



Family Entertainment Centers



Enchanted Castle

Trails

Entertainment

Centers

Employee Manual

WELCOME TO THE TRAILS ENTERTAINMENT FAMILY!

CONGRATULATIONS! You have been chosen from hundreds of applicants to represent Trails Entertainment Centers, a company that began over 30 years ago. Now that you have joined our team, you are now part of the Chicago area's largest and most established chain of Family Entertainment Centers (FEC)! Our "family" includes the original Haunted Trails in Burbank, Haunted Trails in Joliet, and the Enchanted Castle in Lombard.

In addition to the above FEC's, our owner, Frank P. Sikora, also operates Sir Bounce-A-Lot's Inflatables & Games in Green bay, Wisconsin. Additionally, there is a game design division, "Family Fun Companies", which began in 2000. This division not only designs games, but also distributes and services new games all over the world. To date, we have credit for approximately 40 game designs.

Our company is recognized as one of the leaders in the industry! We take great pride in what we do and we hope that you will do the same. If you ever have a question or concern, never hesitate to ask. We are all here as a team to provide a world-class, guest-service experience.

EMPLOYEE RELATIONS

We have an open communication policy (OCP). This is an important line of communication from management to staff and staff to management. Our management team is available to discuss your job performance and other work-related issues. We'll treat you fairly and will be there to listen. In return, we expect a commitment from you to your job, your schedule, your fellow workers and, of course, our guests.

Trails Entertainment Centers is open 362 days a year, seven days a week, rain or shine. The fact is, we work to allow our Guests to play and relax, which means we work weekends and holidays. Please understand in our business, it is impossible to schedule around everyone's picnics, parties, and concerts. Your employment is a big responsibility that you should carefully consider before starting. We trust you are ready for the challenge!

We look forward to a long, successful and rewarding relationship! Again, **WELCOME** to the Trails Entertainment Centers family!

YOUR ROLE IS IMPORTANT!

Every employee of Trails Entertainment Centers has one very specific responsibility summed up in these words: **SERVICE the GUEST.**

Servicing our Guests means more than selling a ticket, giving a prize or running a ride. It means treating people like they are guests in your home. It's your party and they're looking for a good time.

To understand how to properly service our guests, we must first understand each person. Every guest who visits our parks is very different. At any given time, you may find:

- * A family spending the day together
- * A birthday party or group outing
- * A group of teenagers meeting new friends
- * A business person playing games on a lunch break
- * A sports team being rewarded for a good game or practice

People of all ages from down the street or around the world visit our parks. Each guest has one thing in common: **They all are here to have FUN!**

EVERY GUEST IS A V.I.P.!

This point cannot be emphasized enough. **Every guest is a V.I.P. and deserves to be treated as one.** Although there may be hundreds of people in the park, each person needs to feel like he or she is the most important.

Remember that the overwhelming majority of our guests are easy people to work with. Your real challenge is the **tiny** percentage of guests who are hot, tired, hungry, confused or frustrated. Keep it in perspective because YOU have the power to turn their day around.

Our guests are the ones who pay our wages and keep us in business. For that very reason, each and every guest who visits us is, in a very real sense, our boss. Remember that most of our guests visit us more than once per year. Treating them right keeps them coming back.

Now that we are beginning to understand our guests, we can learn the formula for a **SATISFIED GUEST.**

<p>PRESENTATION + COMMUNICATION + COOPERATION = SATISFIED GUEST</p>
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Let's take a look at the components of this formula!

PRESENTATION

“You NEVER get a second chance to make a FIRST impression!”

You’ve heard that before, right? Well, it is absolutely true! Before we say one word, our guests will formulate a first impression based on our park’s appearance and presentation.

Our presentation is how we look, smell and act. It is about us being **GUEST READY** before the first guest arrives each day and staying fresh until the last guest leaves. We want to look great from our parking lots to our golf pencils!

Here are some questions we should consistently ask ourselves.

- Are the walkways swept, counters spotless and equipment clean?
- Are all games and attractions working properly?
- Are the prizes stocked and displayed properly?
- Are the bathrooms fresh and clean?

These questions should be a part of everyone’s routine. When the answer is “Yes”, we’re ready to bring on the guests. Here are some tips to assist in providing a great presentation.

