

HOLD ON FOR

THE TIME OF

YOUR LIFE!



1990 AMBASSADORS' MANUAL





Dear Fellow Ambassador:

Congratulations on your selection as a Worlds of Fun/Oceans of Fun Ambassador.

All of us on the management staff are pleased that you've decided to be a part of our hospitality team and look forward to working with you meeting new challenges in 1990.

During our last 17 years of operation, over 24 million Guests have enjoyed the quality entertainment that only we can provide. And as we move into a new season, we must all constantly strive to maintain the safe, clean and enjoyable environment our Guests have come to expect and demand.

Everyday, we all have the unique opportunity to go out of our way to make sure each of our Guests' visit is a special one. Whether you work directly with our Guests or behind the scenes, please don't lose sight of the reason we are all here...to help over 1.5 million Guests enjoy a courteous and fun-filled day. By always making each moment count for Guest satisfaction, we can make 1990 our greatest season ever!

Best regards,

John S. Hudacek
General Manager



P.S. Q.I.S.S. — It's the key ingredient in keeping the "Fun" in Worlds of Fun and Oceans of Fun! See you in the park.

Hunt Midwest Enterprises
Executive Crew



Lamar Hunt
Owner



Jack W. Steadman
Chairman



Lee Derrough
President



Don Hagan
Treasurer



Jim Seigfreid
Secretary

Hunt Midwest History

As a Worlds of Fun/Oceans of Fun employee, you are part of a successful tradition that began over a quarter century ago with two men, Lamar Hunt and Jack Steadman, who had a vision of great things for Kansas City. This vision first became a reality when Mr. Hunt moved his American League club to the Midwest, creating the Kansas City Chiefs in 1963.

With the tremendous success of the Kansas City Chiefs came the opportunity for further development in Kansas City, and with it, a most aggressive challenge—to create a land of enchantment for all ages, a place where heartfelt memories were made.

Through the efforts of Lamar Hunt and Jack Steadman, the concept of a family entertainment theme park became reality with the building of Worlds of Fun. A 500-acre tract of land was purchased, and construction on the 163-acre park began in 1971.

Worlds of Fun opened in 1973 with 60 rides, shows and attractions. The philosophy of reinvesting the park's success in ambitious expansion projects has nearly doubled the size of Worlds of Fun, which now offers Guests over 135 rides, shows and attractions.

As a direct result of Worlds of Fun's enormous success, Oceans of Fun debuted in 1982. The family-oriented water recreation park features attractions for all ages including Surf City, a million-gallon wave pool, and the Typhoon, the country's longest dual-racing speed slide. Together, Worlds of Fun and Oceans of Fun have entertained over 23,000,000 Guests—with over half the tourists visiting Kansas City and the parks from outside a 50-mile radius of the city.

Soon after the creation of the entertainment parks, Mr. Hunt acquired an adjacent 2,500 acre tract of land. Combined with the success of an existing limestone mining and underground storage company, the large land purchase offers a unique opportunity for multi-use above and below ground development. Operating under the trade name of Hunt Midwest Enterprises, Inc., the company is comprised of three wholly-owned subsidiaries: Hunt Midwest Entertainment, Inc., Hunt Midwest Real Estate Development, Inc., and Hunt Midwest Mining, Inc.

The success of Worlds of Fun and Oceans of Fun has fueled the continued growth of this dynamic organization. Our commitment to excellence will contribute significantly to the success of both you and our parks. We're glad that you're a part of this exciting team!

Our Worlds of Fun/Oceans of Fun Staff Members

General Manager

John Hudacek

Secretary

Tracy Milner

Manager of Finance

Bruce Sewell

Supervisor

Floyd Withrow

Bookkeeper/Tickets

Penny Citro

Clerk/Tickets

Judy Dedrick

Director of General Services

Gary Noble

Secretary

Norma Rodeck

Manager of Personnel

Ann Todoroff

Secretary

Barb Rader

Supervisor

Brent Barr

Representative

Cindy McCubbins

Receptionist

Jolene Dake

Manager of Costumes

Dawna Welborn

Supervisor

Mary Mains

Manager of Show Productions

Walter Bryant

Supervisor

Mark Bridgeman

Director of Merchandising & Warehouse

Terry Verhage

Secretary

Flawn Barber

Manager/Merchandising

Danny Hiltenbrand

Supervisor

Becky Baker

Supervisor

Shane Wright

Manager/Warehouse

Denny Anderson

Coordinator

Bob Healey

Coordinator

Doug Ford

Secretary

Connie Rigg

Director of Maintenance & Construction

Sonny Harris

Manager

Rich Blanke

Supervisor/Sign Shop

Ronnie Braun

Supervisor/Research & Development

Craig Rogge

Supervisor/Mechanical

George Elliott

Supervisor/Electrical

Larry Hurst

Supervisor/Landscape

Rich Nelson

Asst. Supervisor/Landscape

Shawn Johnson

Secretary

Diane Graskemper

Director of Marketing

Dave Holt

Manager /P.R. & Promotions

Phillip Baker

Manager/Sales

Rick Rau

Supervisor/P.R.

Lane Green

Supervisor/Promotions

Dawn Anderson

Supervisor/Marketing

Chris Brock

Representative

Michael Gray

Representative

Cindy Klamert

Representative

Tom Prucha

Representative

Lisa George

Events Coordinator

Kim Hall

Events Coordinator

Dawn Mazzoni

Secretary

Sandy Reardon

Secretary

Pat Oelklaus

Secretary

Kaye Coffey

Director of Food Service

Mike Mason

Manager

Denise Childs

Supervisor

Rick DeWitt

Supervisor

Michael Carter

Secretary

Jan Spidle



Director of Park Operations

Doug Mullins

Secretary

Kelley McCubbin

Manager of Security & Safety

Dale Arnold

Supervisor/Security

Gary Sparks

Supervisor/Security

Brian Fairbanks

Supervisor/Safety

Kevin Fields

Manager of Operations/WOF

Mike Jaroszewski

Supervisor

Sandy McCoy

Supervisor

Jane Livingston

Manager of Operations/OOF

Bill Crawford

Supervisor

Ryan Young

Supervisor

Charlie Martin

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 ready to embark on a season of learning, hard work and fun.

Our mission is simple . . . to treat each of our Guests like we would want to be treated, so they'll visit our parks time and time again, both in person and in good memories. A major step in achieving this goal is to treat our Guests with respect and cheerful attention.

By always placing Quality, Integrity, Service and Safety foremost in the work place, we can carry on the successful tradition of great family entertainment that our Guests have come to expect and demand.



Quality Integrity Service Safety

Letters from Guests

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 our parks: the outstanding attractions, the remarkable cleanliness and, most of all, the friendly employees.

Here are a few of the letters we received from our Guests in 1989:

"I just returned from a visit to both your parks, and it was one of the best trips I have



had in a number of years. Worlds of Fun and Oceans of Fun are certainly two of the most clean, bright and litter-free parks I've seen.

"The employees were all helpful and very courteous, going out of their way to make sure we had a very enjoyable visit.

"Keep up the good work!"

Cathy R.
Florence, KY

"I want to thank your employees for all of their fine efforts. They should be congratulated for their hard work and dedication to making our day at Worlds of Fun one of the best.

"Thank you for employing such wonderful young people."

