

Dorney Park® & Wildwater Kingdom

Park Services

STANDARD OPERATING PROCEDURES

2013



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PARK SERVICES

Standard Operating Procedure

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Congratulations and welcome to the Park Services Department of the Park Operations Division! This Standard Operating Procedures manual is a general overview of Park Services. It contains information very important to your success as an employee at Dorney Park and Wildwater Kingdom and very important to the safety and happiness of our guests and your fellow employees. The policies and procedures contained within this manual generally can be applied at every area, and will provide you with information regarding how these basic procedures apply to your assigned daily duties. If at any time you would have questions, you may ask your trainer, Zone Leader or Area Supervisor.

Thank you for choosing to work in the Park Services Department at Dorney Park and Wildwater Kingdom!

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SAFETY

A safe operation is the foremost of our goals. When we talk of safety, we mean guest safety and the safety of our employees. We take every precaution necessary to provide safe workstations for employees and safe, clean facilities for our guests.

Park Operations is not the only department involved in park safety, nor is the operating season the only time of the year safety is practiced. Every fall, most rides are dismantled. All cars, motors, belts, gears, pulleys, lights, sweeps, brakes, boats, cabins, etc. are removed, taken apart, cleaned, over-hauled, reassembled, repainted, and tested by our Maintenance Department. In the spring, all rides are reassembled and thoroughly test-operated.

During the operating season, the Safety Department periodically inspects each area for safety hazards. Further, each morning of the operating season, every area is inspected and tested by representatives of Maintenance, followed by Park Operation's inspections. Our seasonal employees are given on-the-job training sessions; Park Services Manuals are designed to point out safety precautions to our employees and describe the safest operating procedures for the area being described. As you can see, a large amount of money, time, and effort is spent on safety. All of this effort to make Dorney Park and Wildwater Kingdom the safest park in the world could be in vain if our Park Operations employees do not follow safety procedures or exercise simple common sense.

The most common type of injury that occurs in the course of a day is a Slip, trip, or fall injury. These types of injuries can be avoided by keeping a location clean. Cleanliness plays a huge roll in safety. As a Park Services Attendant, you will be very involved with Cleanliness as Safety.

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10 FUNDAMENTALS OF SAFETY

- I will keep safety foremost in my job performance. Not doing so could jeopardize someone's well-being.
- I will always think before doing. By "looking before I leap", an accident can be avoided.
- I will always listen before acting. By listening to instructions carefully and clarifying any misunderstandings, my job will be easier, more enjoyable, and performed safely.
- I will abide by standard procedures. Time, energy, and money have been spent developing safe operating procedures. Modifying them without approval may create an unsafe condition.
- I will not engage in horseplay. My job and my safety, as well as my fellow employees' and guests' safety, is serious business.
- I will report to work with a clear head. My job requires one hundred percent of my abilities and attention, which cannot be done if I am fatigued.
- I will not miss work or be tardy. Doing so is unfair to my fellow crewmembers and the guests that come to the park. My presence is important to the safe operation of my location.
- I will be especially alert during critical periods, including:
 - * changing positions
 - * during shift changes
 - * the day before or after a day off
- I will be courteous to everyone. Courtesy begets service, which keeps all concerned safe and therefore happy.

I will always keep a neat, clean work area. An untidy, dirty work area is not only unprofessional, but also hazardous.

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Why should there be a section of this manual devoted to attitude? Your attitude affects many people. It affects the people you work with as well as the guests. It also affects how you work; therefore, it can affect the safety of everyone around you. Remember that you are responsible for the safety of the people who visit the park and those that work with you. If you do not like peopling (especially children) and getting very angry and impatient, then you are in the wrong business. If you cannot come to work without thinking, "Boy, I wish everyone would go home!" then *you* might as well look for other employment.

You should come to work with a positive attitude. You should leave all your personal problems, feelings, and prejudices behind. Bringing these attributes with you to work will only affect your job as a professional and the job of everyone around you. If you are upset, it will not take long before you have everyone you work with upset. Please leave your problems at home. Our guests come here to forget about their problems. Why do they want to know about yours?

Always smile and be polite. It will help you feel better and the guests will have fun. Remember that we at Dorney Park and Wildwater Kingdom sell fun. When you feel good about yourself and the people you work with, your job performance is better and you help to provide a safe atmosphere for the guests, your fellow employees, and yourself. Your job at Dorney Park and Wildwater Kingdom can be one of the most rewarding experiences of your life. What could be better than helping provide the thrills and the good times that make people smile and laugh? The key is that it all has to start with you.

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SAFETY

- Please remember if at any time while working at a location a noise is heard or a strange vibration noticed, the location should be closed off and Communications Center (extension 800 - ask for Operations Base) should be contacted. If at any time an employee is not completely sure of a procedure - Standard or Different - or he/she feels unsafe in his/her workstation - the employee should shut down his/her workstation and immediately notify the Team Leader or Area Supervisor.
- We expect that all employees exercise basic common sense in the work area. Horseplay, not paying attention, and not following procedures all increase the possibility of an incident occurring.
- **You are responsible for keeping yourself alert and safety conscious. We expect our employees to come to work alert and remain alert throughout the entire work day. They are to remain in their assigned positions until relieved and they are to refrain from being distracted from their job by employees who want to carry on personal conversations or guests that want to do the same or have questions.**

Safety is not only for our guests, but also for our employees. A good safety record is not only a product of being cautious, but it also comes from the development of a safety-conscious attitude. A person with a safety-conscious attitude thinks before he/she acts.

- **Keep your eyes on the areas while you are working.** Keep your eyes open. Know how the area looks when everything is running smoothly and be alert for anything that looks suspicious.
- **Keep your ears open.** Listen to every unit or piece of equipment. Be alert for anything that sounds differently.
- **Make sure you fully understand your position and know what to do in Different Situations.**
- **Alert the Maintenance Department of any repairs before they become a safety hazard or require a location shutdown.**
- **Remain at your assigned working position until someone takes your place.** All mandatory positions must be staffed continuously throughout the day. We cannot tolerate reduced staffing to accommodate water breaks or while an employee walks a lost child to

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First Aid, for example. Contact your Team Leader or Area Supervisor for assistance if needed.

- **Safety in Different Situations**

- * Make sure you are fully aware of procedures for Different Situations as they pertain to your location.
- * In any operating condition where different procedures must be used, the first step to be done is to get all movement stopped to ensure a proper margin of safety for our guests.
- * In situations where Different Situation Procedures must be taken, make sure your Area Supervisor is notified immediately.

- **Fatigue**

- * Safety conscious, alert employees are very important to our safe operation. If you feel that you are unable to safely complete the duties of your position due to illness or fatigue, it is your responsibility to inform your Team Leader immediately.

- **Closing the area**

- * Each Host/Hostess has the authorization and responsibility to close the location any time he/she feels that the safety of the guests or employees is in danger. Reasons such as severe storms, guest situations, or mechanical situations can warrant closing a location.
- * When closing your location, inform your Team Leader, and call the Communications Center (extension 800 - ask for Operations Base) to inform them of the situation. Depending upon the situation, security may be needed and Park Operations Base can contact them.

SERVICE

As a Park Services crewmember, you should lead the way in providing excellent service to our guests. Understand that they are here for a good time. Answer their questions completely and courteously. Listen to their complaints before reacting. Be patient, and do your best in providing them a friendly environment for them to have a good time. You should always do your best to provide our guests with a safe, efficient, courteous, and enjoyable day.

Excellent service is directly related to cleanliness of the park. Become aware of areas throughout the park that may require extra sweeping. Assist the Food Department in the cleaning of tables around food stands. The guests do not care which Department is responsible for cleaning a particular area. Guests want to eat, play and relax in a clean environment.

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All crewmembers must strive to eliminate idle time. There is always something to clean - landscaped and planter areas, the walls in the restrooms, or the lids and sides of trashcans, etc. Be extra critical of the cleanliness of the park and your area of responsibility.

- **Be as helpful as possible to our guests.** If you're walking through the park, help guests that appear to be lost or remind them about the shoes, shirts, and shorts policy if they are in an area that requires them so they do not have to backtrack to the place they left their items.
- **Dorney Park and Wildwater Kingdom employees work for our guests.**
- **Excellent service is very critical during Different Situations.** Too often guests' comments that could have been handled in the park end up in Guest Services. Whenever possible, attempt to handle the difficulty yourself. Always be polite and be very aware of what the situation looks like from the guests' perspective and what their perception of you is.
- **Assist our guests during inclement weather.** Allowing our guests to remain under cover is a way to show them we care. Direct guests to possible shelter areas.
- **Responsible employees who follow procedures to prevent operational downtime on their locations also provide excellent service.**

COURTESY

Have you ever been to a restaurant or a gas station or a department store when an employee was rude to you - either intentionally or unintentionally? It probably disturbed you to know that someone whose job it was to politely serve you did not do so. We do not want our guests to feel this way. We want them to feel that they are welcome here and that we are doing our best in providing a good time for them. Another of your responsibilities is to ensure a courteous operation. We want our guests to come to our great park again and again.

To start with, you should use respectful terminology when interacting with guests. Get into the habit of saying "please," "thank you," "sir/ma'am," "hello" and other phrases which are respectful and make the guest feel welcome. For example, you should say "Step in carefully, please," as opposed to an abrupt, "Get in". "Please", however, will not accomplish much if an employee's general tone is sarcastic or resentful. A phony sounding "please" actually will defeat our purpose. It will sound automated and impersonal. We want pleasant, personal employee-guest interaction that is tactful and courteous at all times. Get into the habit of smiling. Guests will respond better to instructions from an employee with a smile and will feel more comfortable approaching an employee with a smile. A smile will improve their total experience at the park and give Dorney Park and Wildwater Kingdom an edge over the competition.

