

# 1995 Ambassador Manual





## FUN FACTS ABOUT...

*Worlds of Fun*

&

*Oceans of Fun*

**Rides** • From the opening of Worlds of Fun's first roller coaster, the Zambezi Zinger, to the Sea Dragon, the park has given 308,010,024 rides! The park's most popular rides are the Zambezi Zinger, the Orient Express, the Viking Voyager, the Timber Wolf, and the Fury of the Nile.

**Attendance** • Since its opening day on May 26, 1973, Worlds of Fun has entertained 27,613,975 Guests. On May 11, 1991, Worlds of Fun set a one-day attendance record — 28,854 Guests! Oceans of Fun's single-day attendance record was set on July 6, 1991 — 8,059 Guests! Oceans of Fun has entertained 3,517,260 Guests since it opened in 1982. In 1994, we celebrated Hunt Midwest Entertainment's 30 millionth Guest!

**Water Safety** • In 1994, the Oceans of Fun lifeguards received a Gold Elite National Aquatic Safety Award, signifying their excellence in safety standards and performance. Our lifeguards are ranked in the top three percent of more than 20,000 lifeguards nationwide.

**Food** • Each season, Worlds of Fun and Oceans of Fun Guests consume 993,148 soft drinks, 139,500 pounds of hamburger, 127,140 pounds of french fries, 126,156 pizzas, 113,000 funnel cakes, and 234,837 cups of frozen lemonade!

**Employment** • Worlds of Fun/Oceans of Fun is one of the area's largest employers, hiring over 3,000 employees each season. In 22 years, the parks have employed over 65,000 men and women, ranging in age from 16 to 91!

**Merchandising** • In 1994, our gift shops sold over 15,000 balloons, 6,000 paper flowers, 2,000 jester hats, 19,000 glow ropes, and 42,000 glow necklaces. Guests also purchased over 23 miles of Super Ropes and 1½ tons of fudge!

Employee's Name \_\_\_\_\_

Department \_\_\_\_\_



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A DEVELOPMENT OF  
HUNT MIDWEST ENTERTAINMENT, INC.



Dear Worlds of Fun/Oceans of Fun Ambassador:

Welcome! On behalf of the owners and management staff of Hunt Midwest Entertainment, I want to congratulate you on your selection as a member of the 1995 Worlds of Fun/Oceans of Fun hospitality team.

You may have been assigned to an operating department such as Park Operations, Food Service, Merchandising, or Parking Lots. Many of you have been chosen for a behind-the-scenes position such as one in Maintenance, Warehouse, or Cash Control. However, no matter what your job is, everyone who works at Worlds of Fun/Oceans of Fun has one primary role — GUEST SERVICE!

By becoming a member of our 1995 seasonal staff you have assumed a tremendous responsibility, and we're counting on you to take it seriously. However, I want to assure you that you can count on me and the regular staff members to make this the most exciting, fun, and positive work experience you'll ever have.

Have a great season!

QISS

John S. Hudacek  
Vice President and  
General Manager



## THE HISTORY OF HUNT MIDWEST ENTERPRISES

As a Worlds of Fun/Oceans of Fun employee, you are part of a successful tradition that began over a quarter of a century ago with two men — Lamar Hunt and Jack Steadman — who had a vision of great things for Kansas City. This dream became a reality when Mr. Hunt moved his American Football League team to the Midwest, creating the Kansas City Chiefs in 1963. With the tremendous success of the Chiefs came the opportunity for further development in Kansas City and with it a most aggressive challenge — to create a land of enchantment and fantasy for all ages, a place where heartfelt memories were made.

Through the efforts of Mr. Hunt and Mr. 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.



**Jack Steadman**  
*Chairman of  
the Board*

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 more than doubled the size of Worlds of Fun which now offers Guests over 140 rides, shows, and attractions. As a direct result of Worlds of Fun's success, Oceans of Fun debuted in 1982. The family-oriented, tropically-themed water recreation park features aquatic attractions for all ages. Together, Worlds of Fun and Oceans of Fun have entertained over 31 million Guests — over half of whom visit Kansas City and our 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 Real Estate Development, Inc.; Hunt Midwest Mining, Inc.; and Hunt Midwest Entertainment, Inc. — the owners and operators of Worlds of Fun and Oceans of Fun.



**Don Hagan**  
*Vice President  
& CFO*

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!



**Lamar Hunt**  
*Owner*



**Lee Derrough**  
*President & CEO*



**Jim Seigfreid**  
*Secretary*



## WORLDS OF FUN/OCEANS OF FUN STAFF MEMBERS

<b>Vice President and General Manager</b> .....	John Hudacek
Executive Secretary .....	Sharon Shook
<b>Assistant General Manager and Director of Marketing</b> .....	Kirk Schnurbusch
<b>Group Sales Manager</b> .....	Michele Flores
<b>Supervisor/Group Sales</b> .....	Scott Miller
Account Executive .....	Kathy Lee
Account Executive .....	Christy Mesik
Account Executive .....	David Prather
Account Executive .....	Katie Reilly
Events Coordinator .....	Nikki Clements
Events Coordinator .....	Vickie Hansen
<b>Director of Creative Services</b> .....	Gary Noble
<b>Supervisor/Promotions &amp; Corporate Sponsorships</b> .....	Dawn Anderson
<b>Supervisor/Graphic Design</b> .....	Ron Severt
Promotions Specialist .....	Cindy Dowers
Advertising Coordinator .....	Kristen Schlicht
Public Relations Representative .....	Leslie Barewin
Secretary .....	Sandy Reardon
<b>Manager of Show Productions</b> .....	Walter Bryant
<b>Supervisor/Show Productions</b> .....	Mason Goodmon
<b>Director of Operations</b> .....	Chris Stuart
<b>Oceans of Fun Manager</b> .....	David Bywater
<b>Operations Manager</b> .....	Sandy McCoy
<b>Supervisor/Rides</b> .....	Mike Neace
<b>Supervisor/Admissions &amp; Grounds Quality</b> .....	Mark Bridgeman
Secretary .....	Rochelle Myers
<b>Director of Food Service</b> .....	Jack Burger
<b>Executive Chef</b> .....	Richard Sanell
<b>Food Service Manager</b> .....	Andy Lohmeyer
<b>Supervisor/Food Service</b> .....	Frank Wilburn
<b>Supervisor/Food Service</b> .....	Mary Grant
<b>Supervisor/Food Service</b> .....	Ken Abernethy
<b>Manager of Cash Operations</b> .....	Floyd Withrow
<b>Supervisor/Cash Control</b> .....	Evelyn Bray
Ticket Office Bookkeeper .....	Penny Citro
Ticket Office Clerk .....	Judy Dedrick

**NOTE:** Bold typeface denotes "regular management staff member" as referred to in this manual.



<b>Director of Merchandising</b> .....	Jim Smith
<b>Merchandising Manager</b> .....	Greg Johnson
<b>Supervisor/Gift Shops</b> .....	Becky Baker
<b>Supervisor/Games</b> .....	Shane Wright
Secretary .....	Flawn Barber
<b>Warehouse Manager</b> .....	Denny Anderson
Lead Coordinator .....	Joe Howard
Parts Coordinator .....	Frank Karr
Food Coordinator .....	Charlie Harris
Secretary .....	Connie Rigg
<b>Director of Security &amp; Safety</b> .....	Hugh Mills
<b>Supervisor/Security Operations</b> .....	Ed Hoover
<b>Supervisor/Security Patrol</b> .....	Bill Denton
<b>Supervisor/Security Patrol</b> .....	Buck Williams
<b>Supervisor/Security Patrol</b> .....	Steve Schroeder
Secretary .....	Susan Popplewell
<b>Safety Manager</b> .....	Don Green
Safety Specialist .....	Theresa Owens
<b>Director of Human Resources &amp; General Services</b> .....	Rick Rau
<b>Supervisor/Hotel Reservation Services</b> .....	Pam Mueller
<b>Manager of Human Resources</b> .....	Ann Todoroff
<b>Supervisor/Human Resources</b> .....	Brent Barr
<b>Supervisor/Human Resources</b> .....	Sharon Howard
Secretary .....	Melanie Williams
Receptionist .....	Jolene Dake
<b>Manager of Costumes</b> .....	Dawna Welborn
<b>Supervisor/Costumes</b> .....	Debbie Mann
<b>Director of Maintenance</b> .....	Larry Hurst
<b>Supervisor/Mechanical</b> .....	George Elliott
<b>Manager of New Construction</b> .....	Craig Rogge
<b>Supervisor/Sign Shop</b> .....	Ronnie Braun
<b>Supervisor/Landscape</b> .....	Rich Nelson
<b>Assistant Supervisor/Landscape</b> .....	Shawn Johnson
Secretary .....	Diane Graskemper

**NOTE:** Bold typeface denotes "regular management staff member" as referred to in this manual.



## A NOTE TO RETURNING AMBASSADORS . . .

We're glad you've chosen to return for our 1995 season; we think you're going to have a great time and make some wonderful new friends.

Remember that you need to know *all* of the information contained in this manual; read through it carefully as soon as possible. If you have questions, please contact your department or Human Resources.