Pat S.
K.C., MO

"We visited Oceans of Fun last week and really had an enjoyable time. I was most impressed at the high quality of workers you employ. Not only were they friendly, but really seemed to enjoy what they were doing. I'm sure we will make future plans to visit your park very soon."

Barb B.
Lincoln, NB



Your goal is to become an accomplished specialist in the areas of "PEOPLE," "SAFETY" and "INFORMATION."

"People Specialist"

One point that 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.

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 parks and your fellow employees in a positive way.

"PUT ON A SMILE!"

It's the best way to make a great first impression.

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! Just remember that a smiling Guest is worth a thousand words.

- 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 bringing the matter to your attention, then attempt to solve the problem.
- Call your manager or supervisor immediately if you cannot solve the problem. 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

In our parks, how you relate to our Guests is as important as how your work is done. We must treat every Guest in a courteous and friendly manner. If you have a problem on the job, keep it in the family. Talk to your department's management team. Strive always to help maintain the Worlds of Fun/Oceans

of Fun carefree image.

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 about how tired she is because she had to work a double shift. 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 a ride, and you overhear an employee talking about his previous night's date.

Our Guests are here to escape from the problems of everyday life. Our parks represent millions of dollars and thousands of hours spent preparing to entertain them, but your one-on-one contact will determine our Guests' most lasting impressions of their day with us.

We should never let our Guests hear us complain about our operating problems or personal problems.

"Information Specialist"

"How late are you open?," "What time is the Tivoli 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 specialists." Imagine, for example, the inconvenience and disappointment of a visiting family who is told that a Stax of Wax show starts at 2:00 p.m. when in reality it started at 1:30 p.m.

If you're a Worlds of Fun Ambassador, make sure that you are familiar with the locations of the information boards (map cases) throughout the park. These informational directories give the show times for the day, the upcoming Forum events, featured gift shops, the types of food served in specific restaurants throughout the park as well as display a park map.

You may be asked the same question a



Gary Noble

Director of General Services

Quality: "Quality is not produced by the rides and facilities themselves; but by the efforts and attitudes of all of us. If we have the pride and self-motivation to care about how others perceive us and the job we do, the bottom line is a quality experience for our Guests."



Dawna Welborn

Manager of Costumes

Service: "Providing service for each of our Guests is more than simply performing a designated task. In fact, service goes beyond the day-to-day functions that each of us consider to be our jobs. Going out of our way to help a lost child . . . that's service. Taking the time to make sure a Guest is having the best day possible . . . that's service. Service: it's an extension of what each of us do, every moment of the day."

Safety Guidelines

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

- Ask questions if you are not sure how to do a job safely.
- Report any defective equipment to your supervisor immediately.
- 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 parks.
- Stay off railroad tracks and railroad trestles. These are off-limits to all Ambassadors and Guests.
- Report unsafe conditions immediately to your supervisor or to Security.
- Always watch out for your fellow Ambassadors as well as yourself when it comes to Safety.
- Always unplug any electrical equipment before cleaning.
- Report potential fire hazards to your supervisor and to Security immediately.
- Know proper and safe operating procedures for your job before you begin.
- Know all restrictions that apply to your job location and enforce them fairly, firmly and tactfully.

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. **Never say, "I don't know." Say, "Let me find that information out for you," and do.** If all else fails, call the Guest Relations office (extension 1620 at Worlds of Fun and extension 1930 at Oceans of Fun). You'll soon find that being a Worlds of Fun/Oceans of Fun "information specialist" is a highly skilled role.

A helpful hint: familiarize yourself with the questions most asked by Worlds of Fun and Oceans of Fun Guests located on pages 22 through 25.

"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 that it is up to you to be alert in order to protect our Guests and co-workers from possible accidents and mishaps. This is a big challenge, but through your attention and dedication we can continue our outstanding safety record.

Worlds of Fun/Oceans of Fun Safety Policy

The management of Worlds of Fun/Oceans of Fun feels that the safety and well-being of each Guest and employee is of paramount importance to the success of our endeavor.

Supporting this commitment, Worlds of Fun/Oceans of Fun will make every effort to provide a safe environment for its employees and Guests. To accomplish this goal requires a sincere, conscious effort by all company employees.

We will offer a safety and health program that will reduce the number of disabling injuries and illness to a minimum, and provide the greatest degree of care and assistance possible to our employees who become ill or injured. **Our goal is zero accidents and injuries.**

Hazardous Communication Program

All of us at Worlds of Fun and Oceans of Fun want you to have a safe and enjoyable season as an Ambassador. The following is designed to provide you with the basic information you need to work safely with chemicals and hazardous materials in your work area.

OSHA Hazard Communication Standard (Right-To-Know)

The Occupational Safety and Health Administration provides standards for the employees Right-to-Know Program established here at Worlds of Fun/Oceans of Fun. It requires us to evaluate chemical hazards in your work place and make this information available to you.

Where can I get Information about chemicals?

Material Safety Data Sheets — (MSDS)

All materials in your work place should have an MSDS. MSDS are provided by the manufacturer/supplier and give important information regarding health concerns and protective measures.

MSDS for material in your work place are available in your department office or in the Security office.

Container Labeling

Any material or chemical you work with should be labeled. The label should tell you:

- the name of the material
- the manufacturer
- any precautions for using the material

- emergency procedures

Always read and understand the label instructions before using a material or chemical.

Personal Protective Equipment

Always use the proper personal protective equipment. Warning labels and MSDS will instruct you on what equipment is needed. Ask your supervisor for help in equipment use.

Rules To Follow

- Read and understand all label instructions and warnings. If you do not know how to use a certain chemical ask your supervisor.
- Always wear personal protective equipment.
- Always wash your hands, arms, face and other areas after using chemicals.
- If clothing has been contaminated, immediately ask for a clean uniform.
- Never eat, drink, or chew gum while using any chemical.

Any questions concerning the Hazardous Communication Program should be directed to your department or to the Safety Office at ext. 1204.

Your protection starts with YOU! Understanding and appreciating the chemicals you work with at Worlds of Fun and Oceans of Fun is very important. Remember, it is your right to know the chemicals you work with in your job.

Emergency Procedures

In all emergencies Security is to be called immediately. Please memorize these emergency phone numbers:

Worlds of Fun — Ext. 1306
Oceans of Fun — Ext. 1902

In Case of Fire

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

In Case of Serious Accident or Illness

- 1) Call Security immediately. Give your name, location and the type of injury or illness.
- 2) Remain calm. Do not move any injured person.
- 3) Ask Guests that saw the accident to remain at the scene until Security personnel arrive. You may need to assist in clearing the area of onlookers.
- 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. Do not, however, leave your work location without first notifying your manager or your department office. If you are working at Worlds of Fun, First Aid is located adjacent to the Scandinavian entrance to the park, next to the Festhaus. If at Oceans of Fun, First Aid is located in the Administration Building next to Surf City wave pool. It is YOUR responsibility to report your injury.

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.** It is for this reason that we require all seasonal employees to have a current Health Questionnaire on file with our Security Department. If First Aid is closed, contact Security:

454-4545 Ext. 1306

For the safety of all employees, only authorized seasonal Ambassadors are allowed in any part of the Maintenance area. This includes the Maintenance vending area. Unauthorized seasonal Ambassadors found violating this rule will be subject to termination.

