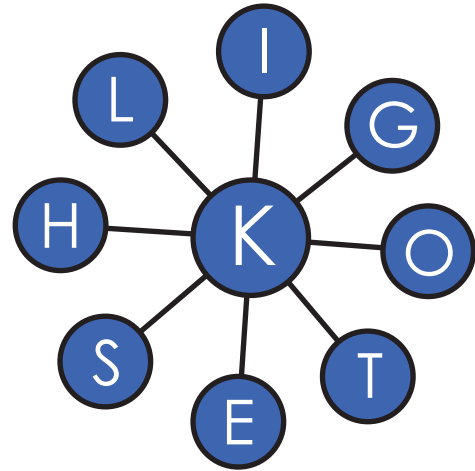
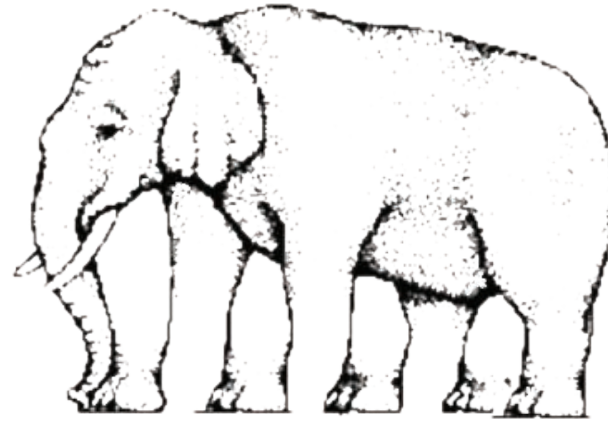


Brain Games

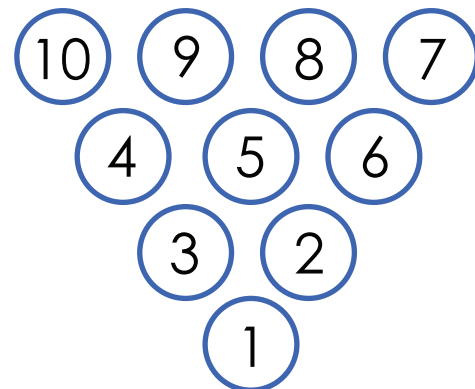
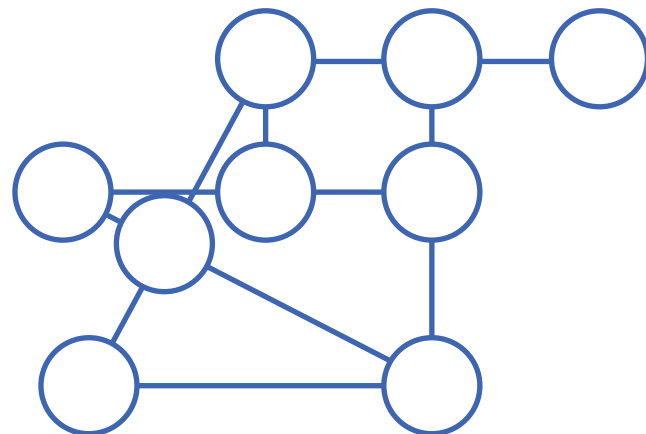
Using the grid below, how many words can you find? Each word must contain the central "K" and no letter can be used twice, however, the letters do not have to be connected. Proper nouns are not allowed, however, plurals are. Can you find the nine letter word?



How many legs does this elephant have?



Place all of the digits from 1 to 9 into the circles so that the sum of the numbers in each straight line is the same.



By moving only three circles, turn the triangle upside down.



VISION

WHAT WE WILL BE KNOWN FOR

To be the premier provider of world-class live entertainment guest experiences!

MISSION

WHAT WE DO

Excellent Service, Cherished Memories, & Loyalty.