For your reference, the following are some of the major changes you'll find for 1995:



The required footwear for all Ambassadors except Food Service, Security, and "back area" Grounds Quality employees is *all-black OR all-white, low cut tennis shoes with solid matching laces*. . . . . Page 12



Employees must wear their *own* name tags *chest-high* on the *RIGHT side of their uniforms*. . . . . Page 13



Name tag colors now denote age and different levels of responsibility. . . . . Page 13



Male employees may now have *neatly trimmed beards* provided they do not extend more than 1" from the face. . . . . Page 14



Male employees may also now wear *one stud earring per ear*. (Hoops of any size and dangling earrings are not permitted.) . . . . . Page 14



This season, you can choose from *two great new costume options*. You may choose to be issued a uniform by the Costume Department, *OR* you can purchase your own great looking, new costume! . . . . . Page 14





If you must resign your employment before the end of the season, we ask that *you notify the Human Resources office in person at least two weeks in advance.* . . . . . Page 21



Ambassadors who are *in costume* may now purchase food only at *Café Internationale, Nordic Nook, Custer's Last Stand, Pizzo Pizza, Pizza Pier, or Papaya Pete's.* . . . . . Page 25



*Seasonal employees may visit each park anytime at no charge* on days when the park is open to the public through any ticket booth turnstile. . . . . Page 25



This year, *\$10,000 in scholarships* will be awarded to outstanding Ambassadors. That's almost twice as much as in 1994! . . . . . Page 27



Worlds of Fun employees may purchase a discounted lunch or dinner at the Indoor Ambassador Club, located below the Inn of the Four Winds in Scandinavia, or at the *Outdoor Ambassador Club, located at the top of Pandamonium (in the former "Kids Stuff" building).* . . . . . Page 29



For any emergency — whether at Worlds of Fun or at Oceans of Fun — *call ext. 1306.* (Extension 1902 is **not** the emergency extension at OOF any more.) . . . . . Pages 39-40



We've included an entire section on *severe weather* and tornado procedures. Please make sure you read this thoroughly. . . . . Page 41



## ATTENDANCE POLICY AMBASSADORS...

As a Worlds of Fun/Oceans of Fun Ambassador, you have a responsibility to the Guests, to your department, to your fellow Ambassadors, and to yourself: *to report for each of your work shifts as scheduled and on time.*

Because your attendance is essential to the operation of our parks, we have an attendance policy to deter excessive absenteeism and tardiness and to reward Ambassadors for outstanding attendance. The following guidelines outline this policy and the procedures you should follow if you find it absolutely necessary to be absent from or late to work.

**Note:** Some departments may have more restrictive attendance guidelines for certain or all positions.

During the operating season, employees who have received no points in a 30-calendar-day period will have *3 points deducted* from their attendance record and will receive *\$10 in QISS Ca\$h* and a *single-day passport* to either Worlds of Fun or Oceans of Fun. Contact your department office for more information. (Credits will not be given if less than 3 points have been accumulated, and passes may be used only if employees are still working.)

**Excused Absence (No Points)** is one scheduled day of work or training missed for which you:

- find a qualified replacement to work your scheduled shift and receive written approval from an authorized department representative prior to your scheduled shift.
- are absent due to illness, you notify your department at least two hours prior to the beginning of your shift (each day you are absent), and you present a physician's statement indicating that you were unable to work each scheduled day of work missed.
- are absent because you have been called for jury duty or to fulfill a military obligation and you present a copy of your official notification at least 24 hours in advance of your absence.
- are absent due to a death in your immediate family (parent, spouse, sibling, child, or grandparent), and you notify your department prior to the beginning of your shift — to a maximum of three scheduled days of work.

**Excused Absence (1 Point)** is one scheduled day of work or training missed for which you:

- are absent due to illness, you notify your department at least two hours prior to the beginning of your scheduled shift, but you do not present a physician's statement.
- are absent due to a death in your immediate family (parent, spouse, sibling, child, or grandparent), jury duty, or military obligation and you do not notify your department as described above.

**Unexcused Absence (3 Points)** is one scheduled day of work or training missed for which you:

- are absent due to illness and do not notify your department at least two hours prior to the beginning of your scheduled shift.
- do not find a qualified replacement, but you notify your department at least two hours prior to the beginning of your scheduled shift.



**No Call/No Show (6 Points)** is one scheduled day of work or training missed for which you:

- do not find a qualified replacement, and you do not notify your department that you will be absent prior to the beginning of your scheduled shift.

**Employees who fail to report for work or training for three consecutive scheduled days without notifying their department will be considered to have voluntarily resigned without notice.**

You will receive  $\frac{1}{2}$  **point** for every 10 minutes you are not on duty due to tardiness (at the beginning of your shift or from break) or due to leaving work early without the prior approval of a management staff member from your department to a maximum of 2 points. Points will not be charged if the delay is caused by moving from one unit to another or changing tills at shift change.

If it becomes necessary for you to be absent for eight or more consecutive days — including your day(s) off — and you do not find a qualified replacement for each scheduled work day, you will be required to take a **Leave of Absence**. (A Leave of Absence does not apply to absences of less than eight consecutive days — including your day[s] off.)

During a Leave of Absence you may not retain your assigned position, and you'll be required to turn in your I.D. and all costume items issued to you. You will be reassigned to a position as soon as possible upon your return. The following guidelines apply during a Leave of Absence:

- If your Leave of Absence is due to illness and you are able to provide your department with a physician's statement indicating that you were unable to work each scheduled day of work missed, you will receive **no points**.
- If your Leave of Absence is for reasons other than illness and you notify your department at least one week prior to the beginning of your leave, you will receive **1 point for the total length of the Leave of Absence**.
- If your Leave of Absence is for reasons other than illness (or for illness and you have no physician's statement) and you notify your department less than one week prior to the beginning of your leave, you will receive **3 points for the total length of the Leave of Absence**.

Employees found to have given false information regarding any absence or Leave of Absence will receive **3 points for each scheduled day of work missed and will be subject to possible disciplinary action up to and including dismissal**.

**DISCIPLINARY ACTION**

- Employees who **accumulate 6 points** will receive a **written warning**, a copy of which will be placed in their permanent personnel files.
  - Employees who **accumulate 12 points** will receive a **final written warning**, a copy of which will be placed in their permanent personnel files.
  - Employees who **accumulate 15 points** will be **suspended pending termination**.
- In certain situations, the disciplinary action taken for attendance problems may be more severe.



## CASUAL POOL REQUIREMENTS

Casual Pool Ambassadors are those employees who are not assigned to work at a specific location on a regular basis — replacing employees who are absent and filling vacant positions. These employees are responsible for contacting their department office at least once a week to check on available work.

Each Casual Pool Ambassador is required to work a minimum of three complete shifts a week during full-time operation, 50% of spring weekend operating dates, and 50% of fall weekend operating dates. Employees not fulfilling these requirements will be subject to disciplinary action and will lose all benefits requiring an I.D. card — admittance to the parks, employee discounts, activities, etc.

Some departments may have more restrictive Casual Pool requirements. Please check with your department office for details.

## COSTUMING AND GROOMING

A Guest's perception of the parks is based in large part on the appearance of our employees. All Ambassadors are required to be neatly and conservatively groomed and to comply with prescribed costuming policies at all times.

Worlds of Fun and Oceans of Fun costumes are designed to be worn in a specific way. If you have questions regarding this, please ask a member of the Costume Department. Seasonal employees not assigned a costume as a part of their duties (seasonal secretaries, interns, etc.) are required to meet all grooming policies as outlined below while on duty.

Park management retains the right to add to, modify, and/or delete any part of these policies at any time. Additionally, grooming and costuming policies may be modified to meet more restrictive department requirements.

### Shoes and Socks

- The required footwear for all Ambassadors except Food Service, Security, and "back area" Grounds Quality employees is *all-black OR all-white, low-cut tennis shoes with solid matching laces*.
- Food Service, Security, and "back area" Grounds Quality employees are required to wear *all black, low-cut tennis shoes with solid black laces*.
- White crew, tube, or sports socks and clean, well-maintained shoes are to be worn by all Ambassadors at all times. They are not provided by the company.
- Maintenance and Warehouse employees need to speak with a member of their department's regular management staff to determine the recommended footwear for their positions.



## Sunglasses

- Only those Ambassadors who work outside are permitted to wear sunglasses. To maintain good eye contact, please remove your sunglasses any time you're talking to a Guest.
- *No mirrored, reflective lenses* may be worn. Only conservatively styled sunglasses with *black, brown, or navy blue frames or gold or silver metal frames* are allowed.

## Name Tags

- Employees must wear their *own* name tag at all times — *chest-high* on the *right side* — while in costume. (*Exception:* At no time should you wear your name tag on your raincoat; it will puncture the fabric. Instead, wear your name tag underneath on your costume or jacket.)
- Ribbons, stickers, keys, rubber bands, etc. may not be worn on your name tag.
- If your name tag is lost, broken, or stolen, you must replace it. Broken name tags will be replaced free of charge. Replacements for other reasons are available for \$3.00 each in the Costume Department.
- We use colors to denote age and different levels of responsibility:
  - Red - 15-year old Ambassador
  - Blue - Ambassador
  - Green - Seasonal Manager
  - Black - Seasonal Supervisor
  - Purple - Regular (Year-Round) Staff

## Female Ambassadors

### Hair

- Hair must be clean and well-groomed. Faddish, extreme styles (tails, sculptured hair, spikes, unnatural colors, and multi-colored hair) are not allowed.
- Head bands, ribbons, and barrettes must be color-coordinated with your costume.

### Cosmetics

- Excessive cosmetics and colognes are not appropriate. Tattoos must remain out of sight.
- Fingernails may not extend more than ½" from the finger. Only pale, neutral colored or clear fingernail polish is allowed.

### Personal Jewelry

- Jewelry must be kept to an absolute minimum and should not clash with your costume.
- One pair of earrings is preferred; however, no more than two earrings per ear are allowed. Earrings may not extend more than 1" below the earlobe and must be color-coordinated with your costume.
- Nose rings, dangling bracelets, and necklaces dangling outside the costume are not allowed.
- Employees may be instructed to not wear certain jewelry or hand lotions for safety or sanitary reasons.



## Male Ambassadors

### Hair

- Must be clean and well groomed.
- Styling should be tapered at the sides and back so the lower one-half of the ear is visible and the back is no longer than the bottom of an ordinary shirt collar.
- Faddish, extreme hairstyles, braids, ponytails, or unnatural hair colors are not allowed.

