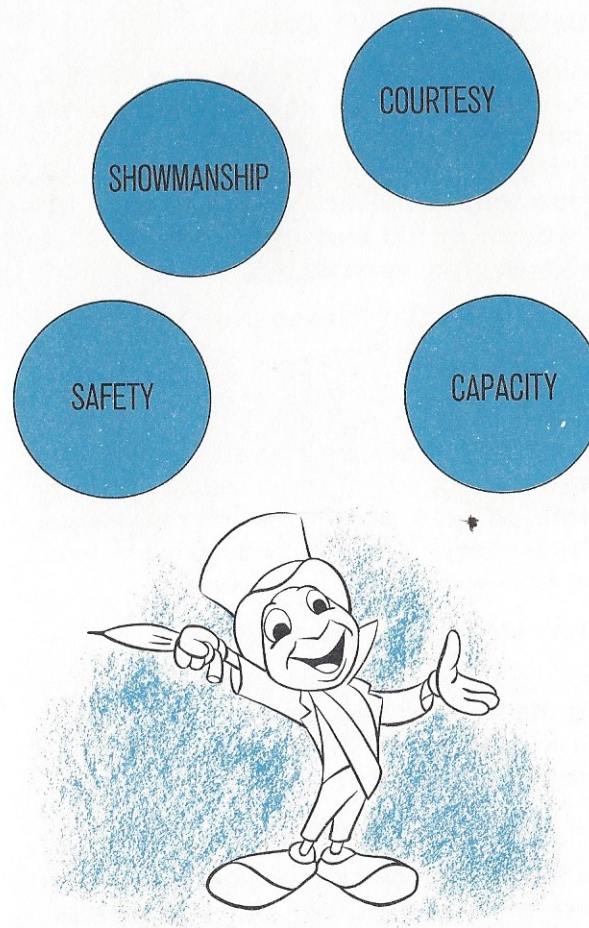




**BON
VOYAGE!**

**A GUIDE FOR "SMALL WORLD"
HOSTS AND HOSTESSES**



BON VOYAGE

Your part in our "Small World" show is to operate the Main Attraction with complete safety, creative showmanship, that extra Disney courtesy, and maximum capacity.

Your guests will have paid to take a trip through a Walt Disney creation of a trip through Seven Seas of a Children's World.

It's up to you to insure the fact that it is a happy memorable entertainment experience. Your work will be fun . . . and the guests' visit will be a fulfilling one, if . . . together . . . we can achieve these four goals:

1. Safety
2. Showmanship
3. Courtesy
4. Capacity

The objective of this guide is to outline how we accomplish these objectives.

But first, there will be a short commercial from your boss concerning a few fundamental "facts of life" about this particular type of show business.



SO THE SHOW MAY GO ON...

In this business, PRESENTEEISM is a MUST. Through various media we have invited guests from around the world to visit our show. They have every right to expect a perfect show . . . the full treatment. But we can't give this full treatment without a full staff. There is no such thing as a three man quartet.

So please remember these key personal responsibilities.

1. **Be On Time:**

We ask that you be "on stage" . . . properly dressed, "clocked in" and ready for duty on time. If you aren't, it makes things tough on everyone . . . including those with whom you work and the guests.

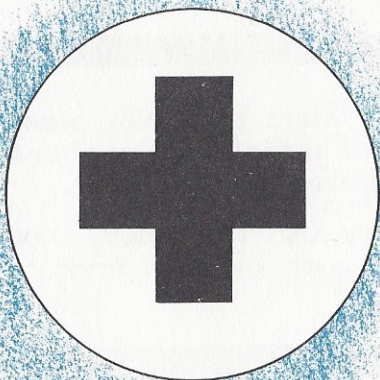
2. **"Report In" If You Can't Make It:**

If you can't report "on stage" for any legitimate reason (sickness), then please call and notify us in adequate time to secure a replacement.

3. **Check Your Schedule:**

Make sure that **you** know your schedule. If there is any question, ask your supervisor.