1. “BE GUEST READY”

Our guests need you! Please be at your assigned work position by your scheduled start time. Try to arrive to the park 5 or 10 minutes early. That way you can get settled (use the restroom, put away personal items, etc.) and assure yourself you are ready to “bring on the guests”.

QUESTION: If you’re not there for the guest, who is?

ANSWER: Our competitors

2. “CLEAN AS YOU GO”

If you see a piece of paper on the ground, pick it up. If there is trash that needs taking to the dumpster at shift change, take it out. If you use the restroom, check the paper stocks and do some touch-up cleaning before you leave. If you see smudged or dirty glass, clean it. It takes only a few moments to keep up on the cleanliness. If everyone does it, it not only maintains a great presentation, but it lightens your team’s workload at the end of your shift.

3. “BE PROACTIVE”

If you see a potential problem, resolve it. If you possess the knowledge, capability and training to resolve it, do it! If it is something beyond your means, request assistance of your co-workers or management.

Ensure that your work area is properly stocked, clean and operational. For instance, if you are working at Mini Golf, ensure the pencils are sharpened, the balls are clean and the clubs are readily available.

COMMUNICATION

There are no real secrets to effectively communicate with our guests, but there are a few simple qualities to remember manners cost nothing:

1. SMILE!

Remember that “first impression” segment? It is also important to remember that a smile is usually contagious!

2. COURTESY

Always use friendly, courteous phrases like “May I help you?”, “Thank You!” and “Have a nice day”. Above all, use “Please” with any suggested directive to a guest such as “Please walk.” This, of course, applies to all of our guests – young and matured.

3. LISTEN

Listen to what the guest is saying. If the guest is upset, let them vent their frustration, but listen. Doing so usually solves MOST of the problem in MOST cases.

Our guests expect us to be walking, talking, and smiling information booths. You may be asked the same question a hundred times, but you’ll be asked by a hundred different guests, each for the first time. If you don’t know the answer to a particular question, find it. Utilize the knowledge of your co-workers and management. Utilize the provided tools (phone, radio) so we don’t send our guest away to get the answer.

One personal experience, good or bad, usually makes the greatest impression. The personal touch is a way of life... a vital ingredient in our success.

COOPERATION

Cooperation and teamwork are the key elements that tie everything together. Once we know what needs to be done, we work as a team to accomplish the mission.

We try to schedule so every area is cared for. But, there are always unforeseen problems such as call-offs, larger than expected crowds or equipment failures. We need to be ready, willing and able to pitch in when these problems arise.

“It’s not my job” is not a welcomed phrase at Trails Entertainment Centers. If an employee is not as fast in a cleaning task, help him. If an employee is overwhelmed with guests at a prize counter, assist. Offer to help where you can and better the team effort. If you finish a task before someone else, offer your assistance. We all work together until everything is finished.

These components all lead to a Satisfied Guest and an enriching work experience!

STANDARD POLICIES

APPEARANCE & GROOMING

Every Employee is expected to meet all appearance & grooming standards for uniformity and safety. Upon hire, two (2) uniform shirts will be provided and the cost is deducted from the first paycheck.

- Every employee shall report to work in good hygiene, neatly groomed and in proper uniform.
- The proper uniform is as follows:
 - SHIRT – A clean, Trails Entertainment Centers shirt issued by the company
 - PANTS - Plain black “Khaki Style” with NO excessive accessories (patches, pockets, rivet/emblems, words, etc.). **Absolutely no jeans, yoga pants or leggings.**
 - BELT & SOCKS - Plain black
 - SHOES - Plain black (closed toe/heel) with black soles. **Absolutely no high heels, sandals, clogs, moccasins, or slippers. *Restaurant requires non-slip soles.***
- The uniform shall be worn properly at all times, including when on break or off-duty.
 - SHIRT – tucked into pants; not rolled under or rolled sleeves
 - PANTS – worn around the waistline and length not exceeding shoe heel
 - BELT – worn properly through traditional belt loops
 - SHOES – laced/strapped and with socks on
- **HAIR (Women)** is to be of a conservative style and natural hair color. The face must be completely visible.
- **HAIR (Men)** is to be of a conservative style and natural hair color. Hair length is not to exceed one inch beyond the top of the uniform shirt collar. Ponytails or buns are not acceptable.
- **FACIAL HAIR** (beards/goatees, mustaches) must be cultivated and neatly groomed within 1/2 inch from the skin. Non-cultivated, day growth (“shadow”, stubble) is not permissible.
- Appropriate neck jewelry may be worn underneath the uniform shirt. Hand jewelry may not exceed two (2) simple rings per hand and one (1) simple watch or bracelet per hand
- Visible tattoos that have vulgar, racial, violent, or offensive connotations are not permitted. Visible tattoos are not permitted above the shoulders or below the wrist. Body piercings are not permitted except in the following:
 - Women may have no more than two post earrings in the lobe of each ear.
 - Earring may not exceed a quarter in size(dangling earrings/gauges are not allowed for safety/health reasons)
 - Men may have no more than one post earring in the lobe of each ear.
 - Nose piercings are limited to 1 stud only