### Facial Hair

- A neatly trimmed beard is permitted, provided the beard does not extend more than 1" from the face. Beards must be fully-grown and may not be started during park operation.
- Sideburns may not extend below the earlobe, must be straight (not flared), and must be neatly trimmed.
- A neatly groomed moustache that does not extend below or beyond the corners of the mouth or below the upper lip is permitted. Moustaches may not be started during park operation.

### Personal Jewelry and Cosmetics

- Excessive colognes are not appropriate. Tattoos must remain out of sight.
- One stud earring per ear is permitted; hoops of any size and dangling earrings are not. Nose rings are not allowed. No more than one necklace may be worn. Large beaded necklaces or long, dangling necklaces are not allowed.
- Employees may be instructed to not wear certain jewelry or hand lotions for safety or sanitary reasons.

### Costumes

This season, you can choose from *two great new costume options*. You may choose to be issued a uniform by the Costume Department, **OR** you can purchase your own great looking, new costume!

**Issued by Costumes** ● You'll be issued up to three sets of your costume at no charge upon receipt of a \$15.00 deposit (\$20.00 for Security Rangers) per set. (Deposits can be paid by cash, check, or payroll deduction.) This deposit will be fully refunded to you when you return these costumes on your last day of work. If you select this option, you now have two choices:

- A** ● You may wear your costume to and from work. Because you'll take care of your own laundry at home, you don't have to wait in line for daily costume exchanges! **OR**
- B** ● You may elect to be issued a locker. Each evening immediately following your shift you must exchange your dirty costume for a clean one that you'll store in your locker for your next scheduled shift. **Please do not put dirty costumes in your locker!** Every dirty costume item must be handed to a Window Attendant to ensure that you receive credit for turning it in. You will be charged for costumes left on the counter without an exchange.



Hunt Midwest Entertainment is not responsible for any personal item(s) stored in lockers. For your protection, do not leave any items of value in your locker; please leave them at home. Report any broken or defective locker or lock immediately to a Costume Department Window Attendant.

Hunt Midwest Entertainment may, at its sole discretion, inspect or search any company-operated quarters, rooms, or lockers provided for its employees or the employees of lessees.

Please report any issued costume item in need of repair to a Window Attendant. Uniforms issued through Costumes are the exclusive property of Hunt Midwest Entertainment. If they are lost, stolen, or damaged (beyond normal wear and tear), you must pay the current dollar amount necessary to replace the item.

At the end of your employment with us, you'll need to return all costumes issued to you — including your name tag — on your last day of work; your deposit will be refunded at that time. The cost of items not returned will be withheld from your deposit and/or your final paycheck. If you were issued a locker, you'll also need to remove all items from it at this time.

**Costumes You Purchase • New for 1995** — you can buy exciting new WOF/OOF costume items at our cost. These include items such as shirts, jackets, shorts, hats, and foul weather gear. These items may be purchased by cash, check, or payroll deduction\*. Other sundry items are also available in Costumes.

<u>Item</u>	<u>Cash or Check Cost</u>	<u>Payroll Deduction* Cost</u>
T-Shirt	\$11.75	\$13.51
Vertical Stripe Shirt	\$16.25	\$18.69
Horizontal Stripe Shirt	\$11.25	\$12.94
Tri-Color Polo Shirt	\$15.50	\$17.83
Pleated-Front, Cuffed Twill Shorts	\$11.50	\$13.23
Shorts (Men's Only, Used)	\$6.50	\$7.48
Jacket, Multi-Colored, Embroidered	\$37.00	\$42.55
Windbreaker (Used)	\$8.00	\$9.20
White Hooded Sweatshirt	\$15.00	\$17.25
White Hooded Sweatshirt (XXL & XXXL)	\$18.00	\$20.70
Black Sweatpants	\$12.00	\$13.80
Rain Poncho	\$1.50	\$1.73
Rainsuit (2-Piece)	\$12.00	\$13.80
Raincoat (Long)	\$16.00	\$18.40
Raincoat (Used)	\$4.00	\$4.60
Baseball Hat	\$5.25	\$6.04
Socks (Tube, Crew, or Sport)	\$1.75	\$2.01
Oil-Tanned Brown Leather Belt	\$12.00	\$13.80
Woven Tan Leather Belt	\$13.00	\$14.95
Razor	\$.50	\$.58
Shoelaces	\$1.00	\$1.15
Whistle	\$3.50	\$4.03

\* Items purchased through a payroll deduction include a 15% service charge. Only Ambassadors who have worked a minimum of 40 hours may purchase items through a payroll deduction. There is a \$5.00 minimum for all payroll deductions. An Ambassador may not have more than \$150.00 in payroll deductions throughout the season and may not have a balance due of more \$100.00 at any one time.



### **Cold, Hot, and Inclement Weather Costume Policies**

- You may wear an all-white shirt (no graphics, lettering, etc.) under your costume. The bottom of the shirt must be tucked into your shorts or pants. If your uniform shirt has short sleeves and you choose to wear a t-shirt underneath, the sleeves of the t-shirt may not extend past or be rolled up over the sleeves of your uniform.
- On cold days, an all-white or all-black stocking cap may be worn.
- In extremely cold weather, you may wear your own jacket or sweater. However, it must be worn under a WOF/OOF jacket, raincoat, or sweatshirt that has been purchased from Costumes.
- On cold days, Female Ambassadors may choose to wear the black sweatpants which are available for purchase from the Costume Department or their own conservatively styled black or navy dress pants. Leggings, jeans (of any color), extremely tight pants or other sweatpants may not be worn.

### **General Costume Policies**

Whether you wear a uniform issued by Costumes or one you have purchased, please remember the following:

- To ensure consistency, Ambassadors may not wear their own shirts, shorts, etc. without the express permission of the Costumes management staff.
- For security reasons, seasonal employees *may not wear any part of their costume (whether issued or purchased)* — including name tags — in the parks when they're off duty.

### **Costume Window Hours**

On non-operating days, the Costume Department is open from 9:00 a.m. to 5:00 p.m. On days that Worlds of Fun is in operation, the Costume Department is open from 2½ hours prior to park opening until 1½ hours after park closing. If you regularly get off work after the Costume Department has closed, please contact a Window Attendant to make alternative arrangements to exchange your costume.

## **IDENTIFICATION CARDS**

All employees are issued a Worlds of Fun/Oceans of Fun picture I.D. card which must be presented to the Security Ranger at the employee entrance when coming to work or to a ticket seller when visiting the park.

I.D. cards are valid only for those employees who are actively working. The I.D. cards of employees who fail to report for work as scheduled will be made invalid, and the employees will lose all privileges requiring an I.D. card.

If you lose your I.D. card, you must have a replacement made at the Worlds of Fun Security office. Replacement costs are: 1st - \$5.00; 2nd and up - \$10.00. You may be subject to disciplinary action should you have to replace your I.D. card more than two times.



## PARK CLEANLINESS

Worlds of Fun and Oceans of Fun have a reputation for being among the cleanest parks in the nation. We are proud that Guests notice and appreciate our well maintained parks.

It is the responsibility of each and every Ambassador to carry on our tradition of cleanliness. Whether you're a singer, a ride operator, a cashier, a Security ranger or otherwise assigned, *your job responsibilities include picking up trash whenever you see it and helping to keep the parks clean.* If you observe or hear about a bad cleanliness problem, please contact the Operations Department office at extension 1300 or let a supervisor know as soon as possible.

## PARKING & PICK-UP/DROP-OFF LOCATIONS

### Parking Permit

Employees who drive to work will be issued parking permit stickers which must be placed on the back of the interior rearview mirrors of their cars. This permit allows free entrance into the employee parking lot designated on the permit. Permits are not transferable from one car to another and are assigned only to the vehicle registered. Additional parking permits may be purchased from the Worlds of Fun Security office for \$1.00.

We urge you to leave all items of value at home. Worlds of Fun/Oceans of Fun is not responsible for employees' or lessees' vehicles or the contents of such vehicles at any time on park property.

### Worlds of Fun Parking Policies

**Parking Lot** • Ambassadors driving to work must enter the parking lot through the Business/Delivery entrance. Posted speed limits must be observed at all times. Employees may park only in the lot designated on their parking permit (usually I, J, or K lot). Employees who park in an unauthorized parking lot or who fail to comply with other parking lot policies may have their vehicle towed (at the employee's expense) and may have their parking privileges revoked.

**Employee Pick-Up/Drop-Off Location** • If someone who does not work at the park drives you to and/or picks you up from work, they should enter the Business/Delivery entrance and proceed to the employee pick-up and drop-off location at the park's toll plaza.

### Oceans of Fun Parking Policies

**Parking Lot** • All Ambassadors must park in the designated employee parking area. All vehicles must have a Worlds of Fun/Oceans of Fun parking permit properly displayed to park in that area. Posted speed limits must be observed at all times. Employees who park in an unauthorized area or who fail to comply with other parking lot policies may have their vehicle towed (at the employee's expense) and may have their parking privileges revoked.

**Employee Pick-Up/Drop-Off Location** • If someone who does not work at the park drives you to and/or picks you up from work, they should go to the employee pick-up and drop-off location by Security Post #5.



## PERSONAL CONDUCT

Employees are expected to conduct themselves in a professional and courteous manner at all times while on company property. Whenever you're in costume, you represent Worlds of Fun and Oceans of Fun to our Guests. The following regulations are required of all Ambassadors:

**Gum Chewing** • Ambassadors — whether on- or off-duty — are not allowed to chew gum while in costume in view of the Guests. If you chew gum during your break, please deposit it in the proper trash receptacle before you leave the break area.

