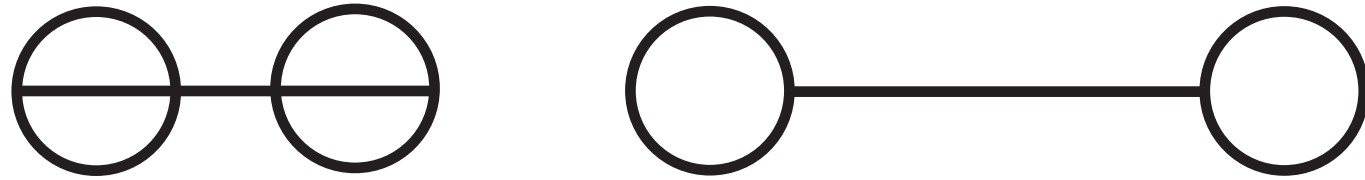


Brain Games

Which of the two lines connecting the circles is longer than the other?



What starts with an “E”, ends with and “E”, and usually contains a letter?



Which do you see, the old or the young women?

Using eight eights and addition only, can you make 1000?



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

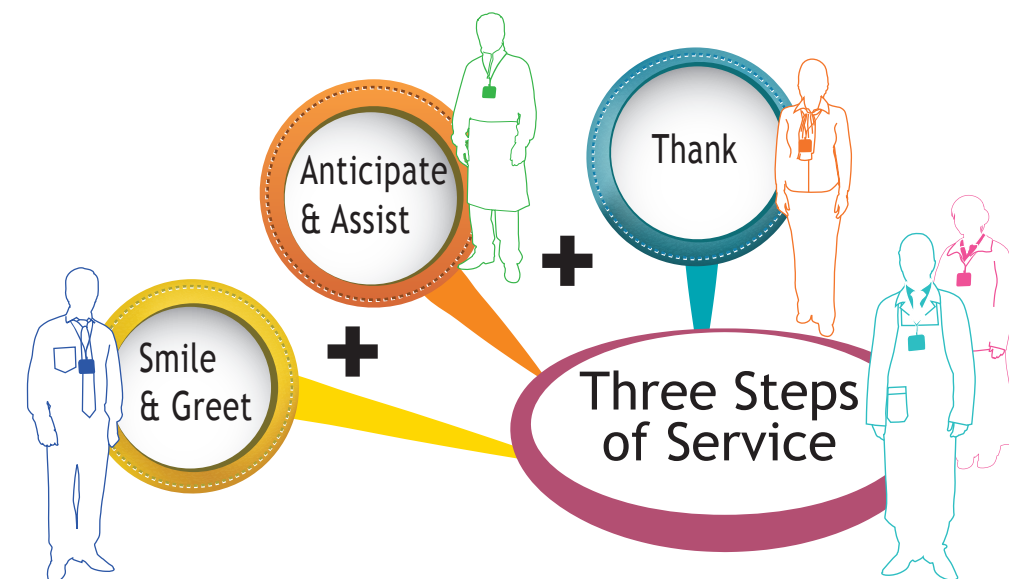
WHAT IS IMPORTANT IN THE OPERATION

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!*



INTRODUCING CHANGE

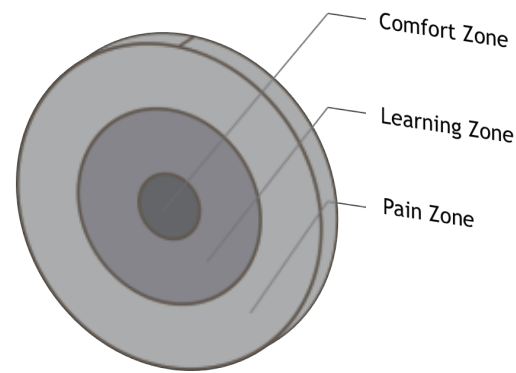


Inspire Action

How do your team members know that they can buy into you?



Adaptation Challenge



1. Stagnation

2. Preparation

3. Implementation

4. Determination

5. Fruition



Connect & Coach

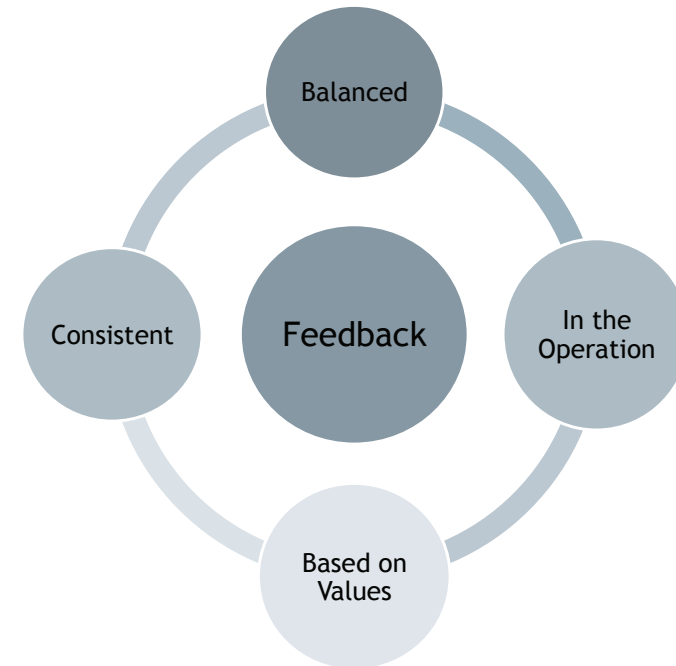
Connect Emotionally

“You cannot expect to move people with action unless you first move them with emotion.”
-John C. Maxwell, Author

Coach Constantly



Provide Feedback



Focus on giving feedback on our Circle of Service culture.

“In times of change, learners inherit the earth; they find themselves beautifully equipped to deal with a world that no longer exists.”
- Eric Hoffer, Social Philosopher