In Case of Power Interruption

Remain calm. Help the Guests remain calm. In most cases, the power will return within minutes. Your manager or supervisor will relay additional instructions if needed. Many units are equipped with emergency lighting. Some of these lights will come on automatically; however, many will need to be turned on manually. Should your unit be equipped with the latter, know its location and the manner in which it must be turned on.

Vandalism/Theft

A "Hotline" phone number **Ext. 8477 (T-I-P-S)** has been established which you may call and leave information anonymously about knowledge you may have concerning theft, vandalism and/or possession or sale of narcotics. Rewards will be given for information leading to a conviction.

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

Shine, Shine, Shine

Keeping our parks' reputations as among the

sadors only. Watch for the details in the newsletter and on bulletin boards throughout the parks.

Ambassador Council

The Ambassador Council is a group of Ambassadors elected to solve problems and offer creative solutions. Any recommendations or ideas that you would like discussed should be brought to the attention of a representative. Participate and make your park a better place.

Supervisor Council

The Supervisor Council meets with management to discuss ideas on how to improve both Worlds of Fun and Oceans of Fun. Please let your Supervisor know any ideas you might have.

Suggestions

We want to hear from you! If you have a good idea or suggestion on how to make Worlds of Fun and Oceans of Fun better places for both Guests and Ambassadors, please let us know. Suggestion boxes are located at Worlds of Fun in both Ambassadors' Clubs and in the lobby area outside of Costumes. At Oceans of Fun, the suggestion box is located in the break area.

Scholarship Awards

Each year, scholarships are awarded to several outstanding Ambassadors. Criteria for selection include scholastic achievement, involvement in outside activities, financial need and, above all, your work performance as an Ambassador. For more information, contact the Personnel office at extension 1010. Applications will be available in July.

Rehire Eligibility

If you use your newly-learned Ambassador skills and dedicate yourself to succeeding, you may be eligible for rehire at Worlds of Fun/Oceans of Fun. We hope that you'll be with us next year!

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. A wholesome, fresh look is a pleasant reminder of the first-class entertainment we provide at Worlds of Fun and Oceans of Fun.

Remember...you never get a second chance to make a good first impression!

Costume Policies — Worlds of Fun

The following is a list of policies you should know about your costume:

1) Your costume is to be exchanged daily after you have completed your work shift. The costume

counter will remain open one and one-half hours after park closing. **Do not leave soiled clothing in your locker.**

2) You are not permitted to wear street clothes to or from your work area or while on duty.

3) Worlds of Fun costumes are to be worn only while on-duty. Taking any costume out of the park without the prior approval of the Costumes department is considered misuse of company property and may result in immediate termination. This includes jackets, raincoats, nametags, pants, tops, etc. Please remember, you are not permitted to wear your Worlds of Fun jacket in the park while not on-duty or not in costume.

4) If part of your costume needs to be repaired, such as a ripped seam, a button, etc., point out the problem to the window attendant and exchange it for a new item.

5) Costumes issued to you are considered the exclusive property of Worlds of Fun. They are not for sale, nor are they to be worn off company property or while off-duty. If any item of costume is lost or stolen, you will be charged the current dollar amount necessary to replace it.

6) In the event that you need a temporary costume for a new job assignment, you must bring a Temporary Costume Card to Costumes from your department. This card will be kept on file until you turn the costume back in at the end of the day. Do not leave a temporary costume in your locker. You will be charged for any temporary costume that is not turned back in to Costumes.

7) A white hooded sweatshirt with the Worlds of Fun insignia is available for purchase from the Costumes Department. During days of inclement weather, you may wear this sweatshirt to your work location over your costume in place of or in addition to your Worlds of Fun jacket. We encourage you not to wear the sweatshirt in the park while off-duty as you may be mistaken for a working Ambassador. Upon purchase, this sweatshirt is your personal property and may be worn off Worlds of Fun property.

The Costume Department will make the decision when cold and foul weather gear and slacks may be worn. On these days, Ambassadors may wear white turtleneck sweaters or white dress shirts under their Worlds of Fun costume. Employees who work outside are also permitted to wear an all-white stocking cap. These will not be provided by the Costumes Department.

In extremely cold weather, you may wear your own jacket, however, it must be worn under your Worlds of Fun jacket, raincoat or sweatshirt.

Some Worlds of Fun Ambassadors will be permitted by the costumes management staff to care for

their own costumes. These Ambassadors will be held responsible for all costumes issued to them. They are considered the exclusive property of Worlds of Fun. You will be issued up to three sets of your particular costume, and you will be required to sign a promissory note for the return of these. If any item is lost or stolen, you will be charged the current dollar amount necessary to replace the missing item.

1) A \$30.00 to \$50.00 deposit is required depending on the costume. One-half of the deposit will be deducted from each of your first two paychecks and refunded after you have returned your costumes and completed the termination process.

2) Costumes must be returned on your day of termination, or you will be billed for the replacement cost.

3) You will be responsible for proper care of your costume. Each day you must wear a clean costume to work.

4) If your costume is in need of repair (seam rips, missing buttons, etc.) please see the Costumes Department at Worlds of Fun as soon as possible to get a replacement item.

Females may choose to wear:

1) Black pants (provided by the Costumes Department).

2) Your own black or navy dress pants. Should you choose to wear your own pants, please remember:

- No sweat pants
- No jeans (of any kind)
- No short pants (above the ankle)
- No leggings
- No excessively tight pants (no spandex pants)
- No colors other than navy or black

The General Services Department retains the right to add to, modify and/or delete any part or parts of the costume policy at any time.

Laundry

All items issued to you will be washed, dried and finished by our Costumes Department. The only exception to this policy are those persons allowed by Costumes management to take costumes home.

Lockers

Locker assignments will be made by the Costumes Department. Any changes in lockers or locker partners must be reported to the Costumes Department. Remember, you are responsible for all items issued to you even if they have been lost or stolen.

Worlds of Fun is not responsible for any personal

Jewelry/Colognes/ Cosmetics

It is important that your jewelry and cologne not interfere with your communication with a Guest, thus, please refrain from using excessive cosmetics and colognes and keep jewelry to an absolute minimum.

1) For females, one pair of earrings is preferred and no more than two pairs are allowed.

2) Earrings may extend no more than 1/2" below the earlobe.

3) Earrings should not clash with the color of your costume.

4) Male Ambassadors are not allowed to wear any type of earring(s).

5) Dangling jewelry or necklaces are not permitted.

6) Hands should be clean; fingernails should be well trimmed and may not extend more than 1/2". Female Ambassadors may choose to wear pale neutral colored or clear fingernail polish.

7) Class rings, engagement rings, wedding bands and wristwatches may be worn.

If you are handling food, you may be instructed not to wear hand jewelry or hand cosmetics due to sanitary regulations.

items left in the lockers; therefore, **do not leave any items of value in your locker. If you have any problems with your locker, please contact the Costumes Department.**

Worlds of Fun may, at its discretion, inspect any company operated quarters, rooms or lockers provided for employees or employees of lessees.

Upon termination, please make sure your locker is thoroughly cleaned out. All costumes should be returned to the Costumes Department, and personal items should be removed from Worlds of Fun property.

