination of clothing and grooming. Follow these guidelines to achieve Ambassador "Sparkle":

In General

- Be clean and neat. The all-American wholesome look is in!
- Extreme or fad hairstyles take away from the overall look and are not allowed.

Male Ambassadors

- Hair above the eyebrows in front, off the collar in back and sides may extend to the middle of the ear. Side burns may extend to the earlobe only.
- No facial hair. Neatly trimmed moustaches are allowed, but they must be fully grown before the season begins.



Female Ambassadors

- Simply arranged & well-groomed hairstyles
- Conservative make-up
- Light perfume
- No exaggerated or dangling jewelry
- Simple rings and wrist watches

Identify Yourself

Wear your name tag at all times. (Issued by the Costumes Department.)

If you lose your name tag, another can be obtained for \$1.25. If your tag is broken, return it for a free replacement.

Safekeeping

A locker will be assigned to you to store your clothes and valuables. Please keep it locked at all times. The company is not responsible for lost or stolen articles.

VANDALISM/THEFT "HOT LINE" 459-9288 A hotline phone number has been established (459-9288) where you can call and leave information anonymously about knowledge you might have concerning theft, vandalism and possession or sale of narcotics.

Rewards of up to \$150 will be given for information leading to a conviction. The amount of reward will be individually determined by the Director of Security and General Manager.

At the time you call, you will be given a code number and asked to check back in a few weeks to see if you are eligible for a cash reward.

We want to stress that the identity of any employee supplying information will be held in the strictest confidence and not released to anyone. Also be assured that you will not be asked to testify against anyone at anytime.

Polygraph Policy It shall be the policy of Hunt Midwest Enterprises to conduct polygraphs for certain positions and in certain situations in a non-discriminatory and non-capricious manner consistent with the law. Employees may be dismissed for refusal to submit to a polygraph exam or for failing to pass the exam. Exams will be given to employees in:

- A) Cash handling positions.
- B) Areas where a theft has occurred.
- C) Connection with an investigation of theft.
- D) The case where any employee is suspected of using or selling illegal drugs on property.

Radios In Park Personal radios, tape players or other audio or visual electrical equipment is not allowed in the park, either on or off duty.

Personal Conduct You are in the public's eye at all times. Public display of affection, hand holding or other personal exchanges with others are not appropriate. Improper advances or language by a fellow employee or guest should be reported immediately to your director, the director of the day, security dispatch or to Personnel.

Conducting Yourself

Just as important as your looks, is maintaining a personal conduct above reproach. It is yet another essential ingredient to keeping Worlds of Fun and Oceans of Fun's magic alive for our guests, as well as maintaining a safe environment. We sincerely hope you'll be able to stay with us through the season and return in years to come. Following these simple guidelines will ensure your job, as well as give you a chance to grow with the company.

Regulations For Personal Conduct

Reasons For Dismissal Worlds of Fun and Oceans of Fun has certain rules and regulations which must be followed to insure maximum safety and enjoyment for guests and employees. The following actions could be grounds for dismissal. Employment is based on both continued need and performance.

- Horseplay of any kind.
- Excessive absenteeism or tardiness, excused or unexcused.
- Failure to conform to company's grooming standards.
- Giving or accepting food or merchandise without proper payment.
- Chewing gum, chewing tobacco, eating, drinking or smoking while working or in public view.
- Misuse of I.D., parking sticker or family guest passes.
- Unauthorized use or possession of company property.
- Admitting anyone to the park without proper admission charge.
- Failure to report for work without proper notification.
- Tampering with vending machines.
- Inattentiveness to duties; carelessness in performance of duties; sleeping, reading or listening to a radio on the job.
- Discourteous behavior to guests or Ambassadors, profanity or indecent conduct while on park grounds.
- Not submitting a health questionnaire.
- Possession of fireworks, firearms or any weapon while on company property.
- Possession, use, or sale of narcotics, non-prescribed drugs, alcoholic beverages while on park grounds or working under the influence on any of these.
- Engaging in any conduct which constitutes a violation of state law or city ordinance while on park premises.
- Altering another Ambassador's time card or allowing someone to alter your time card.
- Violation of safety rules.
- Insubordination, including failure or refusal to perform work as instructed or to follow company policies and procedures.
- Willful damage of company property.
- Theft of cash or property.
- Mishandling company monies.

On the Job

You've completed your training to become a people, information and a safety specialist. You now have the "sparkling" wholesome look of a Worlds of Fun/Oceans of Fun Ambassador and your personal behavior is exemplary. You're on the way to the most rewarding experience you'll ever have. All that's left is to answer a few on-the-job questions.