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If a guest has a question, a crewmember should take time to answer it. If he/she cannot answer the question, he/she should contact his/her Area Supervisor or direct the guest to someone who can. Employees should always know how to direct a guest to any location in the park, should know the height requirements of all the rides (in order to suggest rides to guests that do not meet the height requirement at their ride), and be very familiar with all park policies. If you don't know an answer to the guests' question, direct them to somebody or somewhere that will help, or call for assistance yourself.

Different Situations, again, are critical times for employees to be courteous. Guests are upset enough when rides shut down. If employees are rude further or are even perceived as being rude, the guests will become twice as upset. Be sympathetic to how the guests feel. Make polite, apologetic announcements frequently. Be as informative as possible without leading the guests on to believe the ride will reopen in an unreasonable amount of time. Make sure all of the guests know what is going on. Go throughout the entire line to personally inform guests. Somebody should always be posted at the entrance during ride downtime to inform guests of what is going on. If guests are stranded or being evacuated, calm them and reassure them. Be confident in your actions and be as helpful as possible. Always offer your full assistance.

Children present a good opportunity to show guests just how courteous you can be. Your first and foremost responsibility is safety. Do not let your interaction with children interfere with your duties; however, making conversation with them can be easily done while performing your duties. Children will have a better time in the park and their parents will appreciate the treatment their children are receiving from the person they have trusted their children's well being with.

- Be sincere in saying "please" and "thank you" when instructing guests.
- Always accompany any guest interaction with a smile.
- Take time to answer guest questions. If unsure of the answer, direct the guest to someone who knows or make an attempt to find the answer for the guest. Do not make up inappropriate or inaccurate answers.
- When handling a guest comment, listen attentively to the guest. If you feel you cannot satisfy the guest, offer to call your Team Leader or your Area Supervisor to speak with the guest; if he or she is not available, politely direct the guest to Guest Services. If you direct a guest to Guest Services you should notify your Area Supervisor of the incident so that Management will be better prepared to handle the complaint.
- Eye contact is important. Be aware of the policy on sunglasses. The guest will feel you are interested in his/her problem or question if you maintain steady eye contact.

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- Go about your job in a friendly frame of mind. "Please" and "thank you" mean very little unless they are sincere. Remember, your fellow crewmembers will be watching you as you deal with the guest and your courteous manner will rub off on them.
- Use the terms "Sir" and "Ma'am" to show respect to guests.
- Personal injury claims can be made for alleged harassment, rudeness, discourtesy, or embarrassment. Watch how you treat people at all times, especially when enforcing park policy. Make sure that your firmness is just that and that nothing you say could be interpreted as rudeness. You can be very polite and respectful while still being firm.
- Be aware of your appearance and body language at all times. Remember that our guests spend a lot of money on what they hope will be a wonderful vacation. A crew who jumps for joy at the onset of a thunderstorm will leave a negative impression on our guests.
- Take the opportunity to talk to our guests when your job duties allow you the time to do so. This shows you are concerned with their well being. Use the "meet and greet" techniques as discussed in your training.
- Please remember that no part of a day at Dorney Park and Wildwater Kingdom is as valuable to our guests as the friendly, courteous treatment by our employees. Other parks may be able to offer more rides, taller roller coasters, etc., but Dorney Park and Wildwater Kingdom can offer the best service. Our rides are certainly at a standard high enough that guests will come back to visit to enjoy the thrill of the rides again. Whether they actually do come back or not depends upon the type of treatment they are given by our employees.

CLEANLINESS

Cedar Fair has a reputation for running clean parks and we intend to uphold that reputation at Dorney Park and Wildwater Kingdom. The cornerstone of cleanliness applies to our employees following the uniform and grooming policy as well as maintaining clean restrooms, trashcans, and midways.

Employees should always take great pride in keeping their work areas clean. A dirty park certainly turns guests off and conveys a feeling that we do not care; but the importance of maintaining high standards of cleanliness runs deeper. Guests actually equate the level of cleanliness that is maintained with the level of safety that is maintained. If a guest uses a restroom or walks down a midway that is unkempt and dirty, he/she will then assume that maintenance checks and other safety checks are probably overlooked also. You can be sure that this guest will not visit the park again.

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Prior to opening each day, all areas are to be swept out and wiped down, inside and outside. Your entire area is to be swept. Should your area have windows, they too should be cleaned. Restricted areas should be free of debris and organized. Landscaping areas should be free of debris and free of overgrown weeds. Cobwebs should be knocked down. Lights should be cleaned. The midways and landscaping areas surrounding your area should be free of debris **(including cigarette butts)** and swept. All trashcans in your area should be wiped down, placed with both openings accessible to guests, and placed so that both Dorney Park and Wildwater Kingdom logos are visible to guests. Place the trashcan lid openings over the labels. Lastly, all of the aforementioned areas should be kept clean throughout the day. Employees should always make sure cleaning items are stored neatly after use in the Cleaning WorkStation. Employees should also ensure that cleaning supplies do not run out and are being used wisely. Cleaning fluids should be used the way they were intended to be used.

Employees should be dressed in clean uniforms each day. For neatness and consistency purposes, sweaters, coats, or jackets worn over the uniform will be issued through the Human Resource Office. Any item worn underneath the uniform must not show from underneath the uniform in any way and must be approved by your Area Supervisor. For inclement weather, rain slickers are available at Human Resources. When rain slickers are not in use, they should be stored neatly in the Cleaning workstation. They should not be placed in guest view or worn around the waist.

Men must wear white socks, white low top shoes or sneakers, and a conservative belt. **Men must be clean-shaven and may not wear earrings.** Mustaches are permitted as long as they are neatly maintained. Females are required to wear white socks and white low top shoes or sneakers, and should avoid excessive make-up or jewelry. **No more than two earrings per ear are permitted. Earrings may only be worn in the ear lobe.** All employees should wear the hats issued at Human Resources. All employees, if wearing sunglasses, must wear non-mirrored, non-reflective sunglasses with dark rims and frames.

Any employee failing to meet grooming guidelines (such as males not shaving, or any employee in a dirty and unkempt uniform) will be sent home or to Human Resources to amend the situation. Disciplinary action may be taken for such offenses, especially if opening of an area is hindered by the employee's carelessness. If an employee is sent home for grooming or uniforms infractions, it is expected that the employee will return promptly to work as soon as the problem has been corrected. Remember that wearing your nametag is also a part of the uniform. Employees who forget their nametags at home will be sent home to get them. Nametags are to be worn with the name facing outward on the employee's left side below the collar.

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INTEGRITY

Cedar Fair also follows the principle of integrity. A person's integrity is their honesty, their adherence to high principles and their honor. As employees of Cedar Fair, the highest degree of integrity 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 products such as food, merchandise or equipment; does not steal from the company by cheating on timesheets or other paperwork; and does not lie to supervisors, guests or co-workers.

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The following is a description of the various tools and chemicals used in the Operations Department. Use your equipment as it was designed. Misusing equipment can damage both the tool and the surface you are trying to clean. Misusing chemicals can not only make cleaning more difficult, but unsafe.

TOOLS

- **BUCKETS:** These are good to use when cleaning the phone booths or tables. When you use a spray bottle and scrubbing sponge, water is not always conveniently located near you. However, if you have a bucket of water to rinse your sponge or heavy-duty wipe off, this will make cleaning simple. These are good to use when cleaning walls, toilets, urinals, etc. When you use a spray bottle and scrubbing sponge, water is not always conveniently located near you. However, if you have a bucket of water to rinse your sponge or heavy duty wipe off, this will make cleaning simple.
- **CORN BROOM:** The full size version of the Lobby Broom. This tool is used for large sweeping projects, such as in a picnic grove. The dirt can be swept into a pile, and then a Lobby Pan and Broom can be used to sweep the pile.
- **DOODLE BUG PAD:** The entire unit consists of a handle, doodle bug pad holder, and a doodle bug pad. This tool is used to clean the base boards of walls, the edges of floors, and corners of the floors. It can also be used to clean difficult stains on the floors. Doodle bug pads can be soft, medium, or coarse in abrasiveness. We generally use the medium grit. The pads attach to the holder with a "Velcro" like attraction. Once a pad is worn, remove and discard.
- **GALLON JUGS:** Used for easy storage of chemicals in "off stage" areas. Make sure gallon jugs are labeled properly. Do not put one kind of chemical in a jug labeled for another type of chemical. When cleaning guest vomit from the midways, you can obtain the gallon jugs of absorbent from rides, restrooms and Sanitation Areas. Please note that this is not a time to socialize with the ride and restroom crews.
- **GOGGLES:** Worn to prevent chemicals from making contact with the eyes.
- **HEAVY DUTY WIPES:** These are paper wipes that can be used more than once. Best when used to wipe up residue from sponge use. Also good for cleaning windows and mirrors.
- **LOBBY BROOM:** Used with the Lobby Dust Pan. This broom is a smaller version of the Corn Broom. Do not drag the broom as you move through your area. This will damage it.
- **LOBBY DUSTPAN:** Used with a lobby broom, this allows you to sweep litter and discard it in a trash can. Litter is not just napkins and toilet paper; it is dirt, stones, leaves, etc. Look under benches and landscaped areas. If there are holes in your dustpan, contact supervision to have it fixed.
- **MOP BUCKET AND WRINGER:** Used when mopping the floors. The bucket holds the chemical and water solution. As you mop the floor, you will wring out the mop using the wringer. It is also useful when dry mopping. If a floor is wet, you simply wring the mop dry and mop up the wet floor, thereby transferring the water from the floor to the inside of the mop bucket. The water then can be easily discarded.
- **MOP:** The handles to most our mops simply allow the mop head to be screwed into the handle. This allows for replacing mop heads. You simply stand on the mop head while turning the handle. Using gloves, you then

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discard the old mop head, and screw a new mop head into the handle. Mopping floors is most efficient when you have swept the floor of all dirt and litter. Contact your supervisor when a new mop head is required.

