

Connected

June 5, 2015

Busch Gardens
40 YEARS OF FUN
Water Country
USA



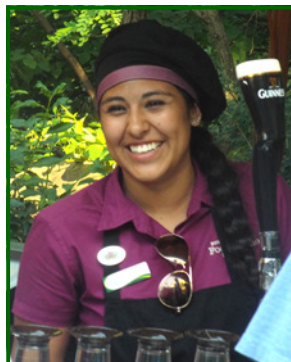
Busch Gardens
Food & Wine
FESTIVAL

A Note from Carl

We are now in the third year of our Food & Wine Festival at Busch Gardens. Our guest response has been overwhelmingly positive. It shows how when we all work as a team, focused on delivering a well thought out and expertly executed product – it works. It takes everyone from electricians in maintenance to chefs in culinary to create and deliver this great product. There are also many folks on the entertainment team working late at night to get everything loaded in and looking spectacular.

Thanks to everyone who made this all possible. I'm always proud of the things we accomplish here in our Virginia Parks. Food & Wine is just another example.

Thank you.



Team Member Information

40 Years of Fun: The Story of Busch Gardens Williamsburg

Park President **Carl Lum**, **Karen Barker**, and **Theresa DeRose** volunteered to man the phones during WHRO's pledge drive on Monday, June 1. The "40 Years" documentary was shown during the hour broadcast and **Carl** was interviewed live during breaks by the station's president.

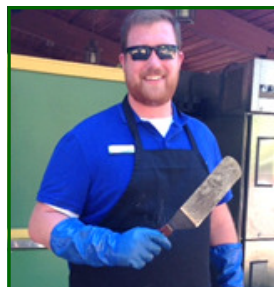
If you would like another chance to see the documentary, it will be shown again on WHRO on Saturday, June 6 at 8 PM. Check your local listings for the channel in your area.



The Wildlife Docs introduces viewers to the many animals at Busch Gardens Tampa and the veterinary staff responsible for their health and wellbeing. Over 12,000 animals live at Busch Gardens, ranging from small reptiles and birds to big cats and primates. With such an incredible variety of animals, the Tampa staff deals with illnesses and injuries of all kinds in addition to managing the nutrition and preventative care of every animal. Over the years, the vets featured in *The Wildlife Docs* have helped a gorilla in need of a C-section, treated an elephant's ear sores with cold laser therapy, and raised everything from cheetah, lion, and tiger cubs to baby rhinos, giraffes, and zebras. *The Wildlife Docs* takes viewers through these stories and many more, featuring some of the many challenges inherent in caring for such a wide range of exotic species. To find out more about who these vets are and what they do, watch *The Wildlife Docs* Saturday mornings on your local ABC channel or visit youtube.com/TheWildlifeDocs/.

For those who want to learn more about SeaWorld's rescue and rehabilitation work, *Sea Rescue* focuses the SeaWorld Rescue Team and its partners as they work together to rescue, rehabilitate, and release marine animals in distress. Over 50 years, the SeaWorld Rescue Team has rescued over 25,000 animals, including whales and dolphins, seals and sea lions, otters, sea turtles, and a variety of birds, reptiles, and other mammals. Working with government agencies and rescue organizations around the country, the team has assisted stranded and orphaned marine mammals, sea turtles, and manatees caught in nets or hit by boats, and even a sea lion found with a gunshot wound. The team makes every effort to rehabilitate these animals and release them into the wild. If the National Marine Fisheries Service determines that an animal is not releasable, it places the animal in a permanent home, often at SeaWorld or another qualified zoo or aquarium facility. To learn more about the work of the SeaWorld Rescue Team, watch *Sea Rescue* Saturday mornings on your local ABC channel or visit <http://seaworldcares.com/rescues/>. You can also find episodes online at hulu.com/sea-rescue or youtube.com/searescuetv.

Entertainment Appreciation Picnic



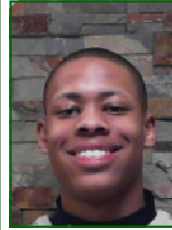
"Chef" Chris Schaffer

Team Member Information

Team Members of the Week



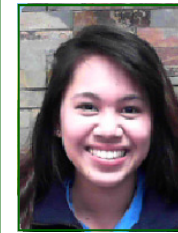
Chelsea Hagert (Area 3 Oktoberfest AH) is an exceptional team member, who is willing to work at any location where she is needed. She is a ray of sunshine on a cloudy day, brightening up the mood of all team members! Her smile is contagious, and she is a great asset to our team! Keep up the great work Chelsea!