\$ \$ \$ How You Are Paid \$ \$ \$

Timekeeping Procedures — You should be in your costume and at your work location no earlier than five minutes before the start of your scheduled shift. Upon arriving at your work location immediately report to your unit manager.

If you work more than one location during a certain day, you must sign in with the manager at each location.

At the end of your shift you must sign out with the unit manager.

On the last day of a pay period you are required to sign your Individual Weekly Time Sheet. Failure to do so may cause a delay in receiving your paycheck. Check your Social Security Number for accuracy.

Payday — You will be paid on Friday of each week. Paychecks will be distributed at your departmental office and will be issued after your scheduled shift for that day. That check covers the previous week's pay period running from Monday through Sunday. If you have a question about your paycheck, ask your department's regular secretary, who will look into any problem.

Extra Shifts — If you are interested in working extra hours, you should notify your supervisor. You will be paid your regular hourly wage for all extra hours.

No Holidays — Due to the nature of our business, no holiday time off is allowed for employees from April 1 through October 31. These holidays are some of the busiest days at Worlds of Fun/Oceans of Fun. Therefore, we need our employees on duty during these times.

General Information

General Acceptance Employment Form — All Ambassadors should complete and sign a General Employment Acceptance form prior to working in the park. Your parent must also sign this form if you are under 18 years old.

This form simply states several terms and conditions that you agree to in order to work at Worlds of Fun/Oceans of Fun. You should become familiar with these terms and conditions.

Orientation — All Ambassadors will attend the orientation/safety program before working in the park. The orientation covers park policy, expectations of employees, guest communication and safety procedures.

Training — Every department has individualized training. Be sure to know your job expectations and to attend scheduled training.

Parking Permit and Identification Card — A parking permit decal is issued to all Ambassadors and is to be placed on the back of the interior rearview mirror of your car. This permit allows free entrance into the designated Ambassador parking lots.

All Ambassadors are issued a picture I.D. card which must be shown to the Security Ranger at the Employees' Entrance Gate when coming to work or entering the park during non-working hours. If you lose it, you must have a duplicate made at the Security office. The replacement costs are: 1st: \$5.00, 2nd: \$7.50 and 3rd: \$10.00.

Health Questionnaire — When hired, you received a Health Questionnaire. In case of an accident or illness, this form is referred to by Health Services for reporting purposes. Your parents must sign this form if you are under 18 years old. Return completed form to Security or to your department.

Changes — If your name, address, phone number, marital status or tax exemptions change, it is important to report these changes to your department. This information is needed for payroll purposes.

Transfers — It is the policy of Worlds of Fun/Oceans of Fun that transfers only be granted for health reasons, promotions or operational need. All transfers must be approved by each department involved and the Personnel Department.

Work Station — Never leave your work station unattended. Do not leave your station until a qualified person replaces you. If you need relief or assistance, notify the nearest manager or supervisor.

Park Closing — After the park closing is announced over the P.A. system, you should close your work station according to

your department's instructions. Then, go directly to Costumes and exit the park premises immediately.

Employee Purchases — When you purchase an item from a shop inside the park an Employee Purchase form must be signed at the time of purchase by an authorized Merchandising employee. This form, plus the sales slip, will be attached to the sack. Both of these forms will be checked by the Security Ranger as you exit through the Employee Entrance.

Tippling — A limited number of waiters/waitresses are eligible to accept tips. They are approved by the director of Food Service. No other employees are to solicit or accept tips.

Termination of Employment — At the time you were hired, you made a commitment to work through a certain date. Terminating before that date, without good reason, may affect your rehire status. However, if you must leave before your agreement date, a two-week written notice must be given to your department. Whenever possible, the employee should work through Sunday, since this is the end of the pay period. All employees must be cleared through your department, Security and Costumes before your last paycheck will be issued to you.

Absenteeism — If an illness or other emergency prevents you from reporting to work, you must call in and notify your department a minimum of two hours prior to the start of your shift. Phone numbers are listed on page 30.

If an illness or injury occurs that is non job-related and causes your absence from work for three or more days, you will be required to submit a written excuse from your physician to your department supervisor the day you return to work.

Probation Period — Each first-year Ambassador will be a probationary Ambassador for six working days. This probation period is a time for you to become acquainted with the park and your job.

No Loitering — The Administrative offices are for official business only. No loitering please.