- **PUSH BROOM:** Used to "push" large amounts of litter and dirt to a location. Then a Lobby Pan and Broom can be used to dispose of this litter and dirt. Used best when sweeping large amounts of litter and garbage between rows of picnic tables. This litter can be swept to an end of a grove and then a pan and broom can be used to discard the litter in trash cans.
- **PUTTY KNIFE:** Used for scrapping gum and other objects from surfaces.
- **SANITARY NAPKIN DISPENSER:** These vending machines are on the female sides of the restrooms. They dispense tampons and sanitary napkins. You should ensure that these dispensers are stocked and working properly. Any problems should be reported immediately to supervision.
- **SCRUBBING SPONGE:** A very useful cleaning tool. One side is a regular sponge while the other is a minor abrasive to help remove stubborn stains from surfaces. Do not use the abrasive side on windows or mirrors
- **SPRAY BOTTLE:** This is the item you use to hold your chemicals. Spray the mixture on surfaces you want to be cleaned. Do not spray at guests or employees. Do not hang the bottles by the triggers, as this will damage the trigger beyond repair.
- **SQUEEGEE:** Squeegees come in different styles and sizes. Squeegees are ideal for cleaning windows, and removing puddles of water from midways. Squeegees are designed to be used on harder surfaces like asphalt and concrete.
- **TOILET BOWL BRUSH:** Used for cleaning the inside of toilets and urinals. This tool allows you to clean under the rim of these fixtures.
- **TOILET PLUNGER:** Used to unclog drains. When unclogging a toilet, you will need to flush the toilet while applying the plunger. This is because the drain does not open unless the toilet is flushed.
- **TONGS:** Used to clean out cigarette butt receptacles and litter from landscaped areas. Pick these items up with the tongs and place in a lobby pan. Discard the waste in a trashcan. Used to remove litter from urinals and sinks. Outdoors they are used for mulch areas and cigarette urns.
- **VINYL GLOVES:** These are used to protect the skin on your hands. Gloves are available and useful when removing weeds, grass, or plants from cracks.
- **WATER WAND:** Water Wands are like squeegees but are not to be used on the same surfaces as squeegees. Water Wands have a soft sponge-like blade. They are designed to be used on tiled and other soft surfaces. They are not to be used on asphalt or concrete.
- **WET FLOOR SIGN:** A sign used to indicate that the floor is wet. The sign is only put out when the floor is wet. When the floor is dry, the sign must be put away.

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CHEMICALS

- **ABSORBENT: (a.k.a. PETRO)** this solid substance comes in 40 pound bags. It should be kept in gallon jugs for storage in restrooms, rides and "off stage" areas. It is used to absorb vomit and human waste. Simply cover the area with this substance. Allow it to absorb the material, then sweep into a Lobby Pan and discard in a trash can. Spray and clean the area with disinfectant. Use goggles and gloves when cleaning.
- **Green Earth:** Chemical system used to clean surfaces in the Park. There are 4 levels to this system.
 - **Counters/ Walls:** (orange label)
 - **Glass/Mirrors:** (Blue Label)
 - **Light Duty:** (Yellow Label)
 - **Heavy Duty:** (Black Label) Use Heavy Duty floor cleaning for use at the end of the night to mop the floors.
- **Oxyfect:** Chemical system used to clean and disinfect surfaces in the Park.
 - **Disinfectant:** (Red Label) Toilets and Sinks.

SWEEPER

This person is responsible for keeping the midways and areas generally used by guests within their assigned area(s) clean. The responsibilities include, but are not limited to: sweeping litter, garbage, and debris from the midways, cleaning **cigarette butt** receptacles, removing weeds from the midways, removing litter from grass and landscaped areas, and maintaining picnic grove cleanliness. A Sweeper may be required to cover more than one area on any given shift.

- In the morning, you should inspect your assigned area(s) for clean midways, landscaped areas, phone booths, water fountains, weeds, and clean picnic groves.
- Once the park gates are opened, guests will begin evaluating the cleanliness of the facilities.
- Our guests will initially see the Main Entrance. It is therefore necessary to assure a well-swept and clean entrance plaza. Surrounding areas including landscaped areas should be free of debris. Litter will accumulate in these landscaped areas and will not be seen right away. You should check under the bushes and around fence post, and remove the various forms of litter using tongs and pan and broom. This area needs to be cleaned and ready for guest use at least one hour before park opening.
- Scrape gum off the cans and midways using a "gum scrapper" (Putty knife) in the morning and at night are the easiest times of the day to do this because the gum does not become soft from the heat of the sun.

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- Be aware of the groves that will be utilized during the day. Find out what time members of the picnic group will be arriving at their groves. Clean groves within your assigned area of responsibility first.
- Inspect "off stage" areas.
 - * This is a particularly good time to clean out your pan with Betco All purpose Cleaner.
- The benches in/around the park are key areas for Sweepers to clean and arrange. These should be evenly spaced and straight.
- As guests move through the park, the Sweeper should perform spot checks for cleanliness problems. Make sure midways, queue lines and landscaped areas are swept clean.
- Use your pan and broom to sweep up litter.
- Use tongs to clean **cigarette butt** receptacles and landscaped areas.
- Remove weeds, grass, plants, etc. that are growing between the cracks of the pavements. Gloves are available.
- If you are assigned to an additional area(s), you will need to perform the above duties at each area. Most likely your spot checks will involve a more thorough cleaning because the time between checks is longer.
- As you move through your area, you may witness line jumping.
 - * If you would witness line jumping, you must address the situation. Please refer to the Line Jumping Policy that is outlined in the standard operating procedures for Park Services Operations manual. Be firm, polite, and use common sense. If you need assistance, contact the Team Leader for the ride.
- If you see a line at a ride that is extending outside the queue line, you should proceed to open up more queuing so that the line is not blocking the midway. Polite, controlled, communication is necessary when adjusting queue lines. Discourage line jumping, and thank guests for their cooperation once the line has been adjusted.

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COMMON MIDWAY CLEAN-UPS

NORMAL SWEEPING DUTIES

The common cleaning that is done in the midways is any trash, cigarette butts, and food that are on the ground or in the mulched areas. This clean up is easy and is facilitated with your dustpan and broom. This task can be made more difficult when it rains. To clean up trash when it is wet is a very difficult and tedious task, but a task that must be done. Do not give up when attempting sweeping up wet trash.

WATER PUDDLES

In the mornings when the Laborer crew has come through and pressure washed the midways or after rain there are puddles of water on the midways. These puddles need to be pushed around either into a drain, or just spread out so that they dry faster. Still water is a breeding ground for insects like mosquitoes, and also are slip hazards for anybody walking past.

DRINK / ICE CREAM SPILLS

Drink and Ice Cream Spills are slightly more difficult and time consuming to clean up than trash. Drink / Ice Cream spills depending on the size of the spill will require the use of the PETSORB. If the Drink / Ice Cream spill is very thick, it is best to water it down with some warm water which you can obtain from any restroom and carry in the Bucket. Once it is watered down, pour the PETRO over the area and soak up all of the liquid.

VOMIT

Whether it is from the heat or from coming off a dizzying ride, guest is going to become ill in the midways. If were to witness someone being ill in the midways, approach them and ask if they are ok, and if they would like first aid. If they request first aid, follow the Different Situations process for Guest Injury (page 40) The Cleanup for vomit is the same as for the drink or ice cream. Evaluate the need for watering down the cleanup before applying the PETRO.

SECTION: Park Services Attendant

Effective Date: 3/1/13

SANITATION CONTROL ATTENDANT

This person is responsible for emptying the trashcans. The responsibilities include, but are not limited to: keeping trash cans straight, with the openings of the lid over each logo, keeping the trash cans clean along with the surrounding area, maintaining picnic grove cleanliness. The attendant may be required to cover more than one area on any given shift.

- In the morning, you should inspect your assigned area(s) for empty trash cans, clean cans, proper position of cans, and clean picnic groves. Keep in mind that cans have been moved from the previous evening. At night, crews drive large vehicles through the park to sweep and restock food, game, and novelty stands. The trashcans have to be moved to allow for these vehicles to travel through the park.
- Once the park gates are opened, guests will begin evaluating the cleanliness of the facilities.
- The Main Entrance will be initially seen by our guests. It is therefore necessary to assure empty, properly placed, and clean trashcans. Surrounding areas including landscaped areas should be free of debris. This area needs to be cleaned and ready for guest use at least one hour before park opening.
- Scrape gum off the cans using a "gum scrapper" (Putty knife). The morning and night are the easier times of the day to do this because the gum does not become soft from the heat of the sun.
- Inspect "behind the scenes" areas.
 - * This is a good time to ensure that the Sanitation Control area is clean, organized and free of debris.
 - * This is a particularly good time to clean out your pan and tilt truck with Betco All Purpose Cleaner
- The benches throughout the park are key areas for Sanitation Control Attendants to initially clean and arrange. These should be evenly spaced, straight and 2 or 3 inches from the curb.
- As guests move through the park, the Sanitation Control Attendant should perform spot checks for cleanliness problems. Make sure cans are empty, clean, straight, and that the liners are not showing below the hood.
- Clean the trash cans. If a can has a particular odor, it may need to be washed out.
- Take the can to an "off stage" area and using heavy duty cleaner (Black Label) and a hose, wash the can out.

SECTION: Park Services Attendant

Effective Date: 3/1/13

- * Allow the can to dry, than return it to its location with a new liner.
- * Cans that are kept clean of spills inside and out are less likely to be an attraction to bees and other insects.
- Clean graffiti from cans. You may have to use a scrubbing sponge and/or cleanser. "Elbow grease" and multiple cleanings may be necessary.
- If you are assigned to additional areas you will need to perform the above duties at each area. Most likely your spot checks will involve a more thorough cleaning because the time between checks is longer.
- Rides and restrooms have been provided with trash cans. These will need to be emptied as they become full. Check ride queue lines, platforms, and restrooms in your assigned zone. Please note that this is not a time to socialize with the crews of these areas.
- If when emptying trash cans at a ride and you would witness line jumping, you must address the situation. Please refer to the Line Jumping Policy that is outlined in the standard operating procedures for Park Services Operations manual. Be firm, polite, and use common sense. If you need assistance, contact the Team Leader for the ride.
- When emptying trash cans or moving supplies, proper lifting techniques should be followed as outlined in training.