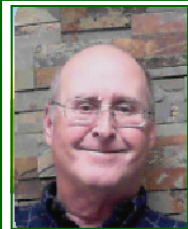
Darius Edler is a great area host team member in Ireland-Scotland. He comes to work ready to work. He is extremely hard working and never stops moving. We can always depend on Darius to get the job done and ensure his zones are clean. We would like to thank Darius for his hard work! Keep it up!



Robert "Jermaine" Phillips (Area 4 Italy AH), a 2nd year team member has improved drastically from the beginning of the year. Jermaine is always willing to help (in Rides or AH) and is quick to bring concerns to his leadership. Jermaine is also very helpful with trainees and their documentation, answering all of their questions and ensuring that their paperwork is correctly filled out. Jermaine has become an invaluable member of the Area Four team and we could not be more proud of the progress he has made.

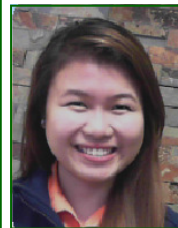


Danica Santos (Culinary) has demonstrated a diverse range of skills, each of which brings something valuable to our team. She has learned several positions, including our new Food and Wine kiosk. Her dedication to learning and to providing our guests with positive experiences makes her a wonderful addition to our team. Thank you Danica.

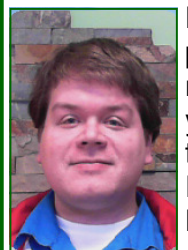


Ed Tolotti (Merchandise) always makes sure that the Trading Post is open and ready for business. He is a hard worker who always manages to make us laugh, even on tough days. He works extremely well with his fellow team members, and always offers a helping hand.

Ed consistently reaches out to guests and makes sure he greets them with a smile. He offers help if he sees that a guest may be indecisive about a purchase, or if he sees a child struggling with the mine in front of Trading Post. His positive attitude always leaves guests smiling. He always takes his time when handling sales to ensure that guests receive exactly what they purchased. Ed has an infectious sense of humor that he brings to the workplace. It influences the attitudes of his fellow team members while also bringing a smile to the guests' faces. Thank you for the great work, Ed!



Jenica Anne Dizon (Culinary Smokehouse) can immediately brighten anyone's day with her ever present smile and exuberant greeting. She always makes herself available for extra shifts, and her high energy is infectious throughout the service lines. She is a quick learner and extremely efficient at her position. Jenica often does her "victory dance" at the end of busy workdays which really encourages and inspires her co-workers. We are incredibly appreciative to have her as a member of our team!



Bryan Karwoski (Festhaus Lines) has proved to be a very versatile team member within the Festhaus. For several years he has provided spectacular service to guests. Whether he has to work at the Food & Wine kiosk or within the kitchen Bryan is always willing to lend a hand with a smile on his face. Thanks for the hard work, Bryan, keep it up!



Nunzia Morvillo Aprea (Culinary) is an outstanding performer in the Bakery. She has proven to be a dependable person especially during our prep for Food and Wine. Nunzia is always positive even at times when things are hectic and is always smiling whenever you speak with her. She never turns away from an assignment and is willing to stay until the task is completed.

Nunzia is from Italy so it isn't strange to hear her yell out "Caldo" as we move hot baking racks out of ovens. It is a pleasure to have her apart of our team!

What's New at



Pass Member Appreciation Day June 6

Saturday, June 6, is Pass Member Appreciation Day at Water Country USA! **Pass Members must show their active Water Country USA passes** (Water Country 1-Park, 2-Park or Platinum) to enter and take advantage of the following benefits:

- o 8:30 – 10 a.m. **complimentary breakfast** served at Catalina Grill and Hot Spots
- o 8:30 – 10 a.m. **early ride time** on the following rides:
 - Colossal Curl™
 - Jet Scream™
 - Malibu Pipeline®
 - Nitro Racer®
 - H2O UFO®

o 11 a.m. – 5 p.m. **Pass Member VIP Zone** located in H2Oasis Mega Cabanas (behind H2O UFO) where Pass Members can stop by for:

- Free Coca-Cola beverages and a snack
- Dancing and playing games led by a DJ
- A chance to win prizes.