Nametags

Your nametag must be worn straight, neatly and visibly on the left side of your costume whenever you are on-duty. If you are wearing a jacket or other costume item with the balloon logo or company name on the left side, the nametag should be placed on the right side. **At no time should a nametag be placed on a raincoat as the nametag will puncture it.** If you must wear a raincoat, the nametag should be worn underneath on your costume or your jacket.

- Defacing a nametag is not permitted.
- Any nametag received in previous years may not be worn.
- Wearing your nametag on street clothes is not permitted unless instructed to do so by your department's management.
- Do not wear your nametag while off-duty.
- Do not wear watches, rings, rubber bands, decals or other items on nametags.
- If your nametag is broken, please see the Costumes Department.
- Please remove your nametag before returning your costume to the window attendant for cleaning.
- If your nametag is lost or stolen you must have it replaced immediately. A name badge authorization form must be obtained from your depart



ment and taken to the Costumes Department along with the \$1.50 fee for the new badge.

Shoes and Footwear

The basic footwear for Ambassadors is an all-white, low-cut tennis shoe with white laces. High top or ankle height shoes are not permitted. Colored stars, stripes or other decorative appliques are also not permitted on shoes.

Employees in the following departments/positions should consult with a department representative regarding the proper footwear for their respective positions: Guest Relations, First Aid, Inn of the Four Winds, Landscaping, Show Productions, Maintenance, Security Rangers and Warehouse personnel.

Your shoes must be clean and well maintained (untorn, etc.) when you report to work each day. Employees who report to work with soiled, poorly maintained shoes may be asked to make the necessary correction(s) before reporting to work on the next scheduled work day. Consistent disregard of our shoe appearance policy will result in further disciplinary action.

You are encouraged to have an alternate pair of clean shoes to wear should yours become soiled or wet. These shoes must also conform to the same guidelines for tennis shoes in terms of color, style, etc.

Socks must be worn at all times. White socks must be worn by males. White ankle socks or footies must be worn by females.

Sunglasses

As a Worlds of Fun Ambassador, it is important for you to always maintain good eye contact with our Guests. For this reason, only parking lot attendants, Security Rangers, Pandamonium ride Ambassadors and Fury of the Nile Ambassadors may wear conservatively styled and colored sunglasses. No mirrored sunglasses are allowed. If you must wear sunglasses for medical reasons, you must have a doctor's statement on file. Questions regarding this policy should be directed to your department's regular staff. Please refrain from wearing sunglasses to and from your work location.

Visors

Visors are available in the Costume department for \$1.50 and may be worn by those Ambassadors who are working in an outdoor, unshaded location.



Dave Holt

Director of Marketing

Quality: *"It is a characteristic of Worlds of Fun and Oceans of Fun that describes the superior performance of people and equipment that results in experiences for our Guests that exceed their expectations."*



Mike Mason

Director of Food Service

Service: *"The most important function of all Ambassadors is the service we provide to our Guests. It is the friendly, courteous and attentive service we give to each Guest at Worlds of Fun and Oceans of Fun that will make our parks the best in the nation!"*

Costume Policies — Oceans of Fun

Oceans of Fun Ambassadors will be held responsible for all costumes issued to them. They are considered the exclusive property of Oceans of Fun. You will be issued up to three sets of your particular costume. You will be required to sign a promissory note for the return of these. If any item is lost or stolen, you will be charged the current dollar amount necessary to replace the missing item.

1) A \$30.00 deposit is required. \$15.00 will be deducted from each of your first two paychecks and refunded after you have returned your costumes and completed the termination process.

2) Costumes must be returned on your day of termination, or you will be billed for the replacement cost.

3) You will be responsible for proper care of your costume. Each day you will be required to wear a clean costume to work.

4) If your costume is in need of repair (seam rips, missing buttons, etc.) please see the Costumes Department at Worlds of Fun as soon as possible to get a replacement item.

Nametags

Your nametag must be worn straight, neatly and visibly on the left side of your costume whenever you are on-duty. If you are wearing a jacket or any other costume item with the Oceans of Fun name or logo on the left side, the nametag should be placed on the right side. **At no time should a nametag be placed on a raincoat as the nametag will puncture it.** If you must wear a raincoat, the nametag should be worn underneath on your costume or your jacket.

- Defacing a nametag is not permitted.
- Any nametag received in previous years may not be worn.



- Wearing your nametag on street clothes is not permitted unless instructed to do so by your department's management.
- Do not wear watches, rings, rubber bands, decals or other items on nametags.
- If your nametag is broken, please see the Costumes Department.
- Please remove your nametag before laundering your costume.
- If your nametag is lost or stolen you must have it replaced immediately. A name badge authorization form must be obtained from your department and taken to the Costumes Department along with the \$1.50 fee for the new badge.

Nametags are considered Oceans of Fun property and must be returned to Costumes upon termination. There will be a charge against your final paycheck if your nametag is not returned.

Jewelry/Colognes/Cosmetics

It is important that your jewelry and cologne not interfere with your communication with a Guest, thus, please refrain from using excessive cosmetics and colognes and keep jewelry to an absolute minimum.

- 1) For females, one pair of earrings is preferred and no more than two pairs are allowed.
- 2) Earrings may extend no more than 1/2" below the earlobe.
- 3) Earrings should not clash with the color of your costume.
- 4) Male Ambassadors are not allowed to wear

any type of earring(s).

5) Dangling jewelry or necklaces are not permitted.

6) Hands should be clean; fingernails should be well trimmed and may not extend more than 1/2". Female Ambassadors may choose to wear pale neutral colored or clear fingernail polish.

7) Class rings, engagement rings, wedding bands and wristwatches may be worn.

If you are handling food, you may be instructed not to wear jewelry or hand cosmetics due to sanitary regulations.

Shoes and Footwear

The basic footwear for Ambassadors is an all-white, low-cut tennis shoe with white laces. High top or ankle height shoes are not permitted. Colored stars, stripes or other decorative appliques are also not permitted on shoes.

Your shoes must be clean and well maintained (untorn, etc.) when you report to work each day. Employees who report to work with soiled, poorly maintained shoes may be asked to make the necessary correction(s) before reporting to work on the next scheduled work day. Consistent disregard of our shoe appearance policy will result in further disciplinary action.

You are encouraged to have an alternate pair of clean shoes to wear should yours become soiled or wet. These shoes must also conform to the same guidelines for tennis shoes in terms of color, style, etc.

Socks must be worn at all times. White socks must be worn by males. White ankle socks or footies must be worn by females.

Ambassadors wearing guard uniforms may wear black, brown, or blue thongs.

Sunglasses

As a Oceans of Fun Ambassador, it is important for you to always maintain good eye contact with our Guests. For this reason, only Ambassadors working out-of-doors may wear conservatively styled and colored sunglasses. No mirrored sunglasses are allowed. If you must wear sunglasses for medical reasons, you must have a doctor's statement on file. Questions regarding this policy should be directed to your department's regular staff. Please refrain from wearing sunglasses to and from your work location.

Lockers

You will be issued a locker by the Oceans of Fun Administration office. If there is an individual with whom you would like to share a locker, please indicate this to the Oceans of Fun office. You must also report any changes in lockers or locker partners you wish to make during the season.

Remember, you are responsible for all items issued to you even if they have been lost or stolen. Oceans of Fun is not responsible for any personal items left in the lockers; therefore, **do not leave any items of value in your locker.** You should direct any problems with your locker to the Oceans of Fun office.