Locations of Dumpsters

Lower Park Services:

Behind the Employee Cafeteria
Fenced in Area next to the Burger Barn
Fenced in behind Subway
Fenced in area Behind the Food Fest Grove (Next to Whip Restroom)
(RECYCLE)

Upper Park Services:

Fenced area behind Just Chicken / Just Taco
Fenced area behind Game Day Grille
Fenced area behind Coasters Restaurant
Fenced area behind Hot Shot Photo (Next to Main Midway Restroom)
Behind Fun Zone Foods (RECYCLE)
Behind the Good Time Theatre

SECTION: Park Services Attendant

Effective Date: 3/1/13

WWK Park Services:

Fenced Area behind Major Foods Area (Next to Wave pool Restroom)(RECYCLE)
Fenced Area behind the Speed Slides
Fenced Area behind Wildwater Cove

SANITATION CONTROL TOOLS AND SUPPLIES

The following is a description of the various tools, chemicals and supplies used in Sanitation Control. Use your equipment as it was designed. Misusing equipment can damage both the tool and the surface you are trying to clean, Misusing chemicals can make cleaning more difficult, but more importantly, unsafe.

All of the Tools Described as a sweeper in addition:

- **TILT TRUCK:** This "buggy" is used to place full trash bags for transportation to the large dumpsters "off stage". Use caution when moving up and down hills. Do not over load the tilt truck. Once a tilt truck is full, take it to be emptied. Your tilt truck should be washed out with disinfectant and water at the end of your shift.
- **TRASH LINERS:** Used in our trashcans. Replace bags when approximately 3/4 full. Cans that are at least half full at closing, should be emptied and lined with a new liner. Discard of full trash liners in appropriate areas. Do not leave tied off bags and empty cases outside the restrooms, food stands, or beside trashcans.

You are not permitted to hand out trash can liners to guests. Guests with large items can leave them up in Guest Services for the day. Guests should be directed to Guest Services in this matter.

SECTION: Park Services Attendant

Effective Date: 3/1/13

Restroom Attendant

Each restroom can be staffed with a maximum of one female and one male attendant. However, one female attendant and one male attendant can cover several Restrooms. In an emergency situation, a male attendant may be asked to close a women's restroom and clean it or a female attendant may be required to close a men's room and do the same. These should be the only situations that part of a restroom or all of a restroom should be closed for cleaning. The procedures are basically the same with minor modifications.

This person is responsible for cleaning the Restrooms. The responsibilities include, but are not limited to: inspecting the restroom for mechanical problems; checking the supplies, cleaning all toilets, urinals, sinks, walls, floors, dividers and windows. The Restroom Attendant is also responsible for restocking supplies (toilet tissue and soap), sweeping and mopping the floor. The attendant may be required to cover more than one restroom on any given shift.

- The restroom should already be clean as a result of the initial cleaning which was performed as part of pre-opening procedures as well as the cleaning from the previous night.
- Once the park gates are opened, guests will begin using the restroom facilities.
 - * The Main Entrance will most often be initially used by our guests as a result of their close proximity to the park entrance gates. This restroom needs to be cleaned and ready for guest use at least **one hour** before park opening.
 - * Once the park gates are open, doors to the middle rooms should be closed. The doors to the middle rooms or closets should be secured especially if there is no restroom attendant working in the restroom.
- Because the restroom is initially cleaned, the Restroom Attendant will most likely need to focus their cleaning efforts on the area outside and surrounding the restroom.
 - * This is also a good time to ensure that the middle rooms or storage areas for the Restrooms are clean and in proper order.
 - * This is a particularly good time to scrub the walls and work on the hard to reach areas (I.e. corners, under toilets, sinks and drains). These areas are where you will find many of your odor causing problems.
 - ◇ Even the smallest stain on a wall, fixture, or the floor can cause a restroom to have an offensive odor.

SECTION: Park Services Attendant	Effective Date: 3/1/13
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- * The benches in front of Restrooms and landscaped areas are also key areas for Restroom Attendants to initially clean.
- As guests use the Restrooms, the Restroom Attendant should perform spot checks for cleanliness problems. Ask the guests if everything is O.K. Make sure that they have the toiletries they need (E.g. Toilet Paper, Paper Towels, Sanitary Napkins, etc.)
 - * Areas to pay particular attention to are the stalls themselves, urinals, and sink areas. Clean Restrooms at least every hour. Use appropriate equipment when cleaning the Restrooms.
 - * When cleaning toilets and urinals, it is important that the entire fixture is cleaned. The base, back, sides, and underneath the seat should be sprayed and wiped off with disinfectant.
 - ◇ It is usually a good practice to apply Cleaner inside the toilet or urinal (Do not forget under the rims). Then allow it to sit while you clean the seat and the sides of the fixture.
 - ◇ When cleaning the seats and sides, it is best to use a sponge. Then, wipe off the surfaces with a clean wipe or rag.
 - * When cleaning the toilet bowl, use the toilet brush to scrub underneath the rims, inside the bowl, and down the drain hole. It is beneficial to drain some of the water before scrubbing to avoid splashing the water onto the floor. This is done by slightly pushing the toilet brush in the drain hole. This will open the drain without the need to flush the toilet. Use tongs to throw away any cigarette butts, gum, etc. in the urinal.
 - * Use Orange Label Cleaner for all the surfaces before applying a mist of Sani-Tyze.
 - * **Remember, if the Restrooms smell bad, they are not clean.**
- **Doodlebug** pads should be utilized to reach the corners of the floors and the baseboard areas of the walls, as well as other "hard to reach" areas.
 - * Dry mopping and sweeping before wet mopping is important to remove loose dirt.
 - * Snoopy Restrooms, Whip, Main, WWK Main, and the Wave pool Restrooms are Restrooms that have the most traffic and will need mopping more frequently.

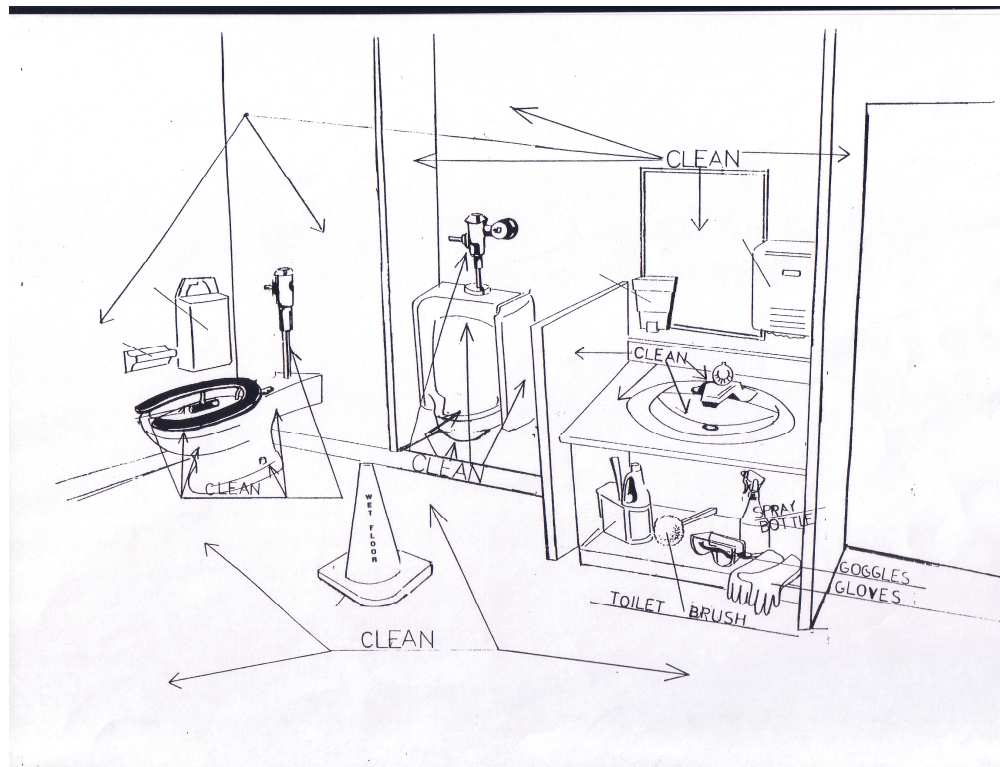
SECTION: Park Services Attendant	Effective Date: 3/1/13
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- * Restrooms in Wildwater Kingdom will also need to be mopped more frequently because these floors will most likely be constantly wet because of the water rides. These floors also need to be dry mopped more often.
- * In Restrooms which will need to be mopped more frequently, "Caution Wet Floor" signs should be posted. Remember to put the sign away if the floor is dry.
- * Use a Water Wand to remove extra moisture from the floors.
- If you are assigned to an additional restroom(s) you will need to perform the above duties at each restroom. Most likely your spot checks will involve a more thorough cleaning because the time between checks is longer.
- On female sides, the sanitary napkin receptacles will need to be closely monitored-- they should be emptied and cleaned as necessary. Dispose of and replace the waxed sanitary napkin receptacle bags.
- Clean inside of napkin receptacles.
- The sanitary napkin dispensers will also need to be filled and emptied at least twice daily by your Area Supervisors.
 - * If a guest would mention to you that it is empty or not working properly you should notify your Team Leader immediately. In the meantime, you should provide the item to the guests without charge until the machine may be filled or repaired.
- Other areas of the Restrooms will need to be cleaned on an as needed basis. These include mirrors, walls, stall dividers, windows, counters, vents, lights, benches, trash cans, signs, and diaper changing stations.
- Restrooms have been provided with trash cans. These will need to be emptied as they become full. In addition, if you are rotating between Restrooms, they should be emptied, if necessary, before you leave to clean your next restroom. This will prevent the can from overflowing in your absence.
- In addition to cleanliness spot checks, the Restroom Attendant should do spot checks on supplies that the guests use. This includes toilet paper in the stalls, hand soap in soap dispensers, and paper towels in paper towel dispensers (if applicable.)