It is also our chance to give these special guests a welcome smile and a big "Thank You".



Ashley Boothe is a 2nd year Team Member in the Merchandise Department at WCUSA who knows how to wear so many different hats while keeping a smile on her face for all her guests and fellow Team Members. Ashley is very versatile and can work Cabanas, Lockers, and Shops with ease. She is most at home with her guests in the

cabanas and truly enjoys meeting people from across the United States and from around the world. She has had guests as far away as Hawaii and Eastern Europe. Ashley loves the conversations she has with her guests and is always thrilled to turn a guest's day around from being unpleasant to spectacular. Ashley is a rising junior at Hampton University where she is studying Biology. Her future plans include going to Med School. Thank you for all that you do, Ashley. Congratulations, Ashley!

New Menus at Eateries Around the Park

Coolsville:

- Gelato
- Sorbetto
- Soft Serve Ice Cream



Daddy O's:

- Funnel Cake
- Pizza on 10,000+ attendance days only

Pinkie's expanded location is a Grab and Go Market:

- Turkey Legs
- Corn Dogs
- Churros
- Pizza

Pit Stop:

- Fresh Fruit Smoothies
- Frappe's - frozen coffee drinks

Surfside Sips:

- Draft Beer
- Frozen Alcoholic Beverages
- Bottled Sodas
- Pretzels
- Bagged Chips



Team Members of the Week

Mary Vanderploeg is currently in her third season at WCUSA and works as a Team Member Services clerk.

She always has a positive attitude when assisting both team members and guests. Mary takes initiative in resolving issues and completing tasks. She is a vital part of the Team Member Services team.



Thank you, Mary, and congratulations!!

Team Member Information

JUNE IS NATIONAL SAFETY MONTH!

STAY COOL!

Drink water, avoid caffeine, and take breaks when you need them!



PAY ATTENTION!

Accidents happen when we're being careless or rushing. Take your time and be purposeful and cautious in every move you make.



WEAR PPE!

Many job tasks require you to wear Personal Protective Equipment (PPE). Take a pause for safety and consider if there is something simple that you could do to protect yourself from injury.



ASK!

If you don't know how to do a task or use a tool, ask for help. Never try to do anything that you feel uncomfortable with.



EHS wants YOU to make safety a priority, and as we come into the warm summer months, here are some **hot** topics for you to keep in mind.

STAY HYDRATED with **complimentary water bottles**. These bottles are an *optional* part of your uniform.

Please visit BG Costumes Distribution or WC's Team Member Services to pick up your free bottle.

Thank you for remaining focused on your personal safety by maintaining a safe hydration level while working, wearing your PPE, responsibly driving to and from work, and keeping your eyes open for any safety issue or concern in the park.

Park Services Operating Schedule

BG Employment

Monday — Thursday	8:30 a.m. to 5 p.m.
Friday	9:30 a.m. to 4:30 p.m.
Saturday	8:30 a.m. to 5 p.m.
Sunday	Closed

Costume Distribution Center

Monday — Saturday	9 a.m. to 4:30 p.m.
Sunday	9 a.m. to 3 p.m.

Health Services DOT Testing*

Monday — Friday	10 a.m. to 4 p.m.
	(Closed for lunch 12 to 1 p.m.)

*Call 757-253-3342 to ensure a DOT Certified Tester is available.

TM Service Desk (Side entrance door to HR)

Monday — Saturday	8:30 a.m. to 5 p.m.
Sunday	8:30 a.m. to 11:30 a.m.

WCUSA Employment

Monday	Closed
Tuesday — Friday	10 a.m. to 5 p.m.
Saturday	10 am. to 3 p.m.
Sunday	Closed

WCUSA Team Member Services

Monday — Sunday	9 a.m. to 5 p.m.
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www.SaferTeenDriving.org

**Distracted Driving
ENDS with ME.**

Hang up your Phone

Just Drive..

C.A.R.

NOTE: TMBAs operating hours are 11:30 a.m. until one hour before park closes.

Alpine Café (Germany) TMBA is open for breakfast 9 a.m. - until 11:30 a.m.