Please note that a bandage covering the piercing will **NOT** be permitted

SPECIAL NOTES:

- **Kitchen Employees** will be required to wear a hat.
- **Technical Employees** are permitted to wear clean, black denim jeans.
- **Outdoor Park Employees** may wear plain black khaki shorts Memorial Day to Labor Day unless otherwise advised
- **Cold Temperature Sensitive Employees** may wear a plain, long-sleeved, black, white or gray shirt/sweatshirt under their uniform indoors. Outerwear indoors is not permissible.

ATTENDANCE & PUNCTUALITY

Every employee is expected to make every reasonable effort to report to work on time everyday. Your punctuality and attendance is of extreme importance to your successful service of our guests and respect of your fellow workers. We run a tight ship and do not routinely schedule extra employees. Thus, when one person calls off, it adds a significant workload to your fellow workers.

1. KNOW YOUR SCHEDULE

It is **your** responsibility to obtain and know your schedule. It will be posted 7 to 10 days prior to it becoming active. Take the time to write your schedule down. Do NOT call in for your schedule or ask someone else to write it down for you. This often leads to miscommunication that you will be held responsible for.

Because of the nature of our business, any vacation time off must be requested at least four (4) weeks in advance.

2. ARRIVE ON TIME

- Park in the designated parking area for your park.
- Arrive in the building about 5 to 10 minutes before your shift to allow yourself settle and personal time. (i.e. – use the restroom, put coat or belongings away)
- Be at your scheduled work location by the scheduled time.
- Punch in when fully prepared to assume your scheduled work position.

3. COMMUNICATE PROBLEMS

We understand there may be a rare occurrence when you might be late for your shift or cannot be here at all. Contact the on-Duty Manager directly with as much advance notice as possible.

It is our expectation that if you call-off sick, you will be at home and available. It is expected that you make an effort to report for work; should your condition allow you to do so.

ADVISEMENT: Please know that a follow-up callback will be made to your **home** number. We do this in order to plan for potential schedule changes that may be needed. If you do not answer, the absence may be considered unexcused.

Please make every effort to report for your shift. If you are a bit under the weather, attempt to report for your shift. In almost every case, the manager will send you home. This looks more favorably on your record than a complete call-off.

Any three (3) consecutively missed days, including a day off between, will require documentation (excusable) in order for you to return to work. Failure to provide such documentation may result in immediate suspension or termination.

Lastly, any No Call, No Show occurrence or unexcused absence may result in immediate suspension or dismissal.

PAYROLL PRACTICES

Every Employee is responsible for his/her own time keeping punching in and out and following all policies including break times.

PAY SCHEDULE

Trails Entertainment Centers operates on a 2-week pay schedule. The pay period begins on a Thursday and ends 13 days later on a Wednesday. Paychecks will be available after 10am on the following Monday. If you have any problems or questions about your check, see the General Manager.

TIME & ATTENDANCE

- Never punch in or out for anyone but yourself. Doing so may result in immediate termination.
- You should not punch in any earlier than 5 minutes before your shift unless authorized to do so by the Manager.

MEALS AND BREAKS

- Employees scheduled to work a 6 hour shift will receive a required, 30 minute "LUNCH" break, scheduled by a Manager.
- Employees must punch out for "Lunch" immediately upon being relieved of their work position. The closest time clock is to be used.
- Food orders may be purchased at a 50% discount while on break or immediately preceding/following the employee's shift. Pre-ordering is allowed with Managers approval.
- While on a break, employees may utilize the designated break area. Employees may NOT loiter in the park, ride rides or play games.
- Smoking by employees is never permissible while on the clock, while in uniform or when in a guest's view.