Games — Ambassadors on or off duty may not play ticket or prize redemption games. Video games are allowed.

Problems? We Care!

We want your time at Worlds of Fun and Oceans of Fun to be a positive, growing experience. Therefore, if you have a work-related problem, we encourage you to talk with your manager, supervisor or director. Additionally, the Personnel office is also available to assist you in any way. Don't hesitate to ask for help. Remember, Worlds of Fun and Oceans of Fun utilize a team effort to create the parks' magical entertainment experience!

Worlds of Fun/Oceans of Fun Team

Worlds of Fun and Oceans of Fun combine to offer our guests a unique entertainment package unlike any in the country. Together the parks work hand in hand to create this experience. When the opportunity presents itself, promote the other park as a positive adventure and one worth exploring on a second, third or fourth days outing.

Worlds of Fun Ambassador Information

Parking — All Ambassadors driving to work must enter the park through the Delivery/Employee entrance, which is the next entrance after the Main Gate entrance.

Cars must be parked in the designated Ambassador parking lots and must have a Worlds of Fun parking sticker. Failure to comply with parking policies will result in your parking privileges being revoked.

Lunch/Dinner Break — All Ambassadors receive a 45 minute, unpaid lunch/dinner break. You may purchase a discount lunch/dinner at the newly refurbished Ambassador Club, which is located below the Inn of the Four Winds, or at the Ambassador Club West, located behind Front Street. If you bring your meal, we ask that you eat at one of the Clubs. Ambassador Clubs are for employee use only, during work shifts or off duty time.

Director of the Day — Whenever the park is in operation, a director of the day is on duty. This director is responsible for the entire park operation. Please cooperate with his or her requests.

Vacations — A vacation is not encouraged while you are employed at Worlds of Fun. Worlds of Fun is a seasonal business — our busiest time occurring from June through August. For this reason, we need all of our Ambassadors available to create that special magic. If, however, time off becomes necessary, a two week notice must be given to your department. Your position will be filled by another individual from your department's Ambassador pool. Upon returning, you will be placed in the pool until your department has an opening for you. A vacation should not exceed seven consecutive days, including your day off. All vacations must be approved by your department's regular management. A vacation exceeding seven consecutive days will result in your termination.

Your Costume — Ambassadors will be held responsible for all costumes issued to them. If your costume is stolen or destroyed, you will have to pay for the loss or damage.

It is very important for you to **turn in your costume at the end of each shift**. Tell the costume attendant if the garment is in need of any type of repair. Costumes will be issued on an exchange basis.

Any special costume change must be accompanied by a temporary change order from your department. The Costume Department will make the decision when foul weather gear and slacks will be worn. Female Ambassadors may wear black or navy slacks, no jeans or warm-ups.

All Ambassadors may wear turtleneck sweaters under their costumes. Female Ambassadors may wear white scarves on their heads for weather protection.

All Ambassadors are required to wear all white tennis shoes as part of their costume. Sunglasses are not to be worn while on duty except with doctor's excuse. Your department will notify you of any exceptions.

White socks must be worn by males. White ankle socks or footies must be worn by females. Socks must be worn at all times. Clean plain white shoe laces are required.

Telephones — In-unit telephones are for official company use only. They are not to be used for personal reasons. If it is necessary for your family or a friend to contact you in an emergency, they may call the park and leave a message with your department. Their message will be conveyed to you.

Please use the phones which are conveniently located in the Ambassador Clubs, locker rooms and outside the Costumes area. This should be done during your break time. **Ambassadors may not use pay phones other than those in the designated areas.**



Questions Most Often Asked By Worlds of Fun Guests

The following information will help you better answer questions which our guests often ask:



Restrooms — Restrooms are located in all sections of the park. Telephones and drinking fountains are next to each restroom. We urge you to learn immediately the locations of all restrooms in your area.



Picnic Area — The picnic area is located outside the Scandinavian exit. On light attendance days this exit may be closed. Guests should then exit at the Main Gate and ride a tram to the picnic area. Picnicking is not permitted inside the park at any time. Catered picnics for large groups are held in the FESTHAUS.



Lost Children — Whenever a child becomes separated from his parents, notify Security (ext. 400). A Security Ranger will escort our guest to Humpty's Haven where a lost parent station is located.



Lost Articles — For information regarding lost articles direct guests to the Security Station at the Front Gate.



Pets — A kennel for pets is located near Tram Stop #1, which is in Parking Lot B. No pets are allowed in the park.