**Harassment** • It is the policy of Hunt Midwest Entertainment that all of our employees should be able to enjoy a work atmosphere free from all forms of discrimination, including sexual harassment. Harassment may include conduct which: (1) is offensive to the individual, (2) creates an intimidating, hostile, or offensive work environment, (3) conditions job benefits on acquiescence to unwelcome conduct and/or penalizes an employee for refusing to participate in such conduct, and (4) interferes with an employee's work performance and, therefore, the effectiveness of our business.

Harassment infringes on an employee's right to a reasonably comfortable work environment and is a form of misconduct which undermines the integrity of the employment relationship. No employee — male or female — should be subjected to unsolicited and unwelcome overtures or conduct, either verbal or physical including: (1) offensive sexual flirtations, advances, or propositions, (2) offensive stories, jokes, or discussions of a sexual nature, (3) verbal abuse of a sexual nature, (4) explicit or degrading verbal comments about another individual or his/her appearance, (5) the display of suggestive pictures or objects, and (6) any offensive or abusive physical conduct, including unwanted touching.

Harassment also may include the taking or the refusal to take any personnel action on the basis of an employee's submission to or refusal of sexual overtures. No employee should so much as imply that an individual's "cooperation" will have any effect on the individual's employment, assignment, compensation, advancement, career development, or any other condition or aspect of employment.

Hunt Midwest Entertainment will investigate all claims of harassment and, where warranted, take immediate disciplinary action against any employee found to have engaged in harassment. Such action may include — depending on the circumstances — reprimand, suspension, demotion, or discharge. Any questions regarding this policy should be addressed to your director or to the Human Resources Department. Any employee who believes that he or she has been the victim of harassment, or who has any knowledge of that kind of behavior, is urged to report such conduct immediately to their director and to the Human Resources Department.

**Loitering** • The Administration Buildings and adjacent areas are for official company business only. Ambassadors are not permitted in certain restricted areas of these buildings. Employees on- or off-duty may not loiter in any area of the park. Please do not distract other Ambassadors from serving our Guests or from completing their jobs.

**P.D.A.** • Public displays of affection such as hand-holding, hugging, and kissing are not appropriate at any time while in costume and in the view of our Guests.



**Pagers/Beepers/Cellular Phones** • Ambassadors are not allowed to wear or be in possession of personal pagers, beepers, or cellular phones while on duty. Employees who have a legitimate need to carry one of the above must receive prior approval from the WOF/OOF Security management staff.

**Playing Games** • Ambassadors on- or off-duty may not play ticket or prize redemption games. Employees may play video games only when they are off-duty and out of costume.

**Radios, Etc.** • Employees may not have radios, tape players, televisions, or any other personal electronic equipment in the park while on duty or in costume in the park.

**Restricted Areas** • Employees who are not on-duty and in costume are prohibited from being in any back area — stockrooms, kitchens, dumpster yards, grounds closets, etc.

**Smoking/Chewing Tobacco** • Ambassadors are not allowed to smoke or chew tobacco when in costume and in the Guests' view. While in the parks, employees may smoke only in the outdoor break areas or in the designated smoking section of the Indoor Ambassador Club. Smoking is prohibited to Ambassadors in all other areas of the parks. Employees who smoke or chew tobacco during their breaks are expected to deposit their waste in the proper receptacle before they leave the break area.

**Telephones** • Park telephones are for official company business use only; they are not to be used for personal reasons. For the convenience of our Guests, employees in costume are not permitted to use in-park pay phones. Please use the pay phones located in the break areas or outside Costumes. If it is necessary for your family or a friend to contact you in an emergency, they must call your department's office, and their message will be conveyed to you.

**Tips** • A limited number of waiters/waitresses are permitted to accept tips. They are approved by the Director of Food Service, the Concessions Manager, or the Executive Chef. No other employees are allowed to accept tips. If you are a cashier and a Guest refuses or forgets his/her change, it must be placed immediately in your till and documented on your till sheet.

**Training** • Each department has specialized training. Be sure you attend all scheduled training sessions to learn the responsibilities of your position. If you are asked to perform any job for which you have not been properly trained, contact your supervisor or your department office immediately.

**Vehicle Policy** • All employees who drive a company vehicle must have a valid driver's license. All drivers of and passengers in a company vehicle of any kind must wear seatbelts if provided, whether on- or off-property. Employees who drive a company vehicle on public thoroughfares must be at least 18 years of age. If you drive a company vehicle, you may be held responsible for a \$250 deductible in case of an accident. Should an accident occur, notify your director or manager and Security immediately. Remember that you are being entrusted with a valuable piece of company property. Please treat it as such.

**Work Station** • Never leave your work station unattended. Do not leave your station until an authorized, qualified employee replaces you. If you need relief or assistance, notify your nearest manager or supervisor or call your department office.



## **REASONS FOR DISMISSAL**

Hunt Midwest Entertainment has certain rules and regulations which must be followed by all employees at all times. Employment is based on both continued need and good work performance. The following actions could be grounds for disciplinary action, dismissal and, in some cases, prosecution. This list is not all inclusive.

- Theft or mishandling of cash or property, including fraudulent redemption of rental receipts. Failure to comply with prescribed company or department cash handling procedures.
- Removal of any company property from the work area or park premises without proper authorization. Unauthorized use or possession of company property.
- Taking, giving away, or accepting food, merchandise, game play, prizes, or any other item without proper payment.
- Admitting anyone to the park or to the parking lot without proper admission charge.
- Threatening, harassing, or discourteous behavior to Guests or Ambassadors; profanity or indecent conduct while on park property.
- Possession, use, or sale of narcotics, non-prescribed drugs, or alcoholic beverages while on park property. Working under the influence of any of these.
- Excessive absenteeism or tardiness — excused or unexcused. Giving a false reason for obtaining an excused absence. Failure to report for work without proper notification.
- Dishonesty; misrepresentation of work-related circumstances.
- Providing park or operational information to anyone including — but not limited to — the press, radio or television representatives without the express prior approval of the Vice President & General Manager, the Official of the Day, or a Director.
- Possession of fireworks, firearms, or any other weapon at any time while on company property.
- Failure to meet required company costuming or grooming standards.
- Job abandonment; walking off or leaving the job before being replaced or without proper authorization.
- Falsifying or altering company records including employment applications and timekeeping records. Altering another Ambassador's timesheet or allowing someone to alter yours.
- Violation of park safety rules. Horseplay of any kind.
- Insubordination, including failure or refusal to perform work as instructed or to follow company policies or procedures.
- Inattentiveness to or carelessness in performance of duties; sleeping, reading, or listening to a radio on the job.



- Willful damage of company property or the property of any Ambassador or Guest. Tampering with vending machines or fire extinguishers.
- Misuse of I.D. card, parking permit, or complimentary pass.
- Gambling of any kind on park property.
- Engaging in any conduct which constitutes a violation of a federal or state law or of a city ordinance while on property.
- Unauthorized entry into the park or work area. Being in an area which is restricted to you at that time. Unauthorized use of the Maintenance vending area.
- Working more hours than scheduled without the prior approval of your department's management staff.
- Unauthorized use of company phones.

## WHEN YOU LEAVE US

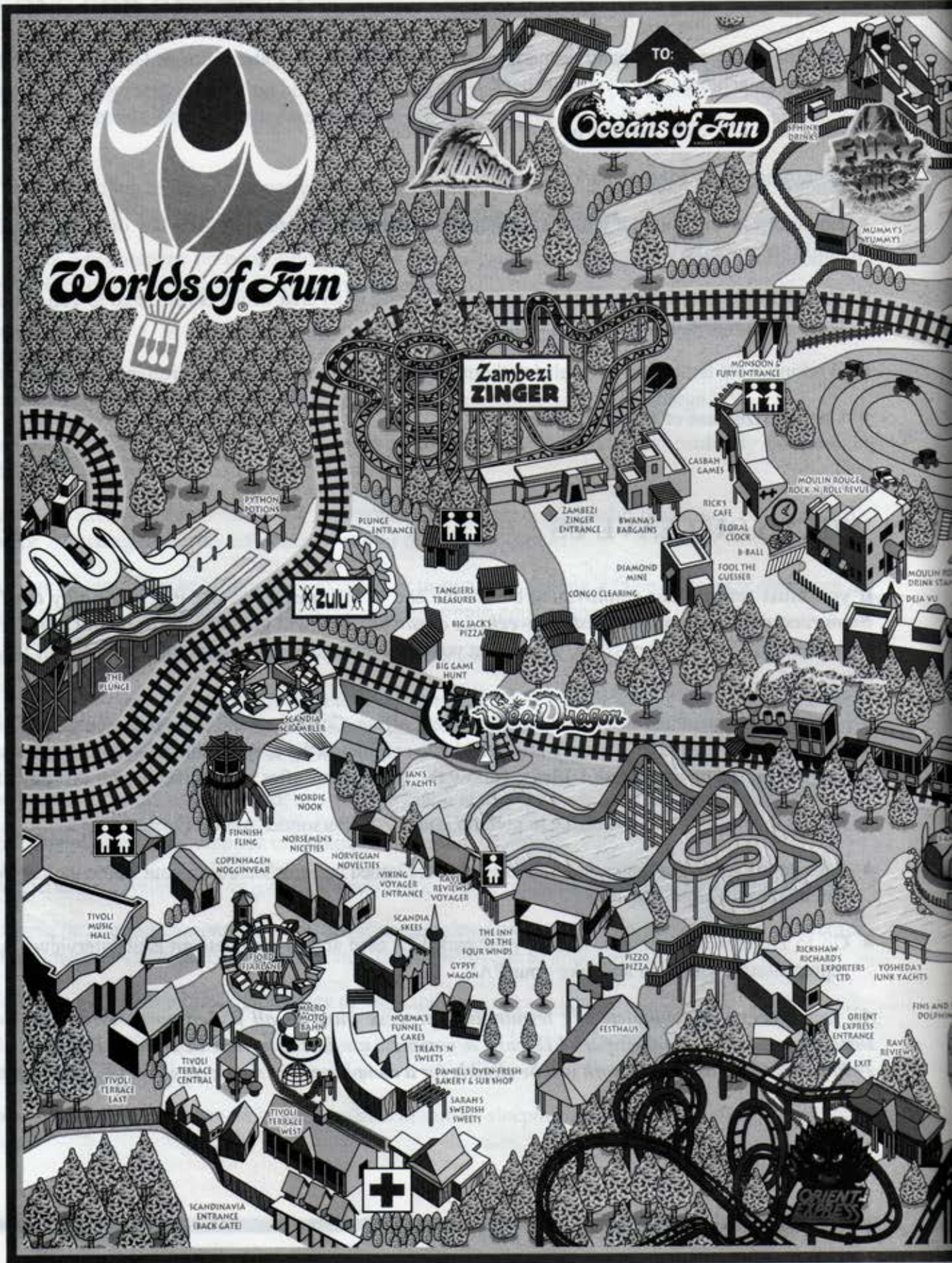
If you must resign your employment before the end of the season, we ask that *you notify the Human Resources office in person at least two weeks in advance*. This will give us time to recruit, hire, and train a replacement. Whenever possible, we ask that you work through Sunday, since this is the end of the week's pay period.