VALUES

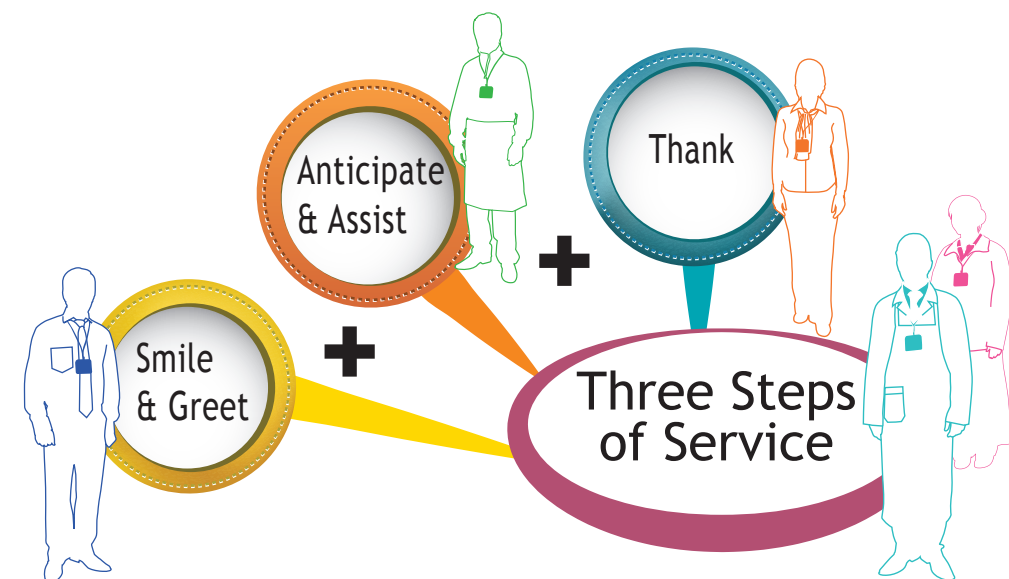
WHAT IS IMPORTANT IN THE OPERATION

Pride, Security & Safety, Respect, Quality, Teamwork, Fun, & Communication.

MOTTO

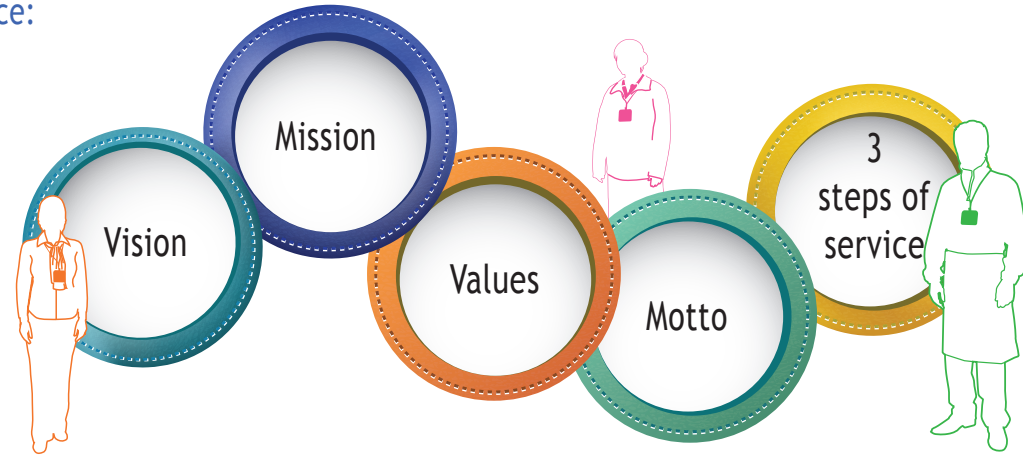
WHAT WE PROMISE OR INTEND TO DELIVER

We serve with passion & pride— *every guest, every time!*



Culture:

Circle of Service:



Vision:

Mission:

Motto:

Values:

Pride: _____

Safety & Security: _____

Respect: _____

Quality: _____

Teamwork: _____

Fun: _____

Communication: _____

Three Steps of Service:

Smile & Greet: _____

Anticipate & Assist: _____

Thank: _____

“Culture is the behavior of your company and its people. It forms your reputation, and your reputation is your brand.”
– Dave Allen, Digital Strategist

Culture Champion:

“A Culture Champion inspires the mindset and attitude of their staff to ‘want’ to deliver the desired customer experience in the style of the brand and in line with the culture.”

Explain Why and What:

Lead by Example:

Inspect What You Expect:

Recognize Cultural Fit:

“Our team members will buy into our culture if they buy into you.”

My Priorities:

“Great success only comes when you focus on what really matters. Are you spread all over the place or are you focused on the few things that will bring the greatest rewards?” – Jack Welch, Former CEO at General Electric