Credit Cards — Guests may charge their tickets on either Visa, Master Card or American Express card. These cards are also accepted in all shops.



Paging — Worlds of Fun can not use the public address system for paging guests. Refer questions to Guest Relations.



Storage Lockers — Lockers are located at the Main Gate.



Baby Strollers — Strollers are available at the Front Gate, for a small rental fee.



Refunds and Rainchecks — Worlds of Fun does not issue rainchecks. Concerning this policy, please direct guests with questions to the Guest Relations office at the Main Gate.

Oceans of Fun Ambassador Information

Parking — All Ambassadors must park in the designated area on Parvin Road. All cars must have an Oceans of Fun parking sticker to park in that area. Failure to comply with parking policies will result in your parking privileges being revoked. Additional parking stickers may be purchased for 50¢ each in the Administration office.

Lunch/Dinner Break — All Ambassadors are entitled to a 45 minute, unpaid lunch/dinner break. Employee scrip may be purchased for half price at the Oceans of Fun Administration office. Breaks must be taken in the designated area behind the employee locker rooms. Employees are allowed to bring a lunch but may not leave the park during break time.

Vacations — A vacation while employed at Oceans of Fun is highly discouraged due to the fact that we are a seasonal business and our busiest time is from June through August. If taking a vacation becomes absolutely necessary, a two-weeks notice must be given to the Administration office and must be approved by a regular staff member.

A vacation may not exceed three consecutive days. A vacation exceeding three days may result in your termination.

Rainy Day Procedures — There will, of course, be times during our season when we will encounter heavy rainstorms and inclement weather. As a result, you should know the following:

1. Oceans of Fun does not issue "rainchecks." Please direct guests with questions concerning this policy to Guest Relations.
2. In severe storms it may be necessary to temporarily close some of Oceans of Fun's attractions. This should only be done at the direction of your supervisor. NEVER attempt to close an attraction yourself.
3. Stay in your assigned area unless otherwise directed by a member of the management staff.
4. Running is not allowed at Oceans of Fun. This is especially true during rainstorms.

Your Costume — Ambassadors will be held responsible for all costumes issued to them. If your costume is lost or destroyed you will have to pay the loss or damage. A \$30.00 deposit will be deducted from your paycheck and refunded after you have returned your costume and completed the termination process.

You will be issued three sets of your particular costume. You will be required to sign a promissory note for the return of these. You will be responsible for proper care of your costumes. Each day you will be required to wear a clean costume to work.

All Ambassadors are required to wear all white tennis shoes. Ambassadors wearing guard uniforms may wear thongs. Male Ambassadors must wear plain white socks. Female Ambassadors must wear white footies or ankle socks.

If your costume is in need of repair, please return it to the Costume Department at Worlds of Fun for replacement. Costumes must be returned within 10 days after termination or you will be billed for replacement cost.

Telephones — In-unit telephones are for official company use only. If it is necessary for your family or a friend to contact you in an emergency, they may call the park and leave a message with the Administration office. Their message will be conveyed to you so that you can return their call.

If you do have to make a personal call, please use the phones located in the employee locker rooms. This should be done during your break time. Ambassadors may not use pay phones located in the park.

Sunglasses — Only employees authorized by the regular management may wear conservatively styled sunglasses. No mirrored sunglasses are allowed. If you must wear sunglasses for medical reasons, you must have a doctor's statement. Questions regarding this policy should be directed to the Administration office.

Questions Most Often Asked By Oceans of Fun Guests

The following information will help you better answer questions which our guests often ask:



Restrooms — Restrooms are conveniently located in all sections of the park. Telephones and drinking fountains are next to each restroom. We urge you to learn immediately the locations of all restrooms in your area.



Picnic Area — The picnic area is located outside the Front Gate. Picnicking is not permitted inside the park at anytime. Anyone seen picnicking inside the park should be reported to Security or to the Administration office.



Lost and Found — Whenever a child becomes separated from his parents, notify Security (ext. 100). A Security Ranger will be dispatched to handle the situation. Parents looking for lost children should be directed to the Security Booth at the Main Entrance.



Pets — Oceans of Fun does not provide a kennel. Guests with questions should be directed to Guest Relations.



Credit Cards — Guests may charge their tickets on either their Visa, Master Card or American Express card. These cards are also accepted in Trader Nicks Gift Shop.



Checks — Guests may cash checks at the Guest Relations booth at the front gate. Employees are not allowed to cash checks.



Paging — Oceans of Fun does not use its public address system for paging guests.



