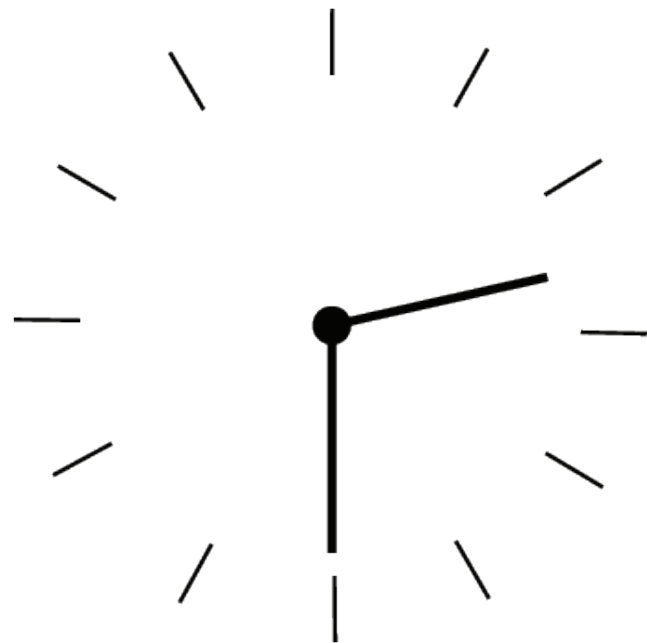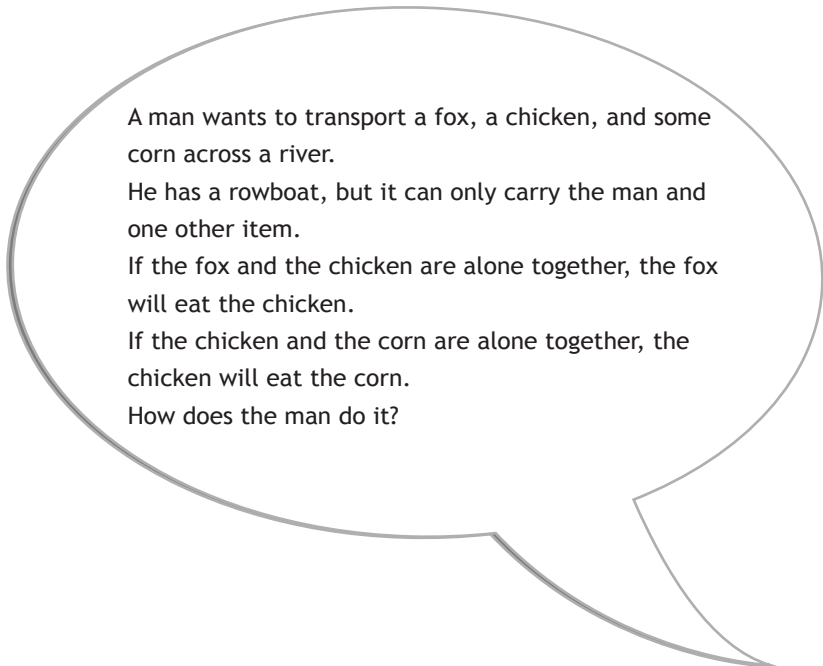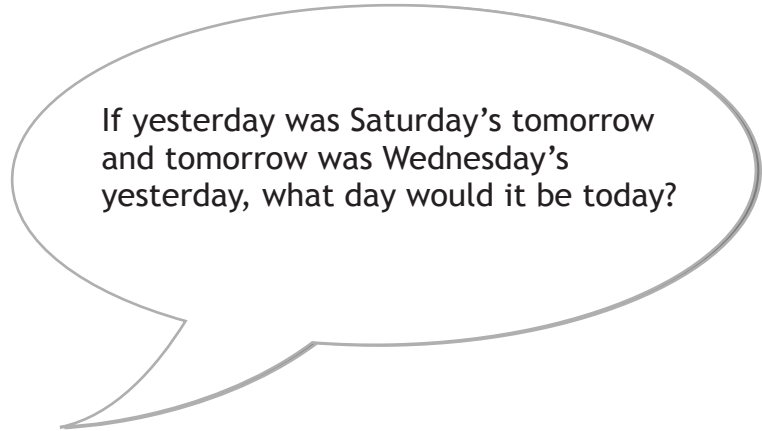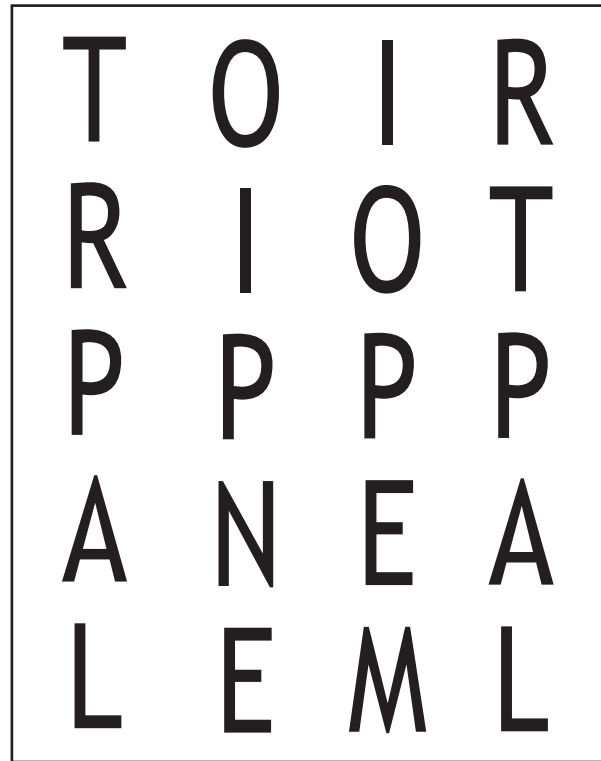# Brain Games