All employees must clear through their department office, Costumes, and Human Resources. Your final paycheck will be mailed to you only after you have completed the termination process. (Final paychecks may not be picked up at the park.) Please follow the steps below after your shift on your last day of work.

- Report to your department office to pick up your PAF (Personnel Action Form).
- Take your PAF to Costumes and turn in your entire issued uniform including your name tag. A Window Attendant will sign your PAF.
- Go to Human Resources to turn in your park I.D. card and to complete an Exit Interview. An H.R. representative will sign and take your PAF.

*All employees who complete the termination process (turn in all issued costumes to the Costume Department and turn in their park I.D. card & complete an Exit Interview in Human Resources) within 24 hours of their last day of work will be eligible for a complimentary single-day Worlds of Fun passport!*





TO:  
**Oceans of Fun**

**Zambezi Zinger**

**Zulu**

**Sea Dragon**



TIVOLI MUSIC HALL

FOUR FARLANDS

SCANDIA SKEETS

THE INN OF THE FOUR WINDS

PIZZA PIZZA

ROCKSHAW RICHARD'S EXPORTERS LTD

YOSHEDA'S JUNK YACHTS

TIVOLI TERRACE CENTRAL

TIVOLI TERRACE EAST

TIVOLI TERRACE WEST

RESTHAUS

ORIENT EXPRESS ENTRANCE

EXIT

RAVE REVUE

SCANDINAVIA ENTRANCE (BACK-GATE)

SCANDIA SKAMBLER

NORSEMAN'S NICETIES

THE INH OF THE FOUR WINDS

PIZZA PIZZA

ROCKSHAW RICHARD'S EXPORTERS LTD

YOSHEDA'S JUNK YACHTS

TIVOLI TERRACE WEST

TIVOLI TERRACE EAST

TIVOLI TERRACE CENTRAL

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TIVOLI TERRACE EAST

TIVOLI TERRACE CENTRAL

RESTHAUS

ORIENT EXPRESS ENTRANCE

EXIT

RAVE REVUE





**PANDAMONIUM!**

**CLONESAMS**  
CLOUDPOOPER 2000

**TIMBER WOLF**

**Rockin' Reeler**

①	CHILDREN'S RIDE
②	MILD THRILL RIDE
⚠	MODERATE THRILL RIDE
⚡	AGGRESSIVE THRILL RIDE
+	FIRST AID
♂ ♀	RESTROOMS



ILLUSTRATION BY OUTRIG TECHNOLOGICS, GRAPHIC DESIGN GROUP, KANAWA CITY, MISSOURI



# Oceans of Fun

+	FIRST AID
♂ ♀	RESTROOMS

◻	CHILDREN
◻	MILD
◻	MODERATE
◻	AGGRESSIVE



## EXTRAS... EXTRAS... EXTRAS!

As a Worlds of Fun/Oceans of Fun Ambassador, you are entitled to special activities and benefits that no other Kansas City area employer offers! We want you to enjoy your on- and off-duty time at the parks and hope you can take advantage of all the benefits we have to offer.

**Activities** ● We have a number of fun and exciting activities planned for you throughout the season: rallies, dances, Splash Bash at Oceans of Fun, employee picnics and more! Watch for details in The Globe and on the Ambassador information boards.

**Ambassador Council** ● The Ambassador Council is a group of employees — elected by their co-workers — who meet with the parks' management staff to discuss areas of concern and develop creative solutions. Let your department's representative(s) know if you have any recommendations. Participate and make your park a better place for Guests and employees!

**Ambassador Purchases/Discounts** ● Active employees are eligible for a 25% discount on merchandise purchased in any of the parks' gift and souvenir outlets. (This discount does not apply to film, camera, and tobacco items.) Simply present your valid park I.D. to the cashier.

Active employees are also eligible for a 25% discount on food/beverages purchased at the parks' food outlets. (Exceptions: Ambassador Clubs and OOF break area.) Again, you just need to present your valid park I.D. card to the cashier. (Ambassadors who are in costume may purchase food only at Café Internationale, Nordic Nook, Custer's Last Stand, Pizzo Pizza, Pizza Pier, or Papaya Pete's.)

Additionally, active employees are also eligible for a 25% discount on locker and inner tube rentals at Oceans of Fun. All you need to do is present your valid park I.D. card to the rental attendant.

**Be Our Guest** ● You can find out what it's like to be our Guest by enjoying Worlds of Fun and Oceans of Fun for free! Seasonal employees may visit each park *anytime at no charge* on days when the park is open to the public. (This excludes private events.) Simply present your valid park I.D. card at any operating ticket booth for admission.

*Off-duty employees are not permitted to be in the park before or after the park is open to the public, may not enter or exit the park through anywhere other than a ticket booth turnstile, and may not wear any part of their uniform when off-duty in the park.*

While a Guest, you are expected to conduct yourselves professionally and courteously and to maintain high Ambassador standards at all times. Remember, you may not loiter and distract on-duty employees from Guests, be in any area which is restricted to Guests, or wear any part of your Worlds of Fun/Oceans of Fun costume.



**Car Pool Assistance** ● If you live in Missouri and would like to share transportation expenses or if you need help finding a ride to work, come to the Human Resources office. A list of employees living near you is available. If you do not want your name placed on our car pool list, please stop by Human Resources. (Unfortunately, Kansas laws preclude us from offering their residents any assistance with transportation to and from work.)

**Chaplain** ● If you have a problem and need someone to talk to, you may want to consider visiting with the Worlds of Fun/Oceans of Fun chaplain. For more information, please contact the Human Resources office at extension 1010.

**Complimentary Passports** ● After completing 200 hours of work this season you will be eligible to receive two complimentary single-day passports to Worlds of Fun or Oceans of Fun. Thereafter, you will be eligible to receive one complimentary single-day passport for every 100 hours of work to a maximum of 10 during a calendar year. To receive your complimentary passports, please contact your department office at least two days in advance. Complimentary passports are a benefit to active employees only. Any passports not used prior to an employee's termination will be forfeited.

**Discount Passports** ● You can purchase additional passports for your friends and family at a rate specially discounted for employees only. These passports may be purchased at either Worlds of Fun Ambassador Club when they are open.

**Forum Amphitheatre** ● As a Worlds of Fun/Oceans of Fun Ambassador, you may also attend the many concerts we present at the Forum Amphitheatre at no charge. Ambassadors may enter the Forum no more than 30 minutes prior to show time by presenting their valid park I.D. card to the attendant at the Pandamonium entrance to the Amphitheatre. Only those employees who are off-duty and not in costume will be admitted. Ambassadors are not permitted to go backstage unless assigned to do so by their department's regular management staff.

**The Globe** ● Don't miss The Globe, the official Worlds of Fun/Oceans of Fun employee newsletter. Pick up your copy of this informative periodical in your department office, in break areas, and in Costumes. The Globe will help keep you up-to-date on the latest news and upcoming activities.

**Honor Board** ● The management of both parks selects several outstanding Ambassadors to be recognized on the Worlds of Fun or Oceans of Fun Honor Board. Selection is based on job performance, attitude, effort, Guest service and commitment to QISS. Recipients' pictures are displayed in their park, plus the employees receive complimentary passports, QISS Ca\$h, and a certificate of achievement.

**Information Boards** ● Special Ambassador information boards are located in the Indoor Ambassador Club at Worlds of Fun and in the break area at Oceans of Fun. Check them out for the latest news and announcements of upcoming events.



**Intramural Sports** ● We've got special sporting events planned for Ambassadors only. From softball to volleyball, they're a lot of fun for participants and spectators. Watch for details in The Globe and on information boards.

**Other Parks** ● Learn more about the entertainment industry while having a great time! Employees of Worlds of Fun/Oceans of Fun are eligible for free admission to Six Flags over Mid-America in St. Louis and to Silver Dollar City, White Water, and the Grand Palace in Branson. To make arrangements, simply contact the Human Resources office at least two days in advance.

**Scholarships** ● This year, \$10,000 in scholarships will be awarded to outstanding Ambassadors. Criteria for selection include the employees' scholastic achievement, involvement in outside activities, financial need, and — above all — their work performance as Ambassadors. Information and applications will be available in the Human Resources office beginning in April.

**Suggestion Program** ● We want to hear from you! If you have a good idea or suggestion about how we can make Worlds of Fun or Oceans of Fun better or safer for Guests or Ambassadors, please let us know. Suggestion boxes are located in both Ambassador Clubs and in the lobby areas of Costumes at Worlds of Fun and in the break area at Oceans of Fun.