Storage Lockers — Coin-operated lockers are provided for our guests at the Kanakas' and Wahinis' clubhouses in the central village and near the Hot Dogger and Adult Pool.



Rafts — Guests may rent rafts at George's Raft rental located on the west side of the wave pool.



Refunds and Rainchecks — Guests with questions regarding refunds and rainchecks should be referred to the Guest Relations office at the Front Gate.



Vending Machine Refunds — Any guest that may have lost money in a vending machine should be referred to the Guest Relations office at the Front Gate.



First Aid — First Aid is located in the Administration building next to the Surf City wave pool.



Adults Only — Castaway Cove is an adults only area. Guests will be required to provide proof of age upon request and must be at least 21 years old.



Swimming Accessories — Oceans of Fun has a complete line of swimsuits, towels and swimming accessories for our guests at Trader Nicks Gift Shop.



Rules and Regulations — Alcohol, drugs, fireworks or weapons are not allowed in the park. Refer these cases to Security (ext. 100).



RUNNING IS PROHIBITED IN THE PARK.

HISTORY

Through the efforts of Lamar Hunt and Jack Steadman, the concept of a family entertainment theme park in Kansas City became a reality with the building of Worlds of Fun. The site for the 163-acre park was selected in 1969 with the purchase of a 500-acre tract of land. Construction was started in late 1971.

Worlds of Fun opened in 1973 with 60 rides, shows and attractions, and has continually expanded since then. Following a philosophy of reinvesting the park's success in ambitious expansion projects, Worlds of Fun has nearly doubled in size. Currently, Worlds of Fun is an entertainment complex which offers its guests over 115 rides, shows and attractions. Over 1.3 million guests visited Worlds of Fun in 1985.



The construction of a multi-million dollar water park in 1982 was the direct result of the enormous success experienced by Worlds of Fun. The world's largest family water recreation park, Oceans of Fun, was completed in May of 1982. Featuring a one-million gallon wave pool, several giant pretzel-like water slides, two lake areas, an adult pool area and a children's play area, Oceans of Fun hosted over 286,000 guests in 1985.

FUN FACTS

Learning more about Worlds of Fun and Oceans of Fun will help you become an accomplished "information specialist." Share these fascinating facts with our guests and you will enhance the guest's experience, as well as gain a greater appreciation for Worlds of Fun and Oceans of Fun.

WORLDS OF FUN

- Worlds of Fun is a 163-acre theme park featuring over 115 rides, shows and attractions.
- Worlds of Fun is the number one theme park in the Midwest drawing over 1.3 million guests in 1985.
- Known as the "Coaster Capital," Worlds of Fun features three exciting roller coasters including the Orient Express, the world's largest tubular steel roller coaster.
- Opened in 1984, the country's longest white water raft ride, the Fury of the Nile, is Worlds of Fun's largest expansion project at a cost of \$4 million.
- The Haunted Theatre, exclusively designed for Worlds of Fun by world-renowned magician, Mark Wilson, premiered in 1985.
- Most popular item sold in 1985...39,993 Glo Necklaces.
- In 1985 guests consumed enough hamburger patties to form a column three miles high.
- The most popular ride in 1985 was the Viking Voyager, with over 1.2 million riders.
- The most popular live show in 1985 was the Fins and Flippers Dolphin Show with over 420,000 guests attending.

A Tour of Hollywood Landmarks

- The Cotton Blossom, located in River City, made its first appearance in the classic film "Showboat" starring Ava Gardner and Howard Keel.
- The Victrix, located in the Scandinavian section, has appeared in numerous big-screen movies including the classic "Mutiny on the Bounty" starring Humphrey Bogart.
- The scale model of the ship used in the film classic "Ben Hur"

OCEANS OF FUN

- The Typhoon is the world's longest dual water speed slide with 400 feet of slipping and sliding action.
- Over one million gallons of water is pumped through the Surf City wave pool.
- The most popular attraction in 1985, with over one million sliders, was Diamond Head, a trio of twisting slides.