Add lines to this grid to create five areas of four letters each. The areas cannot overlap and each area must spell a different four letter word.

T	O	I	R
R	I	O	T
P	P	P	P
A	N	E	A
L	E	M	L

If yesterday was Saturday's tomorrow and tomorrow was Wednesday's yesterday, what day would it be today?

A man wants to transport a fox, a chicken, and some corn across a river.
He has a rowboat, but it can only carry the man and one other item.
If the fox and the chicken are alone together, the fox will eat the chicken.
If the chicken and the corn are alone together, the chicken will eat the corn.
How does the man do it?

When a clock's reflection is 2:30, what time is it really?

VISION
WHAT WE WILL BE KNOWN FOR
To be the premier provider of world-class live entertainment guest experiences!

MISSION
WHAT WE DO
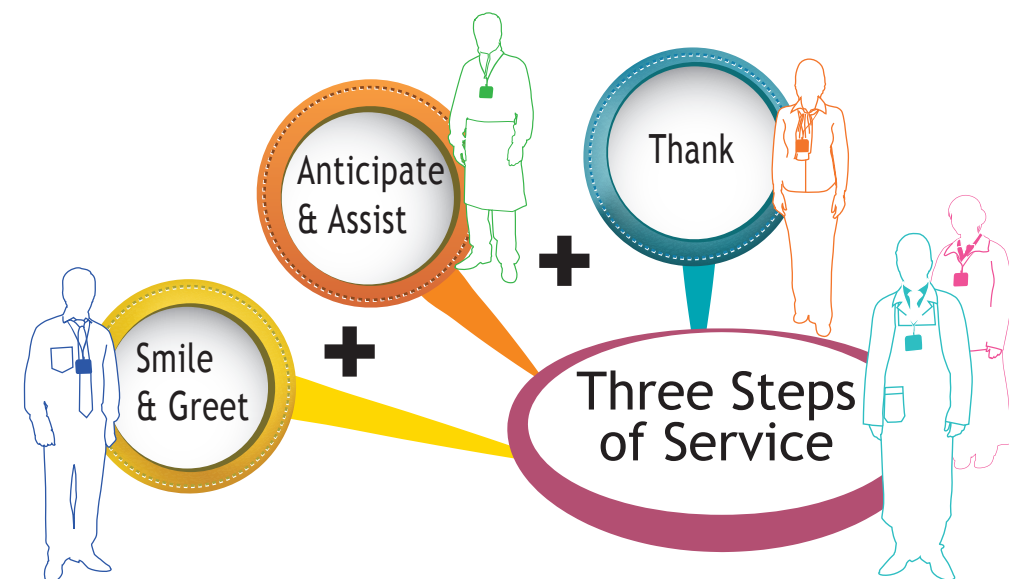Excellent Service, Cherished Memories,& Loyalty.