SPECIAL CIRCUMSTANCES

- Employees scheduled less than 6 hours should be prepared to eat before or after their shift. NOTE: A "Lunch" break may be requested or provided depending on Manager's approval.
- Employees with an urgent need to be relieved of their position (e.g. - restroom) must contact the manager.
- Employees working in cash handling positions are only to be relieved by an Assistant Manager or higher.

ETHICS AND RULES OF OUR HOUSE

Every Employee is considered a representative of Trails Entertainment Centers and will act in an appropriate and responsible manner. Employees who use any action or words that may create a negative connotation toward our Company may be immediately terminated.

SAFETY

It is the responsibility of every employee to attempt in keeping all areas safe for our guests and fellow workers. Any known unsafe condition or action should be reported to the manager immediately.

GAME PLAYING

To avoid any potential conflict, employees are restricted from playing any games that dispense redemption points, prizes or merchandise. Employees are welcome to visit any park as a guest, but are not allowed to play any video or redemption games. Please contact your General Manager for approval to visit another Park and enjoy the rides/attractions. The General Manager will then contact the park you want to visit.

Employees may never exchange redemption points, "10 cards", points or vouchers for prizes. Any attempt to do so without General Manager authorization will be cause for immediate termination. All prizes, tickets, cards, etc. will be confiscated. Past Employees are also subject to this procedure.

SUBSTANCE ABUSE

Any Employee who consumes OR is impaired by alcohol or non-prescribed drugs before or during a shift will be terminated immediately. We reserve the right to conduct random drug and alcohol tests at any time.

BACK GROUND CHECKS:

Carnival and Safety act rules state that every employee operating an amusement ride must be subjected to criminal and sexual offender back ground checks before operating an amusement ride. If an employee is hired under false pretense it will result in immediate termination.

THEFT

Employees in personal possession of any Trails Entertainment Centers, equipment, merchandise, tickets, tokens or cash funds without authorization may be terminated immediately.

CELL PHONES, PAGERS, PERSONAL CALLS & VISITATION

- Cell phones and pagers are strictly prohibited for non-management employees while on duty. These devices should be left at home, in your car or locked in a locker.
- Personal calls from family, spouse, friends, and etc. while on duty are not acceptable. Please make transportation or other personal arrangements before your shift or while on break. ONLY in extreme emergency situations will a message be taken and forwarded.
- Please request family and friends to not visit while you are on-duty. Should they do so, you are absolutely NEVER to assist them with Redemption point exchange or game credit. Management must be given a courtesy advisement if family or friends arrive.

DISCRIMINATION AND HARRASSMENT POLICY

We are committed to providing a work environment that is free from discrimination and harassment of any form. Harassment on the basis of race, sex, sexual orientation or any other category protected by law is prohibited and will not be tolerated. Offending employees will be subjected to disciplinary action, including termination of employment.

EQUIPMENT HANDLING & COMMUNICATIONS

Every Employee is expected to properly handle ALL company-owned equipment with care. It is also expected that said equipment will be used for the proper and intended use. Any items used are to be returned to their proper storage location when done.

TELEPHONE ANSWERING

Know the facts. Employees authorized to answer incoming telephone calls must be prepared to answer a variety of questions about the park. Simple telephone etiquette must always be provided.

GREETING: *“Good (morning/evening)” OR “Thank you for calling (Park)!” - “This is (Name). How may I help you?”*

If the call is for a Manager or Administration, **always** inquire, “May I ask who is calling?”, then place the caller on hold (“May I place you on hold?”) and contact the appropriate person.

If the call is for an hourly employee, find out who is calling and take a message. Advise the caller that the employee is in a working position and is unavailable.