Team Member Information

**Celebrating Birthday's
June 6-12**



WC Team Members

Shannon Kuster	Lifeguards	WC Park Ops	9
Nevalle Ocasio	Z4 Rides	WC Park Ops	11
Teirra Sapp	Daddy O's	WC Culinary	12

BG Team Members

Tommesha Berry	Festhaus Supervision	Culinary	6
Antonio Christian	Ski Market	Culinary	6
Christel Fuller	Food and Wine	Culinary	6
Jonathan Batista	Pretzel World	Culinary	7
Rosa Persinger	Festhaus TMBA	Culinary	7
Tatiana Wolfe	Festhaus Kitchen	Culinary	7
Jared Jamison	Smokehouse TMBA	Culinary	8
Lonnie Jeter	Smokehouse Grills	Culinary	8
Gabrielle Legare	Sesame Dine	Culinary	8
Socorro Delgado	Italy Kitchen	Culinary	9
Natascha Johnson	Squires Galley	Culinary	9
Lillie Parker	France Ice Cream	Culinary	9
Danielle Ransom	Pretzel World	Culinary	9
Hayk Stepanyan	Festhaus Bakery	Culinary	9
Tiara Strong	Alpengeist Drink	Culinary	9
Azariah Tighe	London Dairy	Culinary	9
Eugene Deaton	England Carts	Culinary	10
Kyle Hill	LaCucina	Culinary	10
Trasean Shackelford	Festhaus Dining	Culinary	10
Latavia Mccoy	Smokehouse Lines	Culinary	11
Destiny Lancaster	Italy Cashier	Culinary	12
Kenia Taylor	British Baker	Culinary	12
Alison Miller	Ireland Theatre	Entertainment	6
Kelly Mills	Italy Theater	Entertainment	11
Taylor Quimby	Italy Theater	Entertainment	11
Ciara Stillson	Ireland Theatre	Entertainment	12
Amanda Olmsted	Cash Control	Finance	7
Alvin Ruiz	Dead Ball / Berlin	Games	12
Vincent Lanier	Warehouse	General Admin.	8
Brian Lattimer	Warehouse	General Admin.	11
Ryan Dennis	Office Services	General Admin.	12
Barbara Patrick	Park Perks	HR	10

Mouhamed Rebeiz	Pompeii Photo	Merchandise	7
Vangie Alston	Merch Maintenance	Merchandise	8
Catherine Graham	Bella Casa	Merchandise	9
James Weismiller	Felt & Feather	Merchandise	9
Cindy Russ	Alpengeist Gifts	Merchandise	11
Roland Charest	Railroad Engineers	Park Ops	6
Karen Evensen	Tram Driver	Park Ops	6
Kiara Jordan	Festa AH	Park Ops	6
Janie Brooks	Admissions	Park Ops	7
Desmonique Horton	Oktoberfest Area Host	Park Ops	7
Diamond Mcduffey	Land O' Dragons	Park Ops	7
Aaron Richards	OPS Supervision	Park Ops	7
Jonathan Wilson	Germany AH	Park Ops	7
D'Rajavon Taylor	Italy Rides	Park Ops	8
Russell Williams	Admissions	Park Ops	8
Nafi Aranjo	Tempesto	Park Ops	9
Calese Carr	Admissions	Park Ops	9
Christopher Owen	Main Gate Cashier	Park Ops	9
Taylor Partee	Festa Rides	Park Ops	9
Zackery Shaw	Skyride	Park Ops	9
John McClain	Grounds Maint	Park Ops	10
Gregory Monroe	Festa AH	Park Ops	10
Thomas Pilson	Tram Driver	Park Ops	10
Lashawn Davis	Verbolten	Park Ops	11
Bethany Heape	Abbystone Theater	Park Ops	11
Mary Henkel	Tram Driver	Park Ops	11
Angel Colon	Traffic Control	Park Ops	12
Andrea Latorre	Griffon	Park Ops	12
Jerry Lawson	Tram Driver	Park Ops	12
Tierra Roberson	Pompeii	Park Ops	12
Brendan Scarborough	Skyride	Park Ops	12

SELFIES
with Carl



Catch Carl (if you can),
take a selfie with him, and e-mail it to
Monika.Rienth@BuschGardens.com.
Please include Team Member(s) name(s)
appearing in the photo and work location.

Team Member Information

Coming Tuesday, June 9

A Cereal—ously Fun Treat!

Because we Cereal—ously Appreciate You!