**Transfers** ● After working 40 hours in your originally assigned department, Ambassadors are eligible to apply to transfer to another department if they wish. To do so, pick up a transfer application from the Human Resources office. You will need to have this application approved by the management staff of both your original department and the department into which you wish to transfer. Then return your application to Human Resources. An H.R. representative will contact you to finalize the transfer.

Employees are required to continue working in their original department until Human Resources approves the transfer. Criteria for approval include — but are not limited to — good attendance, work performance, the availability of the desired position, and the availability of a replacement employee.

**Holidays** ● Due to the nature of our business, no business is done during the holidays. Employees are required to work during the holidays and we need all of our employees to be ready to serve our Guests.



## WORK SCHEDULES AND PAY INFORMATION

**Work Schedules** ● Each department establishes the work schedules for its employees. Because the parks' operating hours and expected attendance change from day to day, so will your hours. It is your responsibility to make sure you're aware of and understand your work schedule. If you have any questions, please ask your supervisor or contact your department office for clarification.

**Timing In and Out** ● You should be in your costume and at your work location no more than five minutes before the start of your scheduled shift. Upon arriving at your work location, immediately report to your unit's manager to be timed in. If you work in more than one location during the day, you must time in with the manager at each location. At the end of your shift (in each unit you work), you must time out with the unit manager and initial the daily timesheet. Failure to time in and/or out in each unit you work may cause a delay in your pay for these hours.

**Cashiers** ● Cashiers are automatically paid 15 minutes for time spent in Cash Control. Cashiers required to spend more than 15 minutes in Cash Control should report immediately to their department office where a timekeeping adjustment will be made.

**Pay Periods and Paychecks** ● Pay periods at Worlds of Fun/Oceans of Fun run from Monday through Sunday. You will receive a paycheck for hours worked in a pay period on the following Friday. Paychecks are available on Fridays after 4:00 p.m. in your department office.

If you have a question about your paycheck, please talk to your department's office staff. If there is still a problem, please contact one of your department's regular management staff members. Should your question still not be resolved, contact the Human Resources office for assistance.

If your paycheck is lost or stolen, immediately report this to your department's office staff. You will be responsible for the bank's \$20.00 stop payment fee. A replacement check will be issued only after our Payroll Department has received verification from the bank.

**Extra Shifts** ● Extra shifts may be available from time to time if you're interested in working additional hours. Simply check with your department office. (Remember, you may not work positions for which you have not received training.) If your department does not have any extra shifts to offer, please stop by Human Resources, and they will help you contact other departments to determine their staffing needs.

Please keep in mind, however, that all hours worked in excess of your regularly assigned schedule must be approved in advance by a regular management staff member of your "home" department. Employees working additional hours without prior approval are subject to disciplinary action up to and including termination.

**Holidays** ● Due to the nature of our business, no holiday time off is allowed for employees during the operating season unless it falls on a regularly scheduled day off. Holidays are some of the busiest days at our parks, and we need all of our employees to be ready to serve our Guests.



**Inter-Departmental Time Cards** • If you work for a department other than your "home" department, you must use an Inter-Departmental Time Card. You must pick this card up from your "home" department each day. After first reporting to the office of the department for which you are temporarily working, you'll take your Inter-Departmental Time Card to the manager of the unit in which you'll be working. If you change work locations, take the card with you to that unit's manager. At the end of your shift, both you and the manager(s) must sign the card. Be sure to return the card to your "home" department's office before you leave for the day.

**Changes in Personal Information** • If you have a change of address, phone number, or other personal information, please notify your department office of these changes on or before the effective date to keep your employee information current. If you have a change in tax status, stop by Human Resources to complete new withholding forms.

**Inclement Weather** • Worlds of Fun and Oceans of Fun generally remain open during inclement weather. In the event of extreme weather conditions (heavy rains, snow, etc.), it is your responsibility to call your department office to find out whether or not you are expected to report for work that day.

**Meal Breaks** • Whenever possible, Ambassadors receive a 45-minute, unpaid break. There are three food outlets throughout the parks at which employees may purchase discounted meals. These break areas are for employees only. Food and beverages at these facilities may not be purchased for or shared with anyone who is not an employee of Worlds of Fun/Oceans of Fun.

Ambassadors may not leave the parks for lunch or dinner while in costume. Employees may choose to bring a meal from home, however it must be eaten in one of the three Ambassador break areas.

Employees may purchase food, snacks, and beverages from the vending machines provided in the Ambassador Clubs, the Oceans of Fun break area, and the lobbies of Men's and Women's Costumes.

**Worlds of Fun** • Employees may purchase a discounted lunch or dinner at the Indoor Ambassador Club, located below the Inn of the Four Winds in Scandinavia, or at the Outdoor Ambassador Club, located at the top of Pandamonium. Ambassadors will also receive a 25% discount on food purchased at Café Internationale, Nordic Nook, Custer's Last Stand, Pizzo Pizza, or Pizza Pier by presenting their park I.D. However, food purchased at these facilities must be taken to one of the Ambassador break areas when employees are in costume.

**Oceans of Fun** • Employees may purchase a discounted lunch or dinner at the Ambassador break area located at the back of the Hot Dogger. Ambassadors will also receive a 25% discount on food purchased at Papaya Pete's by presenting their park I.D. However, food purchased at this facility must be taken to the Ambassador break area when employees are in costume.

*While in costume, employees may consume food and beverages only in these Ambassador break areas; breaks may not be taken in any other area of the parks.*



## GUEST INTERACTION

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 fundamental step in reaching this goal is to treat our Guests with respect, enthusiasm, and cheerful attention.

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



### Communicate the Positive

The easiest way to brighten a Guest's day is through a positive, friendly, and confident attitude. You should always present yourself, the parks, and your co-workers in a positive way. One point that we can't stress enough is that every Guest is a VIP. In a sense, every Guest is our boss; our Guests pay our wages and give us the opportunity to work and better ourselves.

### The Personal Touch

Your experience at the parks will be a successful adventure if you always remember that Worlds of Fun and Oceans of Fun are people productions. Help a "lost" parent. Take time to answer questions and to talk with Guests in line. When you see a father about to take a picture of his family, offer to do it for him so he can be in it. (Think of how many millions of vacation photographs are taken every year with an important family member missing... the one behind the camera!)

When you complete your training, we want you to have the outstanding qualities of a Worlds of Fun/Oceans of Fun Ambassador. We believe that you are on your way to a most rewarding work experience. Just remember... a Guest's most lasting impression of their visit will be YOU!



## Become an Information Specialist

Make sure that you're familiar with the location of the information centers (map cases) throughout the park. These informative directories include a park map, daily performance times for all of the park's shows, upcoming Forum concerts, featured gift shops, and the types of food served in restaurants throughout the park.

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. Never say, "I don't know." Say, "Let me find that information out for you," and do it! If you and your manager don't know the answer to a Guest's question, call the WOF/OOF Help Line at extension 4357... just dial H-E-L-P!

## HOW TO HELP AN UNHAPPY GUEST

There are times when you will encounter a Guest who has been faced with a situation that has prevented him from having a good time. On these occasions, your responsibility is to do your best to listen to the Guest and to solve or try to solve his problem. This is easily accomplished when you treat the Guest in a courteous, attentive manner.

When you do come across a Guest who has a complaint:

- Listen with your eyes. Look at the Guest as he is talking to you. Give him your undivided attention.
- Thank the Guest for bringing the matter to your attention and for giving you the opportunity to try to rectify the problem.
- Apologize to the Guest for his inconvenience. No matter what the problem is, the Guest is unhappy... a situation that none of us wants.
- Attempt to solve the problem. If you are unable to, call your manager or supervisor immediately for assistance.
- Keep smiling. Make every effort to keep the Guest happy. If he wishes to make a written complaint, politely direct him to the Guest Services office.



## GUEST SERVICES

### Worlds of Fun

**Accessibility for Guests who are Disabled** • A specially designed informational park guide is available at the Guests Relations office at the main gate and at the Guest Services ticket booth at the Scandinavian entrance.

**ATM** • Guests with Cirrus or Bankmate bank cards may get cash advances at our convenient ATM (automated teller machine) located at the main gate.

**Checks** • Guests may use personal checks to purchase tickets at any ticket booth. Guests may also cash personal checks at the Guest Services office at the main gate. Personal checks may not be accepted at other locations in the park.

**Credit Cards** • Guests may charge their tickets on either Visa, MasterCard, Discover Card, or American Express. These cards are also accepted in all gift shops and at many restaurants and snack stands (no carts) throughout the park.

**Film and Cameras** • Film and disposable, all-in-one cameras are available throughout the park at most major gift shops.

**First Aid** • First Aid is located adjacent to the Scandinavian entrance to the park next to the Festhaus. Additionally, some over-the-counter medications and toiletries such as aspirin and feminine hygiene products are available throughout the park at most major gift shops.

**Guest Services** • The Guest Services office is located at the main gate of the park. Our Guest Services staff is trained to assist Guests with questions about the park and other attractions in the area.

**Hotel Reservations** • The parks have a full-service hotel reservation service which offers Guests special rates at over 70 hotels and motels in the Kansas City area. Direct Guests who wish to take advantage of this service to the Guest Services office.

**Lockers** • Storage lockers and bins for large items are located at Clark's Wheel Borrow adjacent to the main gate.

**Lost and Found** • For information regarding lost articles, direct Guests to the Guest Services office at the main gate. If you find something a Guest has lost, immediately take it to the nearest unit manager or supervisor. Do not take it anywhere else.

**Lost Children** • Whenever a child becomes separated from his parents, notify Security by calling extension 1306. A Security Ranger will escort the child to the Guest Services office at the main gate.

**Paging** • In most cases, Worlds of Fun cannot use the public address system for personal paging by Guests. Guests with questions regarding this policy should be directed to the Guest Services office.