SECTION: Park Services Attendant**Effective Date: 3/1/13**

- * Toilet paper rolls may need to be changed before it is completely empty. This is done so that it will not empty in your absence when you may be cleaning elsewhere.
- If you are assigned to Wildwater Kingdom you will also need to monitor the cleanliness of changing areas and shower stalls.
- You should also closely monitor Restrooms for any maintenance problems that may result. Such situations are discussed further in the DIFFERENT SITUATIONS section but would include non-functioning hand dryers, constantly running toilets, or problems with area lighting.
- When moving supplies, proper lifting techniques should be followed as outlined in training.

Below is a diagram of what fixtures are in a restroom. This diagram highlights areas to clean, but it should not be assumed that these are the only areas of a restroom to clean.



SECTION: Park Services Attendant

Effective Date: 3/1/13

The following is a description of the various tools and chemicals used in the restrooms. Use your equipment as it was designed. Misusing equipment can damage both the tool and the surface you are trying to clean. Misusing chemicals can make cleaning more difficult, but more importantly, unsafe.

CHEMICALS USED IN THE RESTROOM

- **OXY-FECT:** Chemical system used to clean surfaces in the Park. There are 5 levels to this system.
 - **Counters/ Walls:** (orange label)
 - **Glass/Mirrors:** (Blue Label)
 - **Disinfectant:** (Red Label) Toilets and Sinks.
 - **Light Duty:** (Yellow Label)
 - **Heavy Duty:** (Black Label) Use Heavy Duty floor cleaning for use at the end of the night to mop the floors.
- **ABSORBENT:** This solid substance comes in 40 or 50 pound bags. It should be kept in gallon jugs for storage in restrooms. It is used to absorb vomit and human waste. Simply cover the area with this substance. Allow it to absorb the material, then sweep into a Lobby Pan and discard in a trash can. Spray and clean the area with disinfectant. Use goggles and gloves when cleaning such substances.

SUPPLIES USED IN RESTROOM

- **WAXED SANITARY NAPKIN BAGS:** Used in the sanitary napkin receptacles in the Women's restrooms. Since the feminine products cannot be flushed down toilets. They need to be discarded. When a bag is full, discard it and replace with a new bag.
- **TRASH CAN LINERS:** Used in our trash cans. Replace bags when approximately 3/4 full. Discard full trash liners in appropriate areas. **Do not leave tied off bags and empty cases outside the restroom.**
- **FEMININE NAPKINS:** Used in the Women's restrooms and dispensed via the sanitary napkin dispenser. Restrooms should have a supply of these products at all times.
- **TAMPONS:** Used in the Women's restrooms and dispensed via the sanitary napkin dispenser. Restrooms should have a supply of these products at all times.
- **TOILET PAPER, 2-PLY:** This is a "regular" style of roll toilet paper. It is generally not used in park restrooms, but is used in office restrooms.


SECTION: Park Services Attendant	Effective Date: 3/1/13
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- **JUMBO ROLL TOILET PAPER:** Extra large rolls of 1-ply toilet paper. It is used in the park restrooms due to the high demand.
- **C-FOLD PAPER TOWELS:** A paper towel used in the Game Day Grill restrooms. The towels are folded similar to that of the letter "C". Hence, the name.

SECTION: Shift Pass

Effective Date: 3/1/13

At the beginning of your shift, you will receive your Shift Pass from you supervisor. Park Services employees have the responsibility to always stay within their assigned area and go on break only when they are supposed to. Unlike rides or other departments where there is a minimum number of employees needed for one location, Park Services can operate with various number of employees active at any given time. To ensure that Park Service employees are only on break when they are supposed to, you must always have your Shift Pass with you. Your Shift Pass will identify what time you left on break and what time you are supposed to return from break. Any Supervisor or Manager may ask for your beak pass at any time you are in a break area. If you do not have your Shift Pass on you, it may be considered unexcused and could result in disciplinary action. Other information that your Shift Pass will have on it is your scheduled work shift and what zone you are working that day.

 <h1 style="margin: 0;">Park Services</h1> <h2 style="margin: 0;">Shift Pass</h2>			
NAME: _____			/ / 2013
12:00	3:00	6:40	Start Time
12:45	3:00	7:20	End Time
1:30	4:15	8:00	Position: Sweep / SC
2:15			Zone: _____
			Restroom: _____

SECTION: Zones	Effective Date: 3/1/13
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Lower Park Services

Zone 1 – Road Rally /Steel Force- Bridges to Steel Force Restroom including Revolution

Zone 2 – Possessed, Zephyr Station to Asylum

Zone 3 – TCM – Center Stage to TCM, Speedway to Enterprise

Zone 4 – Whip/Grove- Center stage Fries to Sea Dragon, Food Fest Groves to Dominator

Upper Park Services

Zone 5 – Snoopy- Ferris Wheel to Snoopy Outfitters, Good Time Gifts to Snoopy Bounce

Zone 6 – Hydra/GDG- Hydra to Wave Swinger, Gameday to Meteor (Thunder Canyon)
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Zone 7 – FunZone- Carousel to Talon, Coasters Drive in, (Thunder Canyon)

Zone 8 – Main- Front Plaza to Carousel, GTT to WWK Entrance
--

WWK Park Services

Zone 9 – Main RR- Lockers to Subway, Gift Shop to Games
--

Zone 10 – Cove- WWK Entrance to Patriot Plunge Pool Cove to Subway

Zone 11 – Kiddie- Island Waterworks to Patriot Plunge, Slide Complex to Kiddie

Zone 12 – Wavepool- Wavepool to Speed Slides, First Aid to Cannonball Crossing

Zone 13 – Major Foods- Wave Pool Restroom to WWK Grove, Eateries to Aqua racer


SECTION: Daily Maintenance Sheet

Effective Date: 3/1/13

Throughout the day you may encounter items on your ride that would require the attention of Maintenance personnel. Certainly, some things might require a shutdown, but in other situations you might encounter items that are simply in need of repair but will not hinder the safe operation of the ride. An example would be something such as a light bulb needing replacing or an informational sign that might be missing some lettering.

In these situations, indicate the problem on the Daily Maintenance Report Sheet. This sheet assists our Maintenance personnel in finding problems and helps us get things repaired more quickly. Please be clear and concise when describing problems and avoid sarcastic and unprofessional comments.

The Maintenance report sheets should be turned in to your supervisor's by 5:00pm each day. This allows maintenance ample opportunity to fix the problem.



DAILY MAINTENANCE REPORT SHEET

Location: _____ Date: ____/____/ 11

Nature of Problem	Operations Personnel Only		Maintenance Personnel Only			
	Recurring?		Requested By?	Reviewed By?	Corrected By?	If Not Corrected
	Yes	No	(Initials)	(Initials)	(Initials)	Why?

Original: Park Operations files
CC: Brad Nesland, Ed Walters, Tom Schwab, Ralph Gioielli, Keith Koepke

SECTION: Guest/ Employee Incident Report	Effective Date: 3/1/13
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Any incident, no matter how minor, should be noted on an Incident Report form. You should notify Communications Center (800 - ask for Operations Base) for incidents of a potentially serious nature requiring a medic. Explain the situation to the clerk on the phone. Then asked to be transferred to Security to explain the situation to them. Always remember to give the guest directions to First Aid if they need them. It is your responsibility to contact your Area Supervisor so the incident may be properly documented.

On the Incident Report, all information required should be written in the blanks provided. Pay particular attention to Section 1, numbers 1 through 6, and give as much accurate information as possible. For example, was the injured party standing up waving his/her arms when the incident occurred or did he/she trip while walking in line? **ALWAYS** refer the guest to First Aid. Also, a guest may cut his/her finger, but does not give you his/her name. Such an incident should be recorded as John Doe and as many details as possible recorded. For example, a guest may complain of a back injury, but refuse First Aid. Be sure to include this in your report.

The simplicity of this report is to prevent lengthy operational delays, as well as to allow the guest, who is probably uncomfortable, to proceed to First Aid. When a guest is injured you need only write his/her name, age, checks affected body part, and time on the Incident Report form. Once you know how the incident occurred, you may write the explanation when it is convenient.

Although you do need to acquire important information you should make every effort to keep from holding up the guest from receiving the attention that he/she may need. You should then, however, make every attempt to fill out the remainder of the information as soon as possible after the incident while the information is still clear in your head. After completing the form, give it to your Team Leader. **DO NOT DISCUSS** the incident with anyone other than Dorney Park officials approved by Management. If someone approaches you and requests information about an incident, please contact your Area Supervisor. You are not to turn information over to guests for any reason. You and your crew should never remark, even in jest, as to how an incident occurred or how it may have been prevented. We must insist on incidents being handled in a tactful, professional manner.