Oceans of Fun may, at its discretion, inspect any company operated quarters, rooms or lockers provided for employees or employees of lessees. Upon termination, please make sure that your locker is thoroughly cleaned out. All costumes should be



Mike Jaroszewski
Manager of Operations
— Worlds of Fun

Safety: "Through the observance of good safety rules and procedures, all employees can assist in providing our Guests with an enjoyable and safe visit to our parks."



Denise Childs
Manager of Food Service

Integrity: "Being honest in our efforts to provide our Guests with a quality experience and product. Integrity is taking pride in your work, each and every time!"



Sonny Harris
Director of Maintenance
& Construction

Quality: "Maintaining desired standards; workmanship manner; pride and satisfaction in your work and self. Quality is the best of a product."

returned to the Costumes Department and personal items should be removed from Oceans of Fun property.

Worlds of Fun/Oceans of Fun Grooming Standards

Worlds of Fun/Oceans of Fun grooming standards are set to ensure the appearance of our employees. Remember, the Guests' perceptions of your appearance is just as important as their perceptions of the parks' appearance. All employees are required to be neatly groomed at all times and to avoid extremes in hair styles.

Worlds of Fun/Oceans of Fun grooming standards must be met before your I.D. picture will be taken. Grooming policies may be modified to meet more restrictive departmental requirements.

Male Ambassadors

Hair may be worn over the ears but must be above the middle of the ear. The back must be worn in either a blocked or tapered style and must



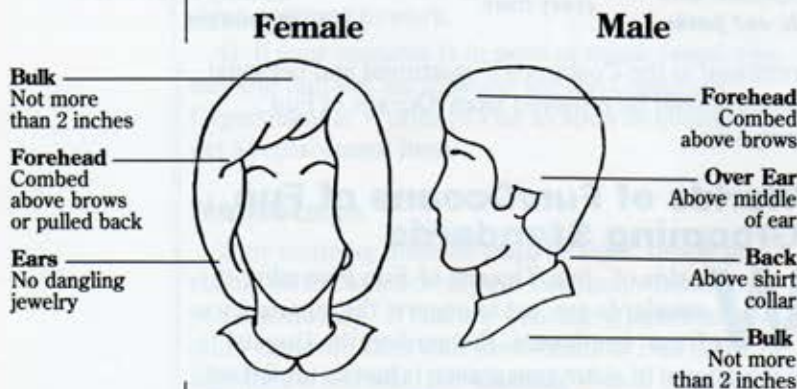
Costume Items For Sale

- Ponchos \$1.50
- Sport Socks \$1.25
- Tube Socks \$1.50
- Crew Socks \$1.50
- Baseball Caps \$3.50
- Visors \$1.50
- Sweatshirts \$14.00
- Sweatpants \$12.00
- Razors \$1.00
- Rain Suits \$10.00
- Jackets \$15.00

not extend below the collar. In the front, the hair must be cut or combed above the eyebrows. Hair must look neat and well-groomed at all times and must be worn so the thickness is not more than 2" in bulk from the head. **Extreme hair styles including (but not limited to) two-tone colored hair, sculptured hair, tails and partially shaved heads, are not permitted.**

Sideburns may not extend below the earlobe, must be straight, not flared, and neatly trimmed. Male employees must be clean shaven when reporting to work each day; however, neatly groomed mustaches are permitted provided they do not extend below or beyond the corners of the mouth or below the line of the upper lip. Mustaches may not be started during the operating season.

The "wet look" obtained by the use of hair styling products (mousses, gels, etc.) is not permitted.



Female Ambassadors

Female employees must maintain simply arranged and well-groomed hair styles. **Extreme hair styles including (but not limited to) two-tone colored hair, sculptured hair, tails and partially shaved heads, are not permitted.** Hair color must be natural looking. Hair must be worn so the thickness is not more than 2" in bulk from the head. No more than 2 ponytails or 2 braids are allowed.

The "wet look" obtained by the use of hair styling products (mousses, gels, etc.) is not permitted.

Office Employees

Office employees must comply with the grooming standards as outlined previously.

Employees are expected to maintain these standards daily, throughout their employment with Worlds of Fun/Oceans of Fun. Employees reporting to work who are out of compliance with these standards will be required to make any adjustment necessary to conform to the standards.

Pride

Your personal appearance is a major reason for the success of Worlds of Fun/Oceans of Fun.

Remember to never eat, drink, chew gum or tobacco or smoke while at any work location or in the public areas of the park. Your total appearance, second only to your friendliness, will be our Guests' most lasting impression of Worlds of Fun/Oceans of Fun.

Conducting Yourself

Just as important as your appearance is maintaining a personal conduct which is above reproach. It is yet another essential ingredient in keeping Worlds of Fun's 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.

Radios in the Park

Radios, tape players and televisions are not allowed in the park, either while you are on or off duty.

Personal Conduct

You are in the public's eye at all times. Public displays 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 Official of the Day, Security dispatch and Personnel.

Harassment Policy

Hunt Midwest Entertainment prohibits any type of harassment of its Ambassadors by any person. No Ambassador shall threaten or insinuate, either explicitly or implicitly, that an employee's refusal to submit to improper advances will adversely affect the employee's conditions of employment. In addition, other harassing conduct in the work place, whether committed by supervisors, non-supervisory personnel or non-employees is also prohibited. Such conduct includes, but is not limited to:

- a. *Unwelcome* sexual advances, or
- b. *Physical or verbal* conduct of a sexual nature, which results in
 1. *Submission* being expressed or implied as a condition of employment, or
 2. *Unreasonable interference with work performance* or creating an intimidating, hostile or offensive working environment.

Any employee who believes that he or she has been the subject of harassment of any kind should immediately report the alleged act to his or her Director and the Personnel department. The management of Worlds of Fun/Oceans of Fun will make every effort to ensure that complaints of harassment are resolved promptly and effectively.

Job Performance Evaluations

Throughout the summer, your work performance



Rich Blanke

Manager of Maintenance

Safety: "To view every situation as a potentially unsafe condition."



Doug Mullins

Director of Park Operations & Security

Quality: "It is our responsibility as employees to operate this park in a way which allows people to have a truly unique experience. Instill in them a desire to return with jubilant expectations, offer our Guests excellence in a family environment and have the words quality and Worlds of Fun/Oceans of Fun be interchangeable."

- Performance Dependability
- Daily Attendance
- Initiative
- Judgment
- Quantity of Work
- Guest/Employee Relations
- Work Efficiency

Vehicle Policy

Should you be assigned a company vehicle as a part of a work assignment, you may be held liable for the first \$250 in the case of an accident. Should an accident occur, you must report it immediately to your director or manager and to Security. Remember that you are being entrusted with a valuable piece of property. Please treat it as such.

Polygraph Policy

The management of Worlds of Fun/Oceans of Fun may request that polygraphs be taken by employees in the investigation of a loss or injury. These polygraphs will be conducted in a non-discriminatory manner and in accordance with the Polygraph Protection Act of 1988.

How You Are Paid

Timekeeping Procedures — Worlds of Fun/Oceans of Fun

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 to be timed in. If you work in 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 and initial the daily time sheet. Failure to do so may cause a delay in receiving your paycheck. Please 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 available after 4:00 p.m.** That check covers the previous week's pay period running from Monday through Sunday. If you have a question about your paycheck, talk to your departmental secretary first. If there is still a problem, see your full-time regular supervisor (not seasonal) or contact the Personnel office for additional assistance.