## Worlds of Fun - continued

**Pets** • A kennel for pets is located near tram stop #1, located between parking lots B and C. Guests wishing to take advantage of this service should be directed to the Security office in the Administration Building. No pets are allowed in the park. (Guests who need the help of a guide animal should be directed to the Security office for assistance.)

**Picnic Area** • The picnic area is located between parking lots D and E. Picnicking and personal coolers are not permitted inside the park at any time. Catered picnics for groups of 40 or more are held at the Festhaus and Tivoli Terrace picnic areas. Guests wanting to find out the location of their group's catered picnic should be directed to one of the park's information centers. Guests wishing information on a possible future catered picnic should be asked to call our Sales Department at 454-4545, extension 30.

**Post Office** • Letters and postcards may be mailed at Clark's Wheel Borrow adjacent to the main gate. Stamps are also available.

**Refunds and Rainchecks** • Worlds of Fun does not issue refunds or rainchecks. If it becomes necessary to shut down some of our rides for mechanical- or weather-related reasons, encourage Guests to take advantage of the many shows, gift shops, food outlets, and games that remain in operation. Guests with questions regarding this policy should be directed to the Guest Services office.

**Restrooms and Water Fountains** • Restrooms and water fountains are located in all sections of the park. We urge you to immediately learn the locations of all restrooms near your work location. If you observe or find out that a restroom is in need of attention, please contact the Operations office at extension 1300.

**Rules and Regulations** • Alcohol, drugs, fireworks, and weapons are not allowed in the park. If you suspect a Guest or employee is in violation of this policy, call Security immediately at extension 1306.

**SameDay Gateway** • Guests may use the SameDay Gateway to go back and forth to Oceans of Fun for an additional, nominal charge. The SameDay Gateway is located in Africa near the Monsoon.

**Season Passport Processing** • Guests who need to process their season passports should be directed to the Fun Club Season Passport booth in Pandamonium.

**Strollers** • Strollers are available adjacent to the main gate and, when the back gate is open, near First Aid for a small rental fee.

**Vending Machine Refunds** • Refer Guests who have lost money in a vending machine to Guest Services. Then contact your department office, and they will notify the proper department of the problem.

**Wheelchairs** • Wheelchairs are available on a first come, first served basis adjacent to the main gate and, when the back gate is open, near First Aid for a small rental fee.



## GUEST SERVICES

### Oceans of Fun

**Accessibility for Guests who are Disabled** • A specially designed informational park guide is available at the Guest Services office at the entrance to the park.

**Checks** • Guests may use personal checks to purchase tickets at any ticket booth. Guests may also cash personal checks at the Guest Services office at the park entrance. Personal checks may not be accepted at other locations in the park.

**Credit Cards** • Guests may charge their tickets on either Visa, MasterCard, Discover Card, or American Express. These cards are also accepted at Trader Nick's gift shop, the Belly Up Bar, and most restaurants and snack stands (no carts) throughout the park.

**Film and Cameras** • Film and disposable, all-in-one cameras are available at Trader Nick's gift shop in Central Village.

**First Aid** • First Aid is located in the Administration Building next to Surf City wave pool. Additionally, some over-the-counter medications and toiletries such as aspirin and feminine hygiene products are available at Trader Nick's.

**Guest Services** • The Guest Services office is located at the entrance to the park. Our Guest Services staff is trained to assist Guests with questions about the park and other attractions in the area.

**Hotel Reservations** • The parks have a full-service hotel reservation service which offers Guests special rates at over 70 hotels and motels in the Kansas City area. Direct Guests who wish to take advantage of this service to the Guest Services office.

**Inner Tubes** • Guests may rent inner tubes at George's Rafts located on the west side of Surf City and at Toobie or Not Toobie at the south end of the Caribbean Cooler.

**Lockers** • Lockers are provided for our Guests at Kanakas (men's) and Wahinis (women's) clubhouses in Central Village.

**Lost and Found** • For information regarding lost articles, direct Guests to the Guest Services office at the entrance to the park. If you find something a Guest has lost, immediately take it to the nearest unit manager or supervisor. Do not take it anywhere else.

**Lost Children** • Whenever a child becomes separated from his parents, notify Security by calling extension 1306. A Security Ranger will escort the child to the Guest Services office.

**Paging** • In most cases, Oceans of Fun cannot use the public address system for personal paging by Guests. Guests with questions regarding this policy should be directed to the Guest Services office.



## Oceans of Fun - continued

**Pets** • Oceans of Fun does not provide a kennel; however, Oceans of Fun Guests' pets can be accommodated at the Worlds of Fun kennel. Guest wishing to take advantage of this service should be directed to the Guest Services office. (Guests who need the help of a guide animal should be directed to the Security office for assistance.)

**Picnic Area** • The picnic area is located outside the entrance of the park. Picnicking and personal coolers are not permitted inside the park at any time. Please notify Security at extension 1306 or the Administration office at extension 1900 if you see anyone picnicking inside the park. Catered picnics for groups of 40 or more are held at CoCo Palms Pavilion. Guests wishing information on a possible future catered picnic should be asked to call our Sales Department at 454-4545, extension 30.

**Post Office** • Letters and postcards may be mailed at Trader Nick's in Central Village. Stamps are also available.

**Refunds and Rainchecks** • Oceans of Fun does not issue refunds or rainchecks. Guests with questions regarding this policy should be directed to the Guest Services office.

**Restrooms and Water Fountains** • Restrooms and water fountains are located in all sections of the park. We urge you to immediately learn the locations of all restrooms near your work location. If you observe or find out that a restroom is in need of attention, please contact the Oceans of Fun office at extension 1900.

**Rules and Regulations** • Alcohol, drugs, fireworks, and weapons are not allowed in the park. If you suspect a Guest or employee is in violation of this policy, call Security immediately at extension 1306.

**SameDay Gateway** • Guests may use the SameDay Gateway to go back and forth to Worlds of Fun for an additional, nominal charge. The SameDay Gateway is located near the entrance to the Monsoon.

**Vending Machine Refunds** • Refer Guests who have lost money in a vending machine to Guest Services. Then contact your department office, and they will notify the proper department of the problem.

## MYSTERY GUESTS

From time to time, Mystery Guests visit our parks to evaluate the job performance of our employees. Employees who are "caught" providing outstanding Guest service receive a QISS Ca\$h reward, good in all Worlds of Fun/Oceans of Fun gift shops and food units.

So, be on your toes! You never know who the Mystery Guests may be!!!



# SAFETY

## Our Goal is Zero Accidents and Injuries

Throughout Worlds of Fun and Oceans of Fun we have designed the safest possible conditions, but the most important element is you! Our visitors get caught up in the excitement and magic of the parks, and some don't think before they act. This means that it is up to you to be alert in order to protect our Guests and your 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 is dedicated to keeping our fun parks the safest possible places to work and play. To this end, every reasonable effort will be made in the interest of accident prevention and health preservation.

Supporting this commitment requires a sincere and conscientious effort by all company employees.

Safety is always our first priority and the responsibility of all employees, including management, full-time, and seasonal personnel.

### Safety Guidelines

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

- Ask questions before you begin a job or use any equipment if you aren't sure how to do it safely. Use equipment safely and as trained. Make sure you wear any personal protective equipment required.
- If you are asked to perform a job for which you have not been properly trained, don't do it! Contact your supervisor or department office immediately.
- Report any unsafe or defective equipment to your supervisor or your department office immediately. Never attempt to repair any piece of equipment yourself.
- Keep your work area clean; always conduct yourself as a safety-conscious individual.
- Do not allow Guests or employees to run in the park. Politely say, "Please walk."
- Stay off railroad tracks and trestles. These are off-limits to all Ambassadors and Guests.
- Keep alert for unsafe conditions in your work area and in the park; report any you notice immediately to your supervisor, department office, or Security at extension 1306.
- Report potential fire hazards to your supervisor and Security at extension 1306 immediately.
- Know all restrictions that apply to your job location and enforce them fairly, firmly, and tactfully.



## **Restricted Areas**

For the safety of all employees, only authorized employees are allowed in any part of the Maintenance shop area. This includes the vending machine/break area. Ambassadors violating this rule are subject to disciplinary action up to and including termination.

## **Safety Suggestion Program**

We want to know your ideas on how to make Worlds of Fun and Oceans of Fun safer places for all Ambassadors and Guests. If you have a good idea, let your department's management staff or the Safety Department know about it. Awards of up to \$25 will be given for original safety suggestions.

## **Vehicle Riding Policy**

A situation may arise where you need to be transported from one area of the park to another in a vehicle. Never stand up in the bed of a pick-up or flat-bed truck while in transport; never ride with your legs hanging over the side or end of a vehicle; and never ride on top of cargo while the vehicle is moving.

If you are unable to ride in a particular vehicle in an approved, safe manner, either wait for another vehicle or walk. This includes tugs, trams, pick-up trucks, flat-bed trucks, fork lifts, or any other type of vehicle throughout the parks.

## **HAZARD 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 that you need to work safely with chemicals and hazardous materials that may be in your work area.

### **OSHA Hazard Communication Standard (Right-To-Know)**

The Occupational Safety and Health Administration provides standards for the employee's 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 chemicals 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 any chemicals in your work place are available in your department office, in First Aid, and in the Safety office.



## Container Labeling

Any material or chemical you work with should be labeled. Always read and understand the label instructions before using a material or chemical. The label should tell you:

- the name of the material,
- the manufacturer,
- any precautions which should be taken when using the material, and
- emergency procedures.

## Personal Protective Equipment

Personal Protective Equipment (or PPE) are valuable tools in avoiding injury. The company provides gloves (metal; used primarily by Food Service), hot mitts, and cotton and rubber gloves. The company also provides safety glasses, goggles, face shields, aprons, boots, and earplugs. These are just a few of the PPE items we have available for staff use in the park.