SECTION: Guest/ Employee Incident Report

Effective Date: 3/1/13

Dorney Park & Wildwater Kingdom
Cedar Fair Entertainment Company

Park Operations Incident Report

Section 1: General Information

1) **Type of Incident**
☐ Issue/Comment (Employee)
☐ Issue/Comment (Guest)
☐ Harassment
☐ Injury (Employee)
☐ Injury (Guest)
☐ Evacuation

2) **Location of Incident** _____

3) **Date of Incident** ____/____/2007 4) **Time of Incident** ____:____ AM/PM

5) **Employees working at Location:**

Name: _____	Position: _____
Name: _____	Position: _____
Name: _____	Position: _____
Name: _____	Position: _____
Name: _____	Position: _____
Name: _____	Position: _____
Name: _____	Position: _____
Name: _____	Position: _____
Name: _____	Position: _____
Name: _____	Position: _____

6) **Where did this Incident Happen:**
☐ Midway
☐ Queue
☐ Turnstile
☐ Entrance Platform
☐ Getting On Ride
☐ During Ride
 Unit # _____
 Seat# _____
☐ Getting Off Ride
☐ Exiting Ride Area

Section 2: Issue / Comment

1) ☐ Yes ☐ No this report is (not) for an issue/comment 2) Is this issue/comment by: ☐ Employee ☐ Guest

3) Are Personnel Statements / Guest Comment forms Attached? ☐ Yes ☐ No

Section 3: Harassment

1) ☐ Yes ☐ No this report is (not) for a harassment 2) Is alleged harassment: ☐ Employee -> Employee
☐ Employee -> Guest
☐ Guest -> Employee
☐ Guest -> Guest

3) Are Personnel Statements / Guest Comment forms Attached? ☐ Yes ☐ No

4) Are there any minors involved? ☐ No ☐ Yes (employee) ☐ Yes (guest) 7) Was Security Notified: ☐ Yes ☐ No Officer _____

Section 4: Injury

1) ☐ Yes ☐ No this report is (not) for an injury 2) Is this injured person: ☐ Employee # _____ ☐ Guest

3) Name of Injured Person _____ Gender ☐ M ☐ F Age _____ Actual _____ Estimate _____

4) What was the natural lighting like: ☐ Dawn ☐ Daylight ☐ Dusk ☐ Dark

5) What was the Precipitation Like: ☐ Humid ☐ Drizzle ☐ Rain ☐ Previous ☐ None

6) Was First Aid Called ☐ Yes ☐ No 7) Was individual Directed to First Aid: ☐ Yes ☐ No

8) Did you Observe the Incident: ☐ Yes ☐ No 9) If "NO", Who reported it to you: _____

10) **Guest Stated "** _____

11) Clothing Top: _____ Bottom: _____ Shoes: _____

12) **Employee comments:** _____

13) Witness: Name _____ relationship: _____ Phone () - _____

Section 5: Evacuation

1) ☐ Yes ☐ No this report is (not) for an Evacuation 2) Are there supplemental Guest Summation Forms Attached? ☐ Yes ☐ No

3) Location of Units

Location	Unit #'s	Location	Unit #'s
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

GUEST SUMMATION

Name	First Aid	Zip Code	Unit #	Row #	Seat #
1	Y N				
2	Y N				
3	Y N				
4	Y N				
5	Y N				
6	Y N				
7	Y N				
8	Y N				
9	Y N				
10	Y N				
11	Y N				
12	Y N				
13	Y N				
14	Y N				
15	Y N				
16	Y N				
17	Y N				
18	Y N				
19	Y N				
20	Y N				
21	Y N				
22	Y N				
23	Y N				
24	Y N				
25	Y N				
26	Y N				

Section 6: Report Completed and Reviewed By ..

1) Name of Employee Making Report: _____ ID# _____

2) Report Reviewed by Management/Supervision (Initial, ID Number and Date):
 Director: _____ Manager: _____ Department: _____ Area: _____ Group: _____

SECTION: Guest/ Employee Incident Report

Effective Date: 3/1/13

At some time, the Area Supervisor may be requested by Management to obtain Witness Statements. These may be requested in the case of an incident where:

- The incident involves unusual circumstances.
- The guest is unusually upset.
- A serious guest complaint has occurred.
- The Safety Department requests more information.

The Team Leader will be responsible for collecting Witness Statements from each person working at the time of the incident. Employees filling out Witness Statements should make note of their positions as well as those of their fellow employees during the incident. The locations of any guests involved should also be noted. It will also be likely that you will be contacted by First Aid to provide them with names of the employees who were working at the location at the time of the incident. In the event that employees have left for the day, it is imperative that they fill out the statement at the very beginning of their next shift.

In the situation of a guest complaint, statements should be obtained as soon as possible from all employees involved. They should write everything they can remember of conversations concerning the incident. This will assist Management and/or Public Relations in resolving the guest complaint.

Once again, the Team Leader and Area Supervisor should inspect any forms for speculative comments before turning them in to Management. He/she should also inspect them to ensure that they are filled out completely. The Area Supervisor should not hesitate to have employees fill out the statements a second time if the first statement has not been filled out clearly. Remember that any information attained during investigative procedures should be kept strictly confidential.

Witness Statements

Anytime a Witness Statement is completed, an Incident Report should be attached to the Witness Statement(s) to help in keeping the information of a particular incident organized.

Finally, whenever possible, ask guests to complete witness statements; this will be beneficial in completing our records

- Describe the guest: approximate age, body build, size, weight, who was with the guest, age if applicable.
- Trip or fall situation - please note:
 - shoe type

SECTION: Guest/ Employee Incident Report	Effective Date: 3/1/13
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- glasses
- was vision obstructed
- was guest carrying anything
- was guest paying attention
 - * Did the guest appear to be in control of his/her actions? Explain and note specific actions of the guest that you observed, do not merely use descriptions such as "drunk" or "rowdy." If the guest appeared to act in such a manner, what did you observe to come to this conclusion - alcohol on breath, coordination, inability to speak clearly, etc.
 - * If you were specifically watching the guest to be sure there was no incident, why were you doing this - weight, intoxicated, rowdy, inattentive?
- Tell exactly what happened to cause the incident.
 - * Note positions worked by each employee.
 - * Note what the ground conditions were like
 - * Note any activity going on around the area where the incident happened
- What was said immediately by the guest? A direct quote is preferable; discuss not only the attitude toward the injury, but also comments concerning the fault such as, "I didn't see the step," "Don't tell me you fell again," or "I'm okay, don't worry." Note the attitude of the guest as well as friends and family - rowdy, hysterical, cooperative, angry, embarrassed, etc.
- Guest comments against an employee - How was the guest handled - rudely, firmly. Did you say anything that could offend the guest? Were you angry? Did you say anything that could have been misinterpreted by the guest and be offensive? Why do you think the guest made the complaint?
- Note the position you were working at the time.

It is very important to be very detail-oriented whenever filling out statements or reports of any kind. The most vital information linked to discerning fact from fiction is most readily available immediately after the incident when the incident is fresh in the minds of those involved and the current conditions where the incident occurred are still in tact.

SECTION: Phone Use

Effective Date: 3/1/13

The intra-Park phones are for official business only. At no time should hosts/hostesses be using phones to call other rides or locations unless specifically told to do so by an Area Supervisor. At no time should a host/hostess direct calls to his/her ride location. Such misuse of the phone system will not be tolerated and is grounds for disciplinary action up to and including termination.

PHONE NUMBERS - There is only ONE phone numbers which ride personnel may use. **"800 - Ask for Operations Base."** Any other number should not be used unless specifically told to do so by an Area Supervisor. An example of an exception is the daily safety check of the communications during which your Area Supervisor or Team Leader may ask you to dial a different number.

- * **"800 - Ask for Operations Base"** - This is the Communication Center. It is the number you dial if you need to report a ride malfunction, contact Maintenance, Security, or anyone associated with Park Operations. In the event that Security is needed for a serious injury, fire, fight, etc. the Park Operations Clerks will transfer you to Security. For example, if you need a bathroom break, have found a lost item, desire water, or if a guest would like to speak with Supervision or Management, you would dial this number. It is for routine business and is the non-emergency number.

INTERCOM PHONES – Several phones at rides have been converted into intercom phones. These phones when picked up automatically dial x800 - ask for Operations Base. The following phones are intercom phones only and no other number except for x800 - ask for Operations Base may be dialed.

Scrambler	
Whip	
Apollo	
Monster	Planet Snoopy - Woodstock Express
Thunder Creek Mountain	Planet Snoopy - Charlie Brown's
Tilt-A-Whirl	Swing
Enterprise	Planet Snoopy - Flying Ace
Chance Carousel	Planet Snoopy - Camp Bus
Sea Dragon	Planet Snoopy - Kite Eating Tree
CCC Dorney Crossing	Planet Snoopy – PEANUTS Road
Wave Swinger	Rally
Antique Carrousel	Planet Snoopy – Woodstock's Whirly
	Birds

SECTION: Phone Use

Effective Date: 3/1/13

PHONE CODES

When using the phone, there will be situations when you will use a phone code each phone code is listed here. Please memorize these codes. They are important to the efficient, safe operation of a ride.

10-88 - Location is or has been closed. All guests have exited the location normally. In addition to 10-88, a specific area of responsibility should be specified. (Used for restrooms that needs to be closed for any specific reason)

10-89 - Location is back in service. Guests have actually started to use location after downtime.

10-56 - G - Guest Injury. Or E –Employee Injury. DIAL "800 - ask for Communications Center" and then ask to be transferred to Security.

Please note that it is possible that a combination of codes may need to be used. For example, if you would need to stop ride operation due to an injury in the area (and all guests exited normally), you would report that you have a 10-88 Operational; 10-56 E or G.

When using the phone to call for assistance or for any work related reason, **state your name, the ride or location you are calling from, and the appropriate phone code** (if applicable.) Always remain calm and speak in clear, concise terms. You should remain on the phone until the dispatcher informs you that you may hang up.

SECTION: Different Situations	Effective Date: 3/1/13
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Each Team Leader and crewmember is responsible for understanding and completing procedures for Different Situations of his/her assigned ride. In general, these conditions fall into the following categories:

- Mechanical Situations
- Power Interruptions
- Weather Conditions
- Guest Situations
- Fire

In the case of any Different Situation when the ride is to shut down, the Team Leader or person in charge is responsible for notifying the base station. The base station will relay the information to your Area Supervisor. When reopening, these authorities are to be notified again.