Lost/Stolen Paychecks

If your paycheck is lost or stolen, immediately report this to your departmental secretary. You will be charged the bank's service fee (\$15.00) for a stop payment, so **BE CAREFUL** with your paychecks!

Extra Shifts

If you are interested in working extra hours, you should notify your supervisor, your departmental office, or the Personnel office. If you are having problems with your schedule, please contact your department office.

No Holidays

Due to the nature of our business, no holiday time off is allowed for employees from March 31 through October 28 unless it is a scheduled day off. These holidays are some of the busiest days at our parks; therefore, we need our employees on duty during these times.

General Information

General Employment Acceptance Form

All Ambassadors must 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 must attend the orientation/

Regulations regarding 15-year-old Ambassadors

There are a number of Federal and State laws that govern what a 15-year-old employee may and may not do. As a 15-year-old Ambassador, it's your responsibility to be aware of these rules and regulations and to abide by them at all times. Any 15-year old Ambassador who knowingly violates one of these laws will be subject to termination. Ambassadors who are 15 years old are also subject to termination if they misrepresent their age in any way, to their department supervision, or company management, to include the alteration of their nametag.

When a 15-year-old may not work

15-year-old Ambassadors:

- **May Not** work past 7 p.m. while school is still in session or before June 1 or after Labor Day.
- **May Not** work more than three hours on any school day.
- **May Not** work more than 18 hours during any one week (Monday through Sunday) while in school.
- **May Not** work before 7 a.m. on any day.
- **May Not** work past 9 p.m. on any day.
- **May Not** work more than eight hours on any day.
- **May Not** work more than six days during any one week (Monday through Sunday).
- **May Not** work more than 40 hours during any one week (Monday through Sunday).

What types of activities a 15-year old may not perform

15-year Ambassadors:

- **May Not** operate or work around any type of power driven machinery.
- **May Not** do any type of warehousing.
- **May Not** operate any food slicers, mixers, grinders or choppers.
- **May Not** do any type of baking.
- **May Not** operate or drive any motor vehicle.
- **May Not** work on any ladder, scaffolding or their substitutes.
- **May Not** do any laundry.
- **May Not** work in freezers or coolers.
- **May Not** oil, clean or wash any type of machinery
- **May Not** work in any facility that serves only alcoholic beverages.

If you are asked by your manager or supervisor to perform any activity which you know is in violation of these regulations, you must immediately call the Personnel department at extension 1010 or the Official of the Day, through extension 1400 or 1306. Failure to comply with these regulations will result in disciplinary action up to and including termination.

Ambassadors who are 15 years of age must have a valid school work certificate on file in Personnel. The Intent to Employ Form used in obtaining the school work certificate is available in the Personnel office.



safety program before working at the park. The orientation covers park policies, expectations of employees, Guest communication and safety procedures.

Training

Every department has individualized training. Be sure to know your job expectations and to attend all scheduled training. If you are asked to perform any job in which you have not properly been trained, please contact your supervisor and/or department immediately.

Parking Permit

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. Additional parking permits may be purchased from the Security office for \$1.00.

Identification Card

All Ambassadors are issued a picture I.D. card which must be shown to the Security Ranger at the



Dale Arnold

Manager of Safety

Safety: "Safety is caring for the well-being of each Ambassador and Guest that works in or visits our parks."



Walter Bryant

Manager of Show Productions

Quality: "Put yourself in the position of one of our Guests. All of us as consumers expect the highest quality available in return for our money, whether it be for food, merchandise or for a service. It is the responsibility of each of us as Ambassadors to give our Guests a consistently high-quality entertainment value. Just how good is that lunch? Is the facility really clean? Were the Guests treated courteously? Did I give my best effort to make my product the best quality possible? When you walk into the park to start your shift, you are ON 'Q.' Think QUALITY!"

Employees' Entrance Gate when coming to work or entering the park during non-working hours. If you lose your I. D. card, you must have a duplicate made at the Security office. The replacement costs are: 1st - \$5.00; 2nd - \$10.00; 3rd - \$15.00.

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. This form must be returned to Personnel before you begin work. Your parents must sign this form if you are under 18.

Work Certificates

Ambassadors who live in the State of Missouri and are 15 years of age must have a valid school work certificate on file in Personnel. The Intent to Employ Form used in obtaining the school work certificate is available in the Personnel office.

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 Ambassadors must work at least 20 days in their originally assigned department before becoming eligible for a transfer to another department. Anyone wishing to transfer must go to the Personnel office and fill out a transfer application. All transfers must be approved by each department involved as well as the Personnel department prior to the transfer.

Personal Time Off

If time off is needed during the season for school-related activities or for other reasons, you are required to find a qualified replacement to work your assigned shift(s). Requests for time off must be made to your department at least three (3) days in advance of the date(s) you need to be off. All requests for personal time off as well as your replacement(s) must be approved in advance by your 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 your nearest manager or supervisor or call your departmental office.

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 Cash Control (if you are assigned a till), to Costumes (if you work at Worlds of Fun) and then 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 if at Worlds of Fun or the Dispatcher at Oceans of Fun as you exit through the Employee Entrance.

Tipping

A limited number of waiters/waitresses are eligible to accept tips. They are approved by the Director or Manager 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. When you are going to terminate your employment, a two-week written notice must be given to your departmental office. Whenever possible, the employee should work through Sunday since this is the end of the pay period. All employees must be cleared through their department, Costumes, Personnel and Security. Your final paycheck will be mailed to you upon completion of the termination process.



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 each day you are absent. Phone numbers are listed at the back of this manual. 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. Excessive absenteeism or tardiness is grounds for termination.



Carpools

If you would like to share the expense of driving to and from work, or if you need help finding a ride, come to the Personnel office. A computer list of employees living near you is available. If you do not want your name placed on our carpool list, please contact Personnel.

Probation Period

Each 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 Administration offices and adjacent areas are for official company business only. When not working, do not distract other Ambassadors from serving our Guests or from completing their jobs. 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. If you have a work-related problem, we encourage you to talk with your manager, supervisor or director. Additionally, the Personnel office is available to assist you in any way possible. 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!

The policies and procedures contained in this manual are designed to help provide you with guidelines regarding our daily operation and to assist you in the future as questions arise. This manual is not a contract of employment. The contents of this handbook are subject to change at any time at the discretion of the employer. Certain positions may require specific applications which are not completely addressed in this manual; please feel free to discuss these areas with your supervisor.

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 day's outing.

Worlds of Fun Ambassador Information

Parking

All Ambassadors driving to work must enter the park through the Business/Delivery entrance which is the next entrance after the Main Gate entrance on Worlds of Fun Avenue. Cars must be parked in the designated Ambassador parking lots and must have a Worlds of Fun parking sticker properly displayed. Failure to comply with parking policies or parking in an unauthorized parking lot may result in your vehicle being towed or your parking privileges being revoked. Please observe all posted speed limits.

Drop Off and Pick Up Locations

Ambassadors being driven to work by a parent, friend, etc. should be dropped off at the toll plaza or on the northern side of parking lot K. When leaving, Ambassadors should also have their rides pick them up at one of these same locations.