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!*

Smile & Greet + Anticipate & Assist + Thank = Three Steps of Service

Team Member Engagement

1. Manager vs. Leader

Objective:

The objective of this exercise is to provide you with a look at how you are balancing the roles of Manager and Leader.

Instructions:

The right and left columns below contain correlating attributes for the Manager and Leader roles. The center column contains scales from 1 to 5, weighted towards one role or the other. Think about your average week at work as you go down the rows and circle the number that represents (on average) the balance of attention, energy, and time between the two attributes. Be honest in your assessment. Don't push the numbers.

Manager											Leader
Practical	5	4	3	2	1	1	2	3	4	5	Creative
Safety and Security	5	4	3	2	1	1	2	3	4	5	Risk and Opportunity
Organized	5	4	3	2	1	1	2	3	4	5	Inspiring
Supportive	5	4	3	2	1	1	2	3	4	5	Challenging
Clarifying I Task-Oriented	5	4	3	2	1	1	2	3	4	5	Intuitive I Vision-Oriented
Controlling	5	4	3	2	1	1	2	3	4	5	Motivational
Managing Today	5	4	3	2	1	1	2	3	4	5	Focusing on the Future

After you have circled the numbers in each row, draw a line from number to number down through all the rows from top to bottom on the page.

2. Connecting with Different Generations

Baby Boomers: 1946-1965

Influenced By:	Their Values and Behaviors:	What They Respond To:
• Parents stay together	• Loyal	• Responsibility
• Stay-at-home moms	• Work hard, play hard	• Feedback and appreciation
• Vietnam	• Life-long learning	• Training
• JFK, MLK	• High Ideals	• Rewards tied to performance
• Civil rights • Women's rights	• "How do I fit into the organization?"	• Need lots of external stimulation

"The task of the leader is to get their people from where they are to where they have not been."
-Henry Kissinger, Former U.S. Secretary of State

Generation "X": 1966-1976

Influenced By:	Their Values and Behaviors:	What They Respond To:
• Latch-key kids • Day care	• Entrepreneurial spirit	• Expect to be involved
• Divorce • Most educated	• Focus on making money	• Interesting work assignments
• Operation Desert Storm	• Tackles challenges	• Take them seriously
• Personal computer	• Seeks involvement	• Flexible schedule
• Civil rights • Women's rights	• Confident • Ambitious	• Fun, spirited workplace

Generation "Y": 1977-1994

Influenced By:	Their Values and Behaviors:	What They Respond To:
• Most adult-supervised kids	• Confident, brash, bold	• Working in teams
• Rewarded and recognized	• Eager to learn	• Listening to them • Involving them
• Closest to parents	• Loyal to self	• Treating them as adults, equals
• 9/11, Iraq, Afghanistan	• Cynical and skeptical	• Flexible schedule
• The Internet • Social Technology	• Doesn't like hierarchy	• Having as few "rules" as possible

3. Building Team Relationships

Attributes of a Successful Team

4. Respect and Recognition

Value: Respect

We are respectful. We treat and speak to others politely and with courtesy.

As leaders, what are ways that we show respect?