Should an unusual situation occur that would necessitate closing a work location, the following procedures should be followed:

- Remain calm so guests will not become alarmed.
- Apologize for the inconvenience and explain the situation very simply, such as mechanical, weather, etc.
- **When the location is closed, the Park Services Attendant should continue to update waiting guests of alternative locations to use.**
- **If the guest wishes to obtain further information, you should ask him/her if he/she would like to speak to a Supervisor and then call Communications Center (ext. 800 - ask for Operations Base) if he/she does indeed wishes to speak to a Supervisor. You may also direct the guest to Guest Services for further information.**

GUEST SITUATIONS

It is possible that a guest could become ill or that some other difficulty could arise that will cause an interruption of normal operating procedures. In these situations, the Team Leader or host/hostess should attempt to resolve the problem as quickly, courteously, and safely as possible.

- **Damaged Clothing** - Should a guest's clothing become soiled or damaged as a direct result of park activity, offer to have a supervisor come to the location. If the guest does not wish to wait, the guest should be directed to Guest Services. Notify Communications Center (ext. 800 - ask for Operations Base) of the situation immediately.
- **Guest Sickness** - Guest sickness is an unpleasant occurrence, but it must be addressed. We

SECTION: Different Situations	Effective Date: 3/1/13
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have supplied a bucket, rags, and rubber gloves to remedy the situation. An absorbent substance is supplied to dry any substances on most surfaces. Sweep it up when dry and then wipe seats, lap bars, etc. with clean rags and water. Sweep up any of the absorbent substance that may be on the floor a pan and broom.

- **Guest Comments** - In any comment situation, remain polite and listen to the guest first, without interrupting. If a guest is not satisfied with your polite response to his/her comment, **OFFER** to call your Team Leader or Area Supervisor. If the guest does not want to wait, then politely direct him/her to Guest Services.
- **Injury** - There are certain steps to follow in the event a guest or employee would be injured.
 - * The closest crewmember should go to the injured person. Other crewmembers that do not go to the injured person should begin to clear the ride area and apologize to the other guests for the inconvenience. Once the situation has been assessed, and it is determined that assistance is necessary, Park Services Attendant should notify Communications Center (Ex. 800 - ask for Operations Base), using the appropriate phone code(s).
 - * A crewmember should remain with the injured person until help arrives. Make the person comfortable, but do not move him/her. Also, DO NOT administer First Aid yourself, and DO NOT allow anyone other than authorized personnel to administer First Aid to the injured person.
 - * When help arrives, all crewmembers should assist with crowd control. DO NOT discuss the incident with anyone other than your Team Leader, Area Supervisor, Management, EMT's, Security personnel at the scene, or Maintenance.
 - * You may be required to fill out a witness statement or incident report concerning the incident. Fill these forms out as completely and accurately as possible, being sure not to forget any details. Also, be sure to state only facts, and only what you saw or heard. Do not speculate when filling out such forms.
 - * Re-start the ride only after a test run and only with Area Supervisor permission.
- **Guests using Wheelchairs** - In the event that a guest needs to utilize the Alternate Access Entrance, every effort should be made to accommodate the guest. It is the responsibility of the Turnstile Attendant to ensure that the guest meets the rider requirements. Guests needing to utilize the Alternate Access entrance may enter through the exit.
 - ◇ Guests using wheelchairs will need to transfer from the chair into the ride unit. Guests will have to be able to transfer on their own, or have another member

SECTION: Different Situations	Effective Date: 3/1/13
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of their party assist them.

◇ Guests using wheelchairs generally are permitted one re-ride per visit

- * Service Animals (such as Seeing Eye dogs) are permitted to ride ONLY certain rides listed below:

Antique Carrousel

Center Stage

PS – Showplace

Chance Carousel

CC Cannonball

Zephyr

- * It is generally an accepted practice to hold canes and crutches for guests while they are on the ride. Also if a guest needs assistance transferring into a ride unit, you may offer your hand for support or balance, but never lift a guest into or out of a ride unit.
- **Line Jumping** - Dorney Park defines line jumping as cutting in front of other guests who are already in line or leaving a line and then attempting to reenter at the same point. It is important that common sense, courtesy and discretion are used when enforcing this policy. If a guest is observed violating the policy, he/she should be politely informed of the policy and asked to move to the end of the line. On the other hand, if guests waiting in line report that another guest or group of guests has jumped line, the accused guests must be approached in a non-confrontational manner. If these guests admit to jumping line, they should be asked politely to return to the end of the line. In either case, however, use common sense and keep in mind the spirit of the policy. For example, a guest taking a small child outside of the ride area to wait with a non-rider or securing a loose article is different from a group of teenagers who jump the fence or someone who pushes his way through line to meet up with his party. Remember, our line jumping policy is guest-service oriented; it is designed to allow the best possible service for all guests, not to provide an excuse for creating unreasonable and unpleasant situations via inflexibility and a negative attitude. We are out to assist guests, not “get” them. Nevertheless, if an unpleasant situation develops do not hesitate to contact Group Supervision, Area Supervision, Division Management, and/or Security.
 - * Signs are posted throughout the queue lines. If there is a comment, inform your Team Leader, and contact Communications Center (Ext. 800 - ask for Operations Base). The Entrance Attendant must remain polite, but firm, while enforcing this, or any other, Dorney Park policy.

Lost Articles - Occasionally guests lose valuable articles. Politely inform the guest that they will need to wait for either a supervisor to come and retrieve the item, or they can fill out a lost item claim at Lost and Found adjacent to the Season Pass processing building.

SECTION: Different Situations

Effective Date: 3/1/13

FIRE

In the event of a Fire, follow these steps:

- Notify Communications Center (ext. 800 - ask for Operations Base) and explain the situation and when your call is transferred to Security give them the following information:
 - * Your name
 - * Exact location of the fire
 - * Type of fire (wood or paper, flammable liquid, electrical)
 - * If the ride is loaded or empty, operating or shutdown
- Calmly instruct guests to leave the area.
- Attempt to contain the fire. Remember to always leave yourself an escape route and do not try to become a hero. Never put yourself in jeopardy. **YOU AND THE GUESTS ARE MORE IMPORTANT THAN EQUIPMENT.**

Each crewmember should know the location and use of the ride's fire extinguisher. As a reminder: **A for Ashes (wood), B for Boil (liquids), and C for Current (electrical).**

- A "small" fire can be extinguished with the proper extinguisher.
 - * Use a **CLASS A** extinguisher on paper, wood, cloth or anything that will turn into ashes.
 - * Use a **CLASS B** extinguisher on gasoline, oil, paint, and other flammable liquids that boil.
 - * Use a **CLASS C** extinguisher on live electrical equipment that conducts electrical current.
- Most extinguishers that exist at the rides are combinations of the aforementioned fire extinguisher (Class ABC) and are able to be used on fires of the listed types.

You will be shown the proper use of a fire extinguisher at your site training. However, remember the following **"PASS"** system when using a fire extinguisher:

- P** - Pull the Pin
- A** - Aim the Fire Extinguisher
- S** - Sweep the hose back and forth
- S** - Spray the contents at the base of the fire.

SECTION: Attendance & Punctuality	Effective Date: 3/1/13
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In the event you are too ill to work, you must call the Park Operations Office at **610-391-7762 - ask for Operations Base**. Always try to give as much advance notice prior to the scheduled shift starting time to allow your Area Supervisor to cover the shift. **You must give at least one-hour notice.** Explain the cause of your illness and give the phone number of where you are staying. Please remember that an employee who is too sick to work is too sick to be in the Park or too sick to go out.

If you feel better, you are expected to contact your Area Supervisor to inform them you are available to report for work to relieve the extra hours your fellow crewmembers are covering. Hangovers, colds, cramps, sore throats, and other minor illnesses are generally not valid reasons for absence as there are over-the-counter medications to relieve these symptoms. However, we do not want you at work if you are contagious, have a severe fever, or are too ill to safely complete your duties.

Your evening activities can easily reduce your body's defenses against illnesses and affect your ability to perform your job properly. Your first responsibility is to be at your best while at work. Watch how much you drink, how late you stay up, and eat properly. Remember, most likely the people who will have to cover your absence know what you did the night before. Being hung-over either while at work or when you are scheduled to work may be cause for disciplinary action not excluding termination.

Absences will only be excused for your illness, not for those of your friends or relatives. If you need time off for personal reasons, be honest with your Area Supervisor and see what can be arranged. Dishonesty will not be tolerated and is cause for disciplinary action.

Discipline for absences and tardiness will be issued according to a point system separate from the standard Discipline and Termination Policy. The amount of points for tardiness is determined by the length of time an employee is late. Disciplinary action up to and including termination may be possible depending upon the amount of points accumulated.

The complete point system breakdown is in your employee handbook.

SECTION: Park Operations Policies	Effective Date: 3/1/13
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All Park Operations employees must:

- Comply with all other rules and policies as listed in assigned manuals, the Employee Handbook, the Orientation Packet, or any other guide for employees.
- Maintain good posture at assigned positions. If a stool is provided, the employee must sit upright with both feet on the floor or chair supports. The employee should not lean back in the chair.
- **Stay in assigned positions or areas until relieved by another trained employee or with permission from a supervisor or manager.**
- Show courtesy and respect to guests, fellow employees, and Area Supervisors.
- Keep full attention on assigned job duties and be alert for any situation that may lead to potential guest or employee injury.
- Notify the Team Leader and/or Area Supervisor immediately of any Different Situation, including guest or employee incident, different noise or observation, destruction of company property, operator error, etc.
- Use a clear, audible, pleasant voice if using the P.A. system and give all speeches exactly as described in the manuals.
- Rotate positions in a manner not to interfere with the job duties any employee. Both employees must ensure the immediate duties of the position are completed.
- **Not eat, drink, smoke, swear, read, or chew gum while on duty or any time you may be "on stage". This includes when you walk to or from your work location.**
- Not hold any articles (cameras, stuffed animals, etc.) for guests at any time. Doing so may distract you from your job and implies you are taking responsibility for the article left with you.
- **Report to your work location at the scheduled time, in uniform and ready to work.**
- Call the Park Operations Office at (610) 391-7762 or ext. 800 - ask for Operations Base if illness prevents you from being able to work. **Call at least sixty (60) minutes prior to the start of the scheduled shift.**
- Follow honest, correct business procedures.