If there is the slightest possibility of injury as a result of not wearing the appropriate PPE, take the time to make sure you have what you need; then use it. Failure to wear appropriate PPE could result in serious bodily injury and possibly reduce Worker's Compensation coverage and benefits.

Pay very close attention to the safety instructions given in your department training. If you have any questions about the proper PPE for your position, ask your supervisor or call the Safety office at extension 1204.

## Rules To Follow

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

- 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.
- *Never* mix chemicals or cleaning compounds.
- Always wash your hands, arms, face, and other possibly exposed areas after using chemicals.
- If your clothing has been contaminated, immediately ask for a clean uniform.
- Never eat, drink, smoke, or chew gum while using any chemical.

Any questions concerning the Hazard Communication Program should be directed to the Safety office at extension 1204.

## COMMON SENSE

Listing all the do's and don'ts of your employment is impossible. One of the basic ingredients of any successful safety program is common sense. With the guidelines contained in this manual and some good common sense, we can all have a fun and safe season here at Worlds of Fun/Oceans of Fun!



## **AMBASSADOR INJURIES**

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 you're 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.* If First Aid is closed, contact Security at extension 1306 (or, if not answered, extension 1315).

To be eligible for paid medical expenses for an on-the-job injury or illness, you must receive treatment from doctors, clinics, or hospitals as authorized by First Aid or by the Safety Manager. It is for this reason that we require all seasonal employees to have a current Health Questionnaire on file with our Safety Department.

If it is necessary for you to receive medical treatment after normal park operating hours, you must notify the Security office at extension 1306 (or, if not answered, extension 1315). Again, any medical treatment received as a result of a job-related injury must be authorized by the Worlds of Fun/Oceans of Fun Safety Department. *Any bills incurred as a result of unauthorized treatment may be the sole responsibility of the injured party.*

### **Heat Wave**

Throughout the season, we may have some very hot days. The following guidelines may help you get through extremely hot weather while on-the-job:

- Drink plenty of water. Stay away from carbonated drinks.
- Eat a meal before coming to work and while you are at work. This will help replace the body salts lost through perspiration.
- Keep in good physical condition and stop to rest if you begin to feel faint. Be sure to get out of the heat on your break.
- If you start to feel dizzy, inform your manager, supervisor or department office immediately.

**IN ALL EMERGENCIES, CALL SECURITY IMMEDIATELY!**

**Extension 1306**



## **GUEST ACCIDENTS, INJURIES, AND ILLNESSES**

Guests who become ill or are injured should be directed to First Aid for assistance. Please make sure you are familiar with the location of your park's First Aid station.

In case of a *serious* accident, injury, or illness, follow the steps listed below:

- Call Security immediately at extension 1306. Give your name, your location, and the type of injury or illness.
- Remain calm. Do not move any injured party.
- Ask Guests who saw the incident to remain at the scene until Security personnel arrive. You may need to assist Security in clearing the area of onlookers.
- Do not make any statement about such situations to anyone except Security or Safety personnel or your department's regular management staff.
- Never inform a Guest that Worlds of Fun/Oceans of Fun will be responsible for any medical bills.

**IN ALL EMERGENCIES, CALL SECURITY IMMEDIATELY!  
Extension 1306**

## **EMERGENCY PROCEDURES - FIRE**

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

**To operate our fire extinguishers** ● Remove the pin; from 8 to 10 feet away, point the nozzle at the base of the flame and, using a sweeping side-to-side motion, squeeze the handle to extinguish the fire.

Check the fire extinguishers in your work location frequently to make sure they are full. If they are not, or if they have been discharged, call Security. Please, for your safety and the safety of others, do not play with, tamper with, or (unless there is a fire) discharge any park fire extinguishers. Such actions will lead to disciplinary action (possibly including reimbursement for recharging the extinguisher) up to and including termination.

## **EMERGENCY PROCEDURES - POWER INTERRUPTION**

Remain calm. Help our Guests remain calm too. In most cases, the power will return within minutes. Most units are equipped with emergency lighting which will come on automatically. Your manager or supervisor will relay additional instructions if needed. This will be covered in more detail in your department training.



## EMERGENCY PROCEDURES - SEVERE WEATHER/TORNADO

### Severe Weather

In the event of severe weather, some of the parks' attractions may close to protect the safety of our Guests and employees. If your unit is involved, you will be given specific instructions to do so by your department's management staff. (Please **do not** attempt to close an attraction unless you have received proper authorization to do so.) Assure Guests that we will make every attempt to reopen all attractions as soon as it is safe to do so.

### "Seek Shelter"

If severe weather is a direct threat to the parks — including high winds, heavy rain, cloud-to-ground lightening, hail, etc. — the Guest Services office at each park will make a "seek shelter" announcement over the paging system. Should this situation occur, all park employees should direct Guests into the following areas. Please **make sure you become familiar with all "seek shelter" locations around your work site.**

- gift and souvenir shops
- covered food unit patios
- arcades and Skee-ball halls
- Oceans of Fun bath houses
- covered games areas
- theatres
- queue houses and covered queue lines
- CoCo Palms Pavilion

When the threat of severe weather has passed, Guest Services will announce that the thunderstorm is over and that rides and attractions will reopen shortly. If your facility was closed due to the storm, **do not attempt to reopen your unit without authorization to do so from your department's management staff.**

### "Take Cover"

If the National Weather Service reports that the parks are in the path of a tornado, Guest Services will make a "take cover" announcement. In your department training, you will be given the specific location of the "take cover" area(s) nearest to your work unit. **Make sure you become completely familiar with these.**

If a "take cover" announcement is made, you should proceed **immediately to the nearest "take cover" location directing and leading Guests as you go.** (If you are a cashier, please lock your register before leaving your unit.)

Following a "take cover" with no tornado or other major storm damage, Guest Services will announce that the storm has passed and that rides and attractions will reopen shortly. If your facility was closed due to the storm, **do not attempt to reopen your unit without authorization to do so from your department's management staff.**

Should a tornado touch down at the park, you will be given specific directions by Security personnel, a park management staff member, or a seasonal supervisor. Guests who are not injured should be directed to go to their vehicle and to leave the premises. Guests who are injured should be asked to remain where they are. Do not direct them to First Aid. (Security, First Aid, and other emergency personnel will be by to assist them as soon as possible.)

Guests who are separated from their group should be directed to report to tram stop #1 in parking lot B (at Worlds of Fun) or the bus and RV parking lot (at Oceans of Fun).



## **INTEGRITY**

The "I" in QISS stands for Integrity. A person's integrity is their honesty... their adherence to high principles... their honor. As employees of Worlds of Fun/Oceans of Fun, the highest degree of integrity is not asked of us... it is required! A person with integrity:

- does not steal or intentionally mishandle company money.
- does not steal, give away, misuse, or accept without proper payment company product such as food, merchandise or equipment.
- does not steal from the company by cheating on timesheets or other paperwork.
- does not lie... to supervisors... to Guests... to co-workers.

## **"TIPS" HOTLINE**

Again, we expect and demand the highest degree of integrity from our employees. However, if you become aware of activities in the park which you know are wrong — theft, vandalism, possession/sale of narcotics, etc. — please let us know! You can call the "TIPS" hotline (just dial T-I-P-S), and report this information anonymously. You may be eligible for a reward of up to \$500.

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.

## **SURVEILLANCE**

As part of our ongoing loss prevention program, Hunt Midwest Entertainment uses a number of surveillance methods throughout the parks:

- Electronic surveillance, including mobile and fixed cameras.
- Undercover operatives; individuals who work alongside employees in park facilities.
- Secret shoppers; individuals who pose as Guests to monitor the cash handling practices and overall work performance of our employees.
- On-line/electronic register transaction monitoring.
- Auditors; employees who perform random spot cash audits throughout the park.

Hunt Midwest Entertainment has the right to inspect, at its discretion, any company-operated quarters, rooms, or lockers provided for employees or the employees of lessees. Additionally, the belongings of employees, including but not limited to lunch boxes and automobiles, may be searched by authorized representatives of the company while on company property.

## **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.



## IMPORTANT PHONE NUMBERS

With Worlds of Fun/Oceans of Fun's phone system, you can reach your department through our "automated attendant."

Just dial 454-4545; as soon as the automated attendant answers, dial the appropriate extension listed below from a touch-tone phone.

Costumes .....	1550
Food Service .....	1500
Group Sales .....	8200
Human Resources .....	1010
Janitorial .....	1440
Landscaping .....	1417
Maintenance .....	1400
Marketing .....	1124
Merchandising .....	1370
Oceans of Fun .....	1900
Operations .....	1300
Safety .....	1250
Security .....	1200
Show Productions .....	1350
Warehouse .....	1450

"TIPS" Hotline .....	Dial "T-I-P-S" (8477)
Help Line .....	Dial "H-E-L-P" (4357)

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

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 procedures or involve policies which are not completely addressed in this manual; please feel free to discuss these areas with your supervisor.



# Worlds of Fun

## 1995 OPERATING DAYS

### Spring

April 1 - May 28	Saturdays and Sundays
April 7	Friday Night/Private Party
April 21	Friday Night/Private Party
April 28	Friday Night/Private Party
May 5	Friday Night/Private Party
May 12	Friday Night/Private Party
May 18	Thursday/School Day
May 19	Friday Night/Private Party
May 25	Thursday/School Day
May 26	Friday Night/Private Party

### Summer

May 29 - August 27	Daily
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### Fall

September 2 - October 29	Saturdays and Sundays
September 4	Labor Day Monday
September 8	Friday Night/Private Party
September 15	Friday Night/Private Party
September 22	Friday Night/Private Party
September 29	Friday Night/Private Party

# Oceans of Fun

## 1995 OPERATING DAYS

May 26 - September 4	Daily
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All operating days and hours are subject to change.



**QUALITY • INTEGRITY • SERVICE • SAFETY**



**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.



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 safe and clean environment.

All operating days and hours are subject to change.