Tuesday June 9, 7:30 a.m. – 12 noon
BG at Gate 3 WC at TMBA

TMBA Menus	Friday 6.05	Saturday 6.06	Sunday 6.07	Monday 6.08	Tuesday 6.09	Wednesday 6.10	Thursday 6.11
Ye Olde Tavern England 1	<p>Grab & Go Snacks: Pop Tarts, Oatmeal, Beef Jerky, Candy, Doughnuts, Easy Mac, Chips Hot Entrees: Panini's, Hamburgers, Turkey Burgers, Chick Fil-A, Hot Dogs, Pizza, Chili, Nachos, Soup of the Day Hot Snacks: Pretzels, Churros, Popcorn Cold Entrees: Assorted salads, Sandwiches and Wraps. Cold Snacks: Side salads, Hummus, Fruit, Yogurt Parfait Desserts: Ice Cream Bars, assorted Cakes, Muffins, Pudding Drinks: Assorted bottled drinks, Starbucks Coffee and Hot Chocolate, ICEE, Freestyle Coke, Gold Peak Tea</p>						
Trappers Smokehouse France	Baked Fish Chicken Wings Broccoli Rice	Pork Chops Fish Sandwich Hush Puppies Carrots	Manager's Choice	Chicken Sausage & Onions Broccoli & Cheese Cheese Sticks	Meatballs Pork BBQ Pasta Salad Veggies	Spicy Chicken Meatloaf Cabbage Cheese Sticks	Chicken Parmesan Baked Potatoes Corn Tator Tots
Alpine Café Germany	Shrimp Pasta w/ Meatballs	Pork Chops Beef Strooganoff	Prime Rib Baked ham	Chicken Stir-Fry Turkey	Tacos Chicken Enchilada	Chicken Parmesan Sausage w/Peppers	Chicken Alfredo Fried Chicken
Mama Stella's Italy	Taco Bar Spanish Rice Spaghetti Pizza Salad Bar	Pork Chops Beef Cannelloni Spaghetti Pizza Salad Bar	Pot Roast Cheesy Potatoes Beef Cannelloni Spaghetti Pizza Salad Bar	Sausage & Peppers Tater Tots Beef Cannelloni Spaghetti Pizza Salad Bar	Baked Potato Bar Corn Dog Nuggets Beef Cannelloni Spaghetti Pizza Salad Bar	Philly Cheese Steak Rice Beef Cannelloni Spaghetti Pizza Salad Bar	Meatloaf Mashed Potatoes/ Gravy Beef Cannelloni Spaghetti Pizza Salad Bar
Water Country	Meatballs Rice Corn	Chicken Parmesan Broccoli Mashed Potatoes	Manager's Choice	Chicken Quesadillas Mac 'n Cheese Corn	Baked Potato Bar	Smothered Beef Tips Peppers & Onions Fried Mushrooms Mac'n Cheese / Peas	Grilled Chicken Spanish Rice Corn

Team Member Information

WOWing Guests Exceeding Expectations



Guest Satisfaction Ratings

Courtesy of TMs	BG	WC
Target (Excellent)	78%	74%
Week ending 5.31	80%	81%
Week ending 5.24	70%	74%

Helpfulness of TMs	BG	WC
Target (Excellent)	80%	75%
Week ending 5.31	80%	81%
Week ending 5.24	61%	70%

Water Country has very polite lifeguards and ride people.

We encountered very friendly cashiers at Water Country!

Wonderful service for people with disabilities.

The staff is exceptional at helping and guiding the guests to their destinations. Very friendly despite the weather conditions and delays in rides.

Beautiful landscaped park. Did not come for the roller coasters but instead to spend a nice afternoon outdoors. And the Trappers Smoke House was great. Very good value and excellent food. We had gelato for dessert in Italy. Truly wonderful to get good food and dessert in a park.

Mercedes, a ride attendant in Festa Italia, found and saved my cell phone. I noticed that my iPhone had slipped from its special pocket around 1 PM. Frantically back-tracking, I went to Elephant Run, which I had ridden with two grandsons minutes earlier. Sure enough, Mercedes said she was hoping I'd come back looking for it. Interestingly, we "lost" our four-year old grandson for a few minutes that same afternoon at the giant tree house, which they love. Showing your attendants some pictures of the boy on the same phone, we were able quickly to find him. So, it was another great day at the park for us and the grandsons. We have had annual passes for three generations. Your employees are all so friendly, attentive, and honest. They keep the park looking great and your guests feeling at home.