Lunch/Dinner Break

Whenever possible, Ambassadors receive a 45-



Phillip Baker

Manager of P.R. & Promotions

Service: "Last year, Worlds of Fun/Oceans of Fun Ambassadors were rated among the most courteous employees in the theme park industry. To me that's service! Being friendly and smiling even when you least feel like it can make a Guest remember our parks long after they get home."



Terry Verhage

Director of Merchandising & Warehouse

Service: "Service is anticipating and being attentive to our Guests' needs and wants. It includes the day-to-day and the out-of-our-way aspects of doing our jobs. In our industry, service is the single biggest ingredient to entertaining our Guests, achieved by performing our duties and by going out of our way to ensure that Guests have a positive experience. Service is being helpful, kind, friendly and attentive."



Danny Hiltenbrand

Manager of Merchandising

Integrity: *"Integrity is putting the concerns of the Guests and your job always at the forefront of your efforts, putting away your own personal concerns. Integrity is your encounter with a Guest who has a problem not in your area or past your time on duty, and staying with that Guest until you know the problem is solved. Integrity is a 24-hour responsibility."*

minute, unpaid lunch/dinner break. You may purchase a discount lunch/dinner at the Ambassadors' Club East, which is located below The Inn of the Four Winds, or at the Ambassadors' Club West, located behind Front Street Dry Goods. For the convenience of our Guests, you may not eat or purchase food or drinks at any other facility except Custer's Last Stand, Pizzo Pizza or Pizza Pier when in costume. If you bring your meal, we ask that you eat at one of the Clubs. The Ambassadors' Clubs are provided for employees only. Please help us keep them clean by bussing your table and picking up your trash when you are finished eating. Ambassadors are not allowed to leave the park for lunch or dinner while in costume. Only authorized seasonal Ambassadors are allowed to take breaks in the maintenance vending area.

Official of the Day

Whenever the park is in operation, an "Official of the Day" is on duty. This director or manager 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 departmental office. Your position will be filled by another individual from you 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(s) off. All vacations must be approved by your department's regular management. A vacation exceeding seven consecutive days may result in your termination. **Ambassadors are not allowed to take vacations between August 15 and Labor Day.**

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 do not use the in-park pay phones. Our in-park pay

phones are provided for the convenience of our Guests; therefore, please use the pay phones which are conveniently located in the Ambassadors' Clubs, locker rooms and outside the Costumes area. This should be done during your break time.



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 between parking lots D and E. Picnicking is not permitted inside the park at any time. Catered picnics for large groups are held in the Festhaus and the Tivoli Terrace East and West. Guests needing information regarding a catered picnic for a group should be directed to a nearby information case (map case) or asked to call our Marketing Department at 454-4545 ext. 8000.

Lost Children

Whenever a child becomes separated from his parents, notify Security (ext. 1306). A Security Ranger will escort our Guest to the Guest Relations Booth at the Front Gate.

Guest Relations

The Guest Relations booth is located adjacent to the main entrance into the park.

Lost Articles

For information regarding lost articles, direct

Guests to the Guest Relations booth at the Main 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.

Checks

Guests may cash checks at the Guest Relations booth at the Main Gate. Employees are not allowed to cash or accept as payment personal checks.

Credit Cards

Guests may charge their tickets on either Visa, MasterCard, Discover Card, Optima Card or American Express. These cards are also accepted in all gift shops and in The Inn of the Four Winds restaurant.

Paging

Worlds of Fun cannot use the public address system for paging Guests. Refer questions to Guest Relations.

Storage Lockers

Lockers are located at Clark's Wheel Borrow adjacent to the Main Gate.

Post Office

Letters and postcards may be mailed at Clark's Wheel Borrow adjacent to the Main Gate.

Strollers

Strollers are available at Clark's Wheel Borrow adjacent to the Main Gate for a small rental fee.

Wheelchairs

Wheelchairs are available on a first come, first served basis at Clark's Wheel Borrow. A nominal deposit or driver's license is required.

Cameras

Cameras are available at Clark's Wheel Borrow near the Main Gate. A nominal deposit or driver's license is required.

Film

Film is available throughout the park at most gift shops.

Refunds and Rainchecks

Worlds of Fun does not issue rainchecks. Please direct Guests with questions regarding this policy to the Guest Relations office at the Main Gate.

Vending Machine Refunds

Any Guest who may have lost money in a vending machine should be referred to the Guest Relations office at the Main Gate. Please contact the Food Service Department if there is a problem with a vending machine.

First Aid

First Aid is located adjacent to the Scandinavian entrance to the park, next to the Festhaus.

Rules and Regulations

Alcohol, drugs, fireworks or weapons are not allowed in the park. Refer these cases to Security (ext. 1306).

Oceans of Fun Ambassador Information

Parking

All Ambassadors must park in the designated area. All cars must have an Oceans of Fun parking sticker properly displayed to park in that area. Failure to comply with parking policies will result in your vehicle being towed or your parking privileges being revoked.

Lunch/Dinner Break

Whenever possible, Ambassadors receive a 45-minute, unpaid lunch/dinner break. Employee scrip is used for purchasing food and may be bought at half price in the Oceans of Fun Cash Control office Employee scrip should only be used by Oceans of Fun Ambassadors during their work shift. Breaks must be taken in the designated area behind the employee locker room. Employees are allowed to bring a lunch but may not leave the park during break time.

Vacations

A vacation is not encouraged while you are employed at Oceans of Fun. Oceans 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 the office. Your position will be filled by another individual from the Ambassador pool. Upon returning, you will be placed in the pool until there is an opening for you. A vacation should not exceed seven consecutive days, including your day(s) off. All vacations must be approved by Oceans of Fun's regular management. A vacation exceeding seven consecutive days may result in your termination. **Ambassadors are not allowed to take vacations between August 15 and Labor Day.**

Rainy Day Procedure

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.





Denny Anderson
Manager of Warehouse

Safety: "Safety is very important to the Ambassadors of Worlds of Fun and Oceans of Fun because our reputation as the safest parks in America is at stake everyday. Our Guests expect us to provide the safest environment possible so they may enjoy a day at our parks without a worry or care in the world. Remember, safety doesn't just happen; it requires a total effort by all of us."



Rick Rau
Manager of Sales

Integrity: "Integrity is an extremely important quality in dealing with our many Guests. We must represent our parks' product honestly, making sure that all arrangements for outings are handled with professionalism and completeness. Integrity ensures repeat business and an excellent reputation."



Bruce Sewell
Manager of Finance

Integrity: "Integrity is an attribute which is with us wherever we may go and in whatever we do. Our actions can either build upon the foundation of integrity which we presently enjoy or diminish that very personal characteristic. Your experience at Worlds of Fun and Oceans of Fun is an opportunity to enhance YOUR personal integrity."

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.

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 the Oceans of Fun office. Their message will be conveyed to you. Please do not use the in-park pay phones. Our in-park pay phones are provided for the convenience of our Guests, therefore, please use the pay phones which are conveniently located in the employee locker rooms. This should be done during your break time.

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 throughout the park. Telephones and drinking fountains are next to each restroom. We urge you to learn immediately the locations of all restrooms.

Picnic Area

The picnic area is located outside the entrance of the park. Picnicking is not permitted inside the park at any time. Please notify Security or the Administration office should you see anyone picnicking inside the park.

