



Team Member Expectations

Much of Lagoon's success is directly attributed to cheerful, enthusiastic and dependable team members. The operation of Lagoon is a **team effort** and we ask that each team member adhere to certain expectations in order to achieve the goal of being Utah's premier attraction. Lagoon has developed a culture that defines the values, beliefs, underlying assumptions, attitudes, and behaviors that every team member is expected to follow as they perform their job duties. At Lagoon, we call this "Coaster Culture." Coaster Culture includes four values: **SAFETY, ALL STAR G.U.E.S.T. SERVICE, TAKING PRIDE,** and **TEAMWORK.** Within each "Coaster Culture" value, there are corresponding service behaviors, policies and expectations which help each team member to better understand his or her responsibility in the company.

Safety

Lagoon team members are required to maintain strict Safety standards. The safety of our team members and Guests is of utmost importance at Lagoon. Willful or unreasonable negligence of safety to guests or fellow team members while on or off duty anywhere on company premises will not be tolerated.

- **We create a safe work environment for every Guest and team member.**
 - **Drug and Alcohol:** Possession, consumption, or being under the influence of alcoholic beverages or drugs on the premises at any time, on or off the clock, or prior to reporting to work will not be tolerated.
- **We report all incidents to the Safety and Security Office.**

All Star G.U.E.S.T. Service

One of the most important philosophies to which Lagoon is dedicated, is that of providing outstanding Guest Service. Our business is making people happy by giving our Guests an extraordinary day of fun and laughter with family and friends. That means you, the potential Lagoon Team member, has the responsibility to see that each Guest is treated with every possible courtesy and consideration. If you find it difficult to deal with people in a **first class** manner, this is not the job for you. If, on the other hand, you enjoy people and love to see them happy, you are the right team member for the job!

- **We always provide exceptional G.U.E.S.T. Service.**
 - **G**reeting – **U**niform – **E**xceed Guest **E**xpectations – **S**mile – **T**hank You
- **We are energetic, knowledgeable and value the opportunity to serve.**

Take Pride

Every team member has the responsibility of taking pride in Lagoon. Taking pride means representing Lagoon in a professional manner at all times, as well as taking ownership in your job and showing that you care about the appearance and cleanliness of the park. Vandalizing, destroying, and/or intentionally misusing company or personal property or equipment is not tolerated.

- **We take pride in ourselves through our appearance and behavior when representing Lagoon.**
 - **Personal Appearance Policy:** Team members are expected to present a neat, well-groomed appearance and a courteous disposition. At Lagoon, we feel that these qualities go further than any other factor in making a favorable impression on the public and your fellow workers.
 - **Distractions in the Work Place:** Friends, family, or co-workers present a distraction to team members in the work place and are not permitted to loiter around your work area. The use of cell phones for any purpose, including text messaging, or the use of personal audio devices, including radios, iPods, MP3 players, etc., will not be permitted while on duty or in uniform.
- **We take pride in a job well done, pride in our facilities and equipment, and pride in the cleanliness of the Park.**
 - **Cleanliness:** Cleanliness is everyone's responsibility, regardless of job title or responsibilities. If you see litter, pick it up and place it in the trash. Lagoon's motto is "Don't pass it up, pick it up."

Teamwork

Lagoon is made up of many different departments and individuals, each playing a vital role in the daily operations of the park. The overall success of Lagoon is dependent on the ability of every team member to work together, not only with your direct co-workers but with other departments as well. Teamwork means going the extra mile to help a co-worker. Helping out in a different department which may be short-handed, helping to create a work environment where everyone feels included, adhering to Lagoon's policy on harassment, and making sure that you are on-time for your shifts adds to our team efforts.

- **We work together within a team environment of mutual respect, honesty and integrity.**
 - **Attendance:** Excessive absenteeism and tardiness will not be tolerated.
 - **Harassment:** Lagoon does not tolerate harassment of its team members, guests, clients, vendors and suppliers, or the general public. Any form of harassment, including but not limited to harassment related to an individual's race, religion, gender, national origin, age, pregnancy, disability, or any other basis prohibited by law that has the purpose of creating an intimidating, hostile, or offensive working environment.
 - **Theft/Honesty:** Theft or misuse of cash, tickets, prizes, food, merchandise, tools, supplies, company property, or services belonging to Lagoon, other team members, or Guests will not be tolerated.
- **We are flexible in our work duties and lend a helping hand as needed.**