NUMBERS I NEED TO KNOW

WORLDS OF FUN

Cash Control	459-9240
Costumes	459-9254
Finance	459-9234
Food Service	459-9260
Grounds	459-9203
Landscaping	459-9231
Maintenance	459-9250
Marketing	459-9222
Merchandising	459-9265
Personnel	459-9244
Ride Operations	459-9201
Security	459-9227
Show Productions	459-9276
Warehouse	459-9257
Fun Phone	454-4444

OCEANS OF FUN

Administration Building	459-9295
First Aid	459-9295
	or 459-9227
Personnel	459-9244
Security	459-9295
	or 459-9227 ext. 100
Fun Phone	459-WAVE
	(9283)

EMPLOYEE WORK SHEET

Answer the questions below and return this form to your department when processing. (Please Print)

Your Name _____

Dept. where you work _____

My Director's Name _____

My Dept. Manager's Name _____

Name of General Manager of WOF/OOF _____

Name of Assistant General Manager of WOF/OOF _____

If I'm absent from work, I should phone my department at this number _____

If a guest becomes ill, I will call Security at extension _____

1. List the four procedures to be followed in handling a guest's complaint. (See page 9. Write in the steps below).

1. Listen with _____

2. Thank your _____

3. _____

2. Safety is our primary concern. You should make "safety awareness" a part of your everyday responsibility by: (See page 12. Write in the steps below.)

1. Use _____

2. Keep your _____

3. _____

4. _____

5. _____

6. _____

3. In all emergencies, call Security at Ext. ____ Worlds of Fun
 ____ Oceans of Fun

4. In case of fire you should: (See page 12. Write in the steps below.)

1. Call _____, Give your _____, _____, and type _____

2. _____ all persons _____

3. Notify _____

4. Know _____

WORLDS OF FUN EMPLOYEES ONLY

Circle the right answer

- Where are the guests restrooms located?
 - Near the rides
 - In each themed section near or across the street from a main restaurant
 - In the parking lot
- Where are employee break areas?
 - Below the Inn of the Four Winds
 - Behind Front Street
 - Both A & B
- Where is the Costume Department located?
 - Administration building
 - Maintenance building — North side
 - Front Gate
- Where are baby strollers located?
 - Back Gate
 - "Wheel Borrow" shop at Front Gate
 - Passport Services
- If a child becomes separated from his parents, notify Security. Where is the lost parent station located?
 - Front Gate
 - Americana Section
 - Humpty's Haven
- The picnic area is located:
 - Behind the Scandinavian entrance
 - Worlds of Fun also caters picnics at the Festhaus
 - Both A & B

OCEANS OF FUN EMPLOYEES ONLY

Circle the right answer

- The picnic area is located:
 - Outside the Front Gate
 - Capt'n Cooks Nook
 - Near the Administration building
- Storage lockers are located:
 - In the Kanakas' and Wahinis' Clubhouses
 - Near the adult pool
 - Both A & B
- Guests must be 21 years of age to enter:
 - Castaway Cove
 - Knee Hai/Belly Hai
 - Neptune's Lagoon
- The kennels are located at:
 - Front Gate
 - Administrative building
 - There are no kennels. Guest Relations will make arrangements
- Oceans of Fun's First Aid is located:
 - Administration building
 - Guest Relations
 - The Hotdogger
- The boat rental charge is:
 - \$5.00
 - No Charge
 - \$1.00

Ambassador's Signature _____

Date _____



WORLDS OF FUN 1986 OPERATING HOURS

SPRING

April 12-May 18 (Weekends Only) Open 10 AM ★ May 22 (Special School Day) Open 10 AM ★ May 23-26 (Memorial Weekend) Open 10 AM

SUMMER

May 30-September 1 (Daily) Open 10 AM

FALL

September 6-October 26 (Saturdays & Sundays) Open 10 AM

OPERATING SCHEDULE

If you are in doubt of the operating hours because of unusual weather conditions, call the Fun Phone recording at 454-4444.



OCEANS OF FUN 1986 OPERATING DAYS & HOURS

May 24-September 1 (Daily) Open 10 AM

OPERATING SCHEDULE

If you are in doubt of the operating hours because of unusual weather conditions, call the Fun Phone recording at 459-WAVE. (459-9283)

An Equal Opportunity Employer

OUR EMPLOYEE COMMITMENT

As employees of Worlds of Fun/Oceans of Fun, we accept as our challenge to:

SERVE

our guests with pride in a friendly and courteous manner.

EXPRESS

appreciation for guests who make our jobs possible.

RESPECT

the feelings of our guests and fellow employees.

VALUE

the importance of safety and cleanliness at all times.

ENTERTAIN

whether on or off stage, always with a smile.

We are proud to be part of the tradition of quality and success at Worlds of Fun and Oceans of Fun, America's finest entertainment complex.

OUR EMPLOYEE MISSION

To treat others as we would like to be treated by providing our guests such outstanding service that they visit time and time again, both in person and in good memories.