- **NEVER** give out anyone’s information over the phone.
- If the caller wants to have someone paged, advise the manager.
- Always thank the caller by responding, *“Thank you for calling!”*

RADIO COMMUNICATIONS

Most working positions are supplied with a two-way radio. These are the most important tools we use every day for communication, security and safety. Always obtain your radio at the start of your shift. Management and key positions will have an assigned unit number. The most common are as follows:

UNIT 1 – Management

UNIT 2 – Floor Attendants

UNIT 3 – Security

EMERGENCY PROCEDURES & HANDLING

*In any emergency situation, how we conduct ourselves is going to “set the tone” for our guests. It is imperative that, should a situation occur, we **MUST** remain calm and confident.*

“10/20” GUIDELINE

Of course, our first action should always be keeping our park and work locations clean, organized and safe. Staying aware of our surroundings helps contribute to a safe park. A general guideline for all employees to follow is the “10/20”.

- An employee has 10 seconds to spot a possible accident or situation in their area of responsibility and a maximum of 20 seconds to respond to that situation.

Employees should be able to view their entire area of responsibility within a 10 second viewing distance. If a situation is spotted, you should be able to respond to that situation within 20 seconds. Utilizing the “10/20” WILL help reduce any potential problems and provide a safer environment for our guests and fellow team members.

Of course, every situation cannot be covered in this handbook. However, the most common occurrences and the expected conditioned responses are listed below.

LOST CHILDREN/PARENTS

Although not an actual emergency, this is quite traumatic for the child or parent/guardian. In most cases, it will be the child looking for the parent/guardian. The procedures below are from that point of view.

1. Try to keep the child calm and get his/her name as well as the parent/guardian’s name.
2. Notify Security first to meet you and then notify a member of management.
3. Stay with the child at a central location until management or security arrives.
4. Assist in locating the parent/guardian via PA Announcements and/or looking for guests who may fit the description of the parent/guardian.

If a child is reported missing, get a description to announce (via radio) to all employees. Be sure to get details (name, age, race, clothing and last place seen).

MINOR INCIDENT HANDLING

1. Keep the guest calm by getting the guest’s name and introducing yourself.
2. Contact the manager for assistance and evaluate the seriousness of the incident.
3. If the guest is a minor, request assistance in locating the parent/guardian.
4. Move the guest to a neutral location **ONLY** if the guest’s injury will not be aggravated.
5. Provide common medical assistance (i.e. - ice pack for swelling; sterile pad or bandage for minor bleeding; water; paper towel; etc)
6. Gather information to complete an Incident Report.

MAJOR INCIDENT HANDLING

Should a major incident occur such as an injury, accident or fire, every employee must be on alert to assist by following the manager's direction. No speculative, inappropriate or unauthorized statements should ever occur, especially to media, emergency officials or guests. This may be reason for immediate termination.

1. Keep the guest calm by getting the guest's name and introducing yourself.
2. Contact the manager for assistance and evaluate the seriousness of the injury.
3. If the guest is a minor, request assistance in locating the parent/guardian.
4. Evaluate the seriousness of the injury.
5. Move the guest to a neutral location ONLY if the guest's injury will not be aggravated.
6. Provide common medical assistance (i.e. - ice pack for swelling; sterile pad or bandage for minor bleeding; direct pressure with a clean towel or rag for major bleed; etc).
7. Assist by providing crowd control, contacting/waiting for paramedics, if necessary.
8. Gather information to complete an Incident Report.

FIRE HANDLING

Every employee must know the location(s) a fire extinguisher in their immediate work area.

The proper procedures to operate a fire extinguisher are:

1. Pull the locking ring from the handle.
2. Aim the nozzle at the base of the flames.
3. Squeeze the handle to discharge the contents of the extinguisher.
4. Sweep the nozzle side to side at the base of the flame in order to cover the affected area

If the fire is too large to handle with an extinguisher:

1. Evacuate the affected structure/area as calmly and quickly as possible.
2. Contact the Fire Department and/or use the fire pull stations.
3. Contact the manager for assistance and follow their direction.

WEATHER EMERGENCIES

Management and employees must keep aware for approaching bad weather. Management should monitor a weather radio; however, Employees should keep management aware of actual occurrences. The following should occur during this situation:

- Outdoor attractions will be closed immediately; Indoor attractions may cease if a there is a chance of a power failure.
- Guests should be directed into a sturdy building location and kept in a general area.
- Employees should interact and host the guests during this period.
- No attractions may reopen without the approval of the Duty Manager.

THANK YOU for being a part of the Trails Entertainment Centers Team!

TRAILS ENTERTAINMENT CENTERS EMPLOYEE MANUAL

(For use in Haunted Trails & Enchanted Castle)

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