Lost Children

Whenever a child becomes separated from his parents, notify Security (ext. 1902). A Security Ranger will be dispatched to handle the situation. Parents looking for lost children should be directed to the Security booth at the entrance of the park.

Guest Relations

The Guest Relations booth is located at the entrance of the park.

Lost Articles

For information regarding lost articles, direct Guests to the Security Booth at the entrance of the park.

Pets

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

Checks

Guests may cash checks at the Guest Relations booth at the park entrance. Employees are not allowed to cash or accept as payment personal checks.

Credit Cards

Guests may charge their tickets on either Visa, MasterCard, Discover Card, Optima Card or American Express. These cards are also accepted in Trader Nick's Gift Shop.



Paging

Oceans of Fun cannot use the public address system for paging Guests. Refer questions to Guest Relations.

Storage Lockers

Rental lockers are provided for our Guests at the Kanakas' and Wahinis' clubhouses in the Central Village.

Post Office

Letters and postcards may be mailed at Trader Nick's Gift Shop located in the Central Village area.

Cameras

If a Guest has forgotten his/her camera, we have some available on a first come, first served basis at Trader Nick's Gift Shop. A nominal deposit or driver's license is required.

Film

Film may be purchased at Trader Nick's Gift Shop located in the Central Village area.

Refunds and Rainchecks

Oceans of Fun does not issue rainchecks. Please direct Guests with questions regarding this policy to Guest Relations.

Vending Machine Refunds

Any Guest who may have lost money in a vending machine should be referred to the Guest Relations office.

First Aid

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

Inner Tubes

Guests may rent inner tubes at George's Rafts located on the west side of the wave pool and at Aruba Tuba located at the south end of the Caribbean Cooler.

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 swimwear, towels and swimming accessories for our Guests at Trader Nick's Gift Shop.

Rules and Regulations

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

Hunt Midwest Entertainment History

Worlds of Fun and Oceans of Fun, both developments of Hunt Midwest Entertainment, Inc. comprise the number one family entertainment complex in the Midwest. Originally a

dream of Lamar Hunt and Jack Steadman, the parks draw nearly 1.6 million people each year.

Highlights of our development trace a continuing pattern of growth based on pride and accomplishment. You are now a part of that tradition of quality and success.

1969 Site for Worlds of Fun is selected.

1969 Construction starts.

1973 Worlds of Fun opens with 60 rides, shows and attractions. Today there are over 135.



1974 Forum Amphitheatre, now seating 4,200, opens for top talent.

1976 Bicentennial Square opens, featuring upside down Screamroller coaster. Total cost of this expansion was \$2,500,000.

1977 Something new in every world, including the Wobble Wheel, Bounce-A-Roos and the Bamboozler.

1978 Aerodrome opens with Treehouse Hollow, the Prop Shop and Lucky Lindy's Lunch.

1979 Zulu, Beetle Bumps, Wing Ding, Le Carrousel open. Ride capacity expands from 18,000 in 1973





to over 27,000. Record-breaking attendance at 1.3 million Guests.

1980 The Orient Express, one of the world's largest steel roller coasters, is added at a cost of \$4,000,000. New attendance records set, with over 1.4 million Guests.

1981 Incred-O-Dome theatre with 180 degree quadraspherical screen headlines new attractions. Udder Delights ice cream parlor and the Casbah games area open. Attendance again exceeds 1.4 million Guests.

1982 Worlds of Fun celebrates its 10th Anniversary. The River City section

including the Rampage and the 1,000 seat Country Junction amphitheatre open.

1982 Oceans of Fun opens. Costing over \$7,000,000 the Midwest's largest water park can accommodate up to 7,500 Guests daily. Over 1.6 million Guests visited Worlds of Fun or Oceans of Fun to make it the parks' highest attendance ever.

1983 Over 1.7 million Guests visit the two parks making it the best year ever.

1983 Oceans of Fun is a huge success. New attractions to this 60-acre park include the Typhoon, one of the world's longest dual speed racing slides;

Frisbee Golf, Bobbin 'N Wobblin in Neptune's Lagoon and Treasure Island.

1984 Representing the largest expansion ever, Worlds of Fun opens the Fury of the Nile, one of the largest white-water raft rides in the world.

1985 Worlds of Fun features The Haunted Theatre, a magical mixture of fun and fright. The first sit-down restaurant and the Festhaus provided additional restaurant capacity.

1986 The Omegatron makes its debut at Worlds of Fun. Guests were able to see their picture on the cover of popular magazines at The Cover Story. Worlds of Fun sets a new monthly attendance record during the month of August.

1987 Worlds of Fun celebrates its 15th anniversary by creating Pandamonium, a special area just for kids featuring the newest "Ambassador," PJ Panda.

1987 Oceans of Fun offers Guests the Caribbean Cooler, an 810-foot lazy river float trip for the whole family.

1988 The Python Plunge makes its splashing debut at Worlds of Fun. This high speed water attraction provides a wet and wild time for all of our Guests.

1989 The Timber Wolf, 4,230 feet of spine-tingling terror, is added at Worlds of Fun featuring a 95-foot drop and two complete circles within a 120 foot helix. This \$3,000,000 expansion increases Worlds of Fun to over 170-acres and over 135 rides, shows and attractions. Worlds of Fun breaks new attendance records in June.

1990 Operating Days & Hours

Worlds of Fun

Spring:

March 31 - May 27 (Saturday & Sunday)

Open 10 a.m.

April 13 (Good Friday) Open 10 a.m.

April 20 (Friday/Buyout) Open 6 p.m.

April 27 (Friday/Grad Night) Open 6 p.m.

May 11 (Friday/Buyout) Open 6 p.m.

May 17 (Thursday/School Day)

Open 10 a.m.

May 18 (Friday/Buyout) Open 6 p.m.

May 25 (Friday/Buyout) Open 6 p.m.

Summer:

May 26 - August 26 (Daily) Open 10 a.m.

Fall:

September 1 - October 28 (Saturday & Sunday) Open 10 a.m.

September 3 (Labor Day/Buyout)

Open 10 a.m.

September 7 (Friday/Buyout) Open 6 p.m.

Oceans of Fun

May 26 - September 3 (Daily)

Open 10 a.m.

All operating days & hours
are subject to change.



Numbers I Need to Know

With Worlds of Fun/Oceans of Fun's new phone system you will now be able to reach your department through our "automated attendant."

Just dial **454-4545**; as soon as the automated attendant answers, dial the appropriate extension listed below.

Worlds of Fun

Costumes	1550
Food Service	1500
Janitorial	1440
Landscaping	1415
Maintenance	1400
Marketing	1124
Merchandising	1370
Operations	1300
Personnel	1010
Security	1200
Show Productions	1350
Warehouse	1450

Oceans of Fun

Operations	1900
Personnel	1010
Security	1902

Please remember, on non-operating days, our office hours are 8:30 a.m. to 5:00 p.m. Monday - Friday; please plan accordingly.

Get "QISS'D" at Hunt Midwest Entertainment



Quality Integrity Service Safety

As Ambassadors of Worlds of Fun and Oceans of Fun, we are proud to be a part of the successful tradition associated with Hunt Midwest Entertainment. We commit ourselves to providing each Guest with the highest quality of entertainment and service in a clean and safe environment.

Our Mission: to treat each of our Guests like we would want to be treated so they'll visit our parks time and time again, both in person and in good memories.



An Equal Opportunity Employer