SECTION: Park Operations Policies	Effective Date: 3/1/13
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- Carry out the responsibilities delegated to you. Help others whenever possible, if your own work is completed.
- Keep voices well modulated. Singing, shouting, and whistling are not permitted while "on stage."
- Not make non-business calls on either Park phones or ride intercoms.
- Not accept free food, drinks, or souvenirs from Park guests or fellow employees. Not take cash for ride passage.
- **Comply with safety rules at all times.**
- Ensure on and off work behavior is conducted according to the rules we expect our guests to follow. This includes riding rides according to established rules at each location.
- Keep your ride and ride area clean at all times. Shine the cars and clean up debris. If trash cans become full, notify your Area Supervisor. Pick up trash whenever you have the opportunity, especially when walking to and from your work location. Don't Pass it up, Pick it up.
- Operate the location as described in the manual. Do not alter the speed of the ride in anyway. "Employee Specials" are strictly prohibited.
- Ask your Team Leader, Area Supervisor, or a member of Park Operations Management about any policy or procedure which you do not understand.
- **Not sit on hand railings or fences or trash cans.**
- Use good judgment when answering questions. Ask your Team Leader or Area Supervisor for appropriate answers concerning ride downtime. Do not lie or make up inappropriate answers.
- Follow the Uniform and Grooming Policy as outlined in the Employee Handbook. In addition to those guidelines, Park Operations employees are required to follow any guidelines outlined in the manuals or in any training they may receive.

SECTION: Harassment Policy

Effective Date: 3/1/13

Cedar Fair strives to provide a work environment where all employees can work together comfortably and productively, free from harassment. Cedar Fair prohibits the harassment of any of its employees and guests, regardless of whether that harassment is targeted specifically to the person, based on an individual's race, religion, color, creed, gender, age, national origin, ancestry, marital status, veteran status, sexual orientation, physical or mental disability or other protected characteristic.

Prohibited harassment may include, but is not limited to, epithets, slurs, derogatory comments or jokes, intimidation, negative stereotyping, threat, assaults or any physical interference with the employee's normal work or movement, directed at an individual employee, their relatives, friends, or associates. Harassment may also include written or graphic material placed on walls, bulletin boards or elsewhere on the company's premises or circulated in the work place that denigrates, shows hostility or aversion towards an individual or group because of the characteristics identified above.

Whether or not the offending employee meant to give offense, or believed his or her comments or conduct were welcomed, is not significant. Rather, Cedar Fair's policy is violated when guests and/or other employees, whether recipients or mere observers, could reasonably be offended by conduct or comments which are based on race, religion, color, creed, sex, age, national origin, ancestry, marital status, veteran status, sexual orientation, physical or mental disability, genetic information, or other characteristic protected by law.

Sexual Harassment

Cedar Fair is also committed to providing a work place free of sexual harassment. Sexual harassment is defined as unwelcome sexual conduct of any nature that creates an offensive or hostile working environment or unwelcome sexual conduct that is made a condition of working at the company.

Prohibited sexual harassment includes unwelcome sexual conduct such as:

Verbal harassment

(e.g. sexual requests, comments, jokes, slurs)

Physical harassment

(e.g. physical contact)

Visual harassment

(e.g. posters, cartoons, or drawings of sexual nature)

While the legal standards and consequences of sexual harassment are still evolving, Cedar Fair's policy has been and remains clear and more all encompassing than the law's requirements. This is because Cedar Fair's policy rests on the on the fundamental precept that each employee must treat all others with respect, dignity and professionalism. Deviation from that standard will not be tolerated. Whether or not the offending employee meant to give offense, or believed his or her

SECTION: Harassment Policy

Effective Date: 3/1/13

comments or conduct were welcomed, is not significant. Rather, Cedar Fair policy is violated when guests and/or employees, whether recipients or mere observers, could reasonably be offended by comments or conduct which are sexual in nature.

Our work place is not limited to Cedar Fair's facilities, but anywhere business-related function is taking place.

Complaint Procedure

If an employee believes he or she has been harassed by any company employee, guest, vendor, or other business contact, the employee should review the perceived harassment with the offender. If the employee is uncomfortable in doing so, the employee should immediately report the incident to his or her full-time supervisor. If the immediate full-time supervisor is involved in the reported conduct or, for some reason the employee feels uncomfortable about making a report to that supervisor, the employee should report directly to Human Resources or Security.

Any supervisor who sees or hears about conduct that may constitute harassment under this policy should immediately contact Human Resources, Divisional Management, or Security.

Cedar Fair will neither retaliate, nor will it tolerate retaliation, against employees who complain in good faith about harassment in the work place or participate in an investigation of alleged harassment. Cedar Fair will investigate any such report and will take whatever corrective action is deemed necessary, including disciplining or discharging any individual who is believed to have violated there prohibitions against harassment or retaliation.

All employees and supervisors have a duty to cooperate in Cedar Fair's investigation of alleged harassment. Failing to cooperate or deliberately providing false or incomplete information during the investigation shall be grounds for disciplinary action, including termination.

SECTION: Time Clock Policies

Effective Date: 2/23/2013

Dorney Park & Wildwater Kingdom utilizes timesheets in conjunction with a time clock in order to pay their seasonal employees. The information obtained from the time clock is then verified with an employee's scheduled working hours in order to determine the hours for which the employee should be paid.

Time clocks are throughout Dorney Park & Wildwater Kingdom. You will be given a specific time clock you are authorized to use at site training. Upon your arrival at work and when you are ready to report to your work station, you should push the button next to **PUNCH IN** on the screen. Swipe your ID card through the magnetic card reader on the time clock. If working properly, the screen should display your name and the time you punch in. If you forget to punch notify your Area Supervisor there is paperwork that needs to be filled out.

Your Area Supervisor will also sign you in on what is called a "Stand Manager's Schedule" to verify your on time arrival at your work station. Please remember that you need to be at your work location at your scheduled start time.

You will follow a similar procedure when leaving your location for any breaks. Before leaving your work station, make sure the time is documented in the appropriate column of the Stand Manager's Schedule. Punch out for your unpaid lunch break by pressing the **TO LUNCH** button on the screen then swipe your ID. You need to use the same Time clock when you punch in and out for break. You will need to leave the Park through the employee entrance. Generally, break times are thirty minutes from the time you leave your location until your return. You must punch back in from break by pressing the **FROM LUNCH** button and swiping your ID. You will need to sign back in on the Stand Manager's Schedule. When you leave for the day, your departure time will be indicated on the Stand Manager's Schedule. You should then sign this form verifying your working hours and recorded break hours. You will, of course, need to swipe out for the day on the time clocks by pressing the **PUNCH OUT** on the screen and then swipe your ID.

As you can see, your ID is important to ensure that you are paid properly. Therefore, please remember to carry it with you at all times and do not forget to punch in and out for work. It is **YOUR RESPONSIBILITY** to swipe your ID in order to get paid for hours worked. Disciplinary action will be taken when employees fails to punch three times.

As a final note, you will be paid only for hours worked in conjunction with hours scheduled. If you work later or come in earlier than your scheduled shift at your Area Supervisor's request, they will make the appropriate adjustments to your schedule. However, keep in mind that generally you will be paid for your punch time or scheduled start time, whichever is later. Further, misuse, falsification of swipe times, or swiping an ID for another employee are serious offenses and could result in disciplinary action, not excluding termination.



RIDE OPERATIONS Standard Operating Procedures

SECTION: Time Clock Policies

Effective Date: 2/23/2013



DAILY TIMESHEET

Operations

Day: Friday Date: February 22, 2013 Supervisor Initials: _____

Department: Park Operations Location: 4030 Ops Office

NAME	Age if Minor	Sched Shift	Actual Time In	Actual Time Out	1st Break Out / In	2nd Break Out / In	Length of Break	Charge Hours	Stand	Notes	Emp. Intl.	Total Hours
005600 1786760 Bechtel Kristin												
005600 1590908 Coleman Robert												
005600 1592673 Fry William												
005600 1590523 Hill Robert												
005600 1592625 Peralta Elizabeth												
005600 1591995 Quiros Cedenro Yomar												

Verified Into Work Flow By _____ Date _____

SECTION: Final Note	Effective Date: 3/1/13
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The following are some "finishing touches" to the information you have read in the first part of the manual. Some of these points may have already been mentioned, but are repeated here because they are important.

- Always be aware of how you look and appear to our guests. Please do not slouch, prop your feet, or lean. Avoid social conversations with other hosts/hostesses while on duty or on stage.
- Remember that our guests ALWAYS come first. You may never insult, argue, be discourteous, or use profane language in the presence of our guests.
- A SMILE is the most important part of your attire. Always smile and maintain a pleasant speaking voice when asking for cooperation from our guests.
- When a ride, restroom or attraction is closed for any reason the guests do not need to know specifics. If they wish to know more information offer to call for a supervisor or direct them to Guest Services.
- During the day, keep your area as well as the park as clean as possible by picking up debris as you walk. This can be done on the way to and from breaks. It makes for a more pleasant appearance to our guests.
- If you do not know the answer to a guest's question or are unable to handle a situation or resolve a problem, tell the guest you will put him/her in contact with someone who can.
- Two basic things to remember:
 - * Put yourself in the shoes of the guest at your location. Do you like what you see?
 - * Safety should be the first and foremost of your concerns.