



MISSION STATEMENT

We are committed to making lifelong memories for our guests by having fun, striving for better, practicing safety, and knowing that above all else customer service is our priority. We will offer a gourmet dining experience, exciting attractions, unparalleled special events, and a pleasant and entertaining environment. We will come to work every day knowing that regardless of our job we have the opportunity to make a memory for a customer and it is our responsibility to make sure that it is a good one.

Our Core Values

We Believe in Having Fun

Looks like ✓

- Smiles
- Laughter
- Conversations with customers
- Playing a game of air hockey with a customer

We Believe in Practicing Safety

Looks like ✓

- Following safety procedures
- Picking up loose trash
- Cleaning the bathrooms
- Paying attention

We Believe in Striving for Better

Looks like ✓

- Taking the initiative to clean the bathroom without being asked.
- Running others food without being asked.
- Asking for help if there's a task we struggle with

We Believe in Doing Good For Others

Looks like ✓

- Selling a guest a package that is the best for them
- Donating our time and talents for others in the community
- Promoting from within
- Giving a guest up to 100 tickets to get the redemption prize they want

We Believe in the TEN / FIVE Rule

Looks like ✓

- Making eye contact and warmly smiling at any guest within ten feet.
- A sincere and friendly greeting to any guest within five feet.

Doesn't look like ✗

- Being unprofessional
- Distracted
- Complaining about your job or personal life
- Not smiling

Doesn't look like ✗

- Sneaking your cell phone
- Distracted
- Laziness

Doesn't look like ✗

- Doing the bare minimum to keep your job
- Ignoring a guest that clearly needs help
- Walking past a task that you know how to do but don't feel like doing

Doesn't look like ✗

- Selling a guest more than they need
- Using the last of the toilet paper and not restocking
- Not giving a staff member a chance at a promotion

Doesn't look like ✗

- Ignoring the guest to focus on your current task
- Looking at your feet or looking away