The show must go on, and you're in it!



Safety . . . the total protection of the guest from accident or harm . . . has been engineered into every phase of the operation of our "Small World" show.

No engineer, however, has yet been able to anticipate all the variations of human conduct which can lead to injuries. Since the guest places himself in your hands, it becomes your primary responsibility to insure his continuing well-being while he is in your charge.

Here is how we practice safety on the Seven Seas of the "Small World".

Audience Control:

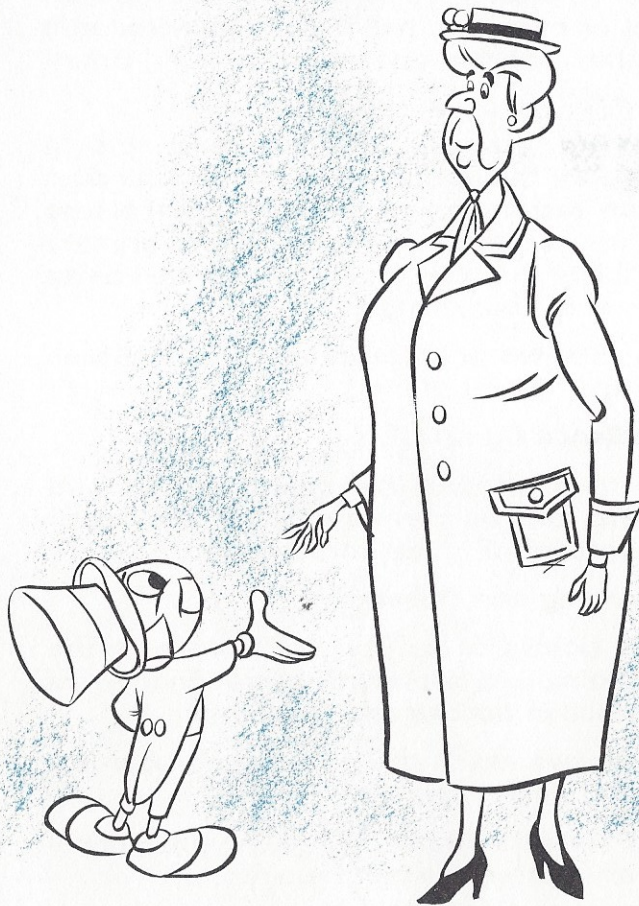
Through proper use of stanchions and guard rails we prevent pushing, shoving or congestion of guest movements.

Boarding and Debarking:

Key points of safety control are in the boarding and debarking operations. Guest protection actions are as follows:

Always assist the guest when boarding and debarking.

Prevent stumbling by giving precautionary warnings when required.



Be particularly alert to assist older persons, women in high-heeled shoes and younger children.

Never excessively rush the guest . . . nor allow guests to push those in front of them.

Hands and Arms Free from Harms:

Instruct all guests to keep hands and arms inside the boat for the duration of the trip.

Stick To The Limit:

Never exceed . . . under any circumstances . . . the established passenger limit for each boat.

No Seat Changing:

Seats cannot be changed during the voyage, nor can any passenger "horseplay" be permitted.

Precaution . . . Prevention . . . Reporting:

Guest safety must become a built-in part of your thinking. It requires that you never relax your attention . . . that you prevent problem situations through proper audience control . . . and that you immediately report any possible accident hazards.

Compensate For The "Roving Eye":

Our guests will be in an exciting new world . . . our "Small World". Their eyes will be gazing up to the Tower of the Four Winds . . . around at the many things to see and at other guests.

To compensate for this "roving eye" on the part of the guests, you must be particularly alert to direct them in the proper and safe ways to enjoy our happy show.

Now we're going to review the other major skills in your "front stage" role. But at all times, remember that the foundation of our plan is SAFETY . . . and that the safety of the guest is in **your** hands.



You are a specialist in entertainment, a showman. You won't sing, dance or juggle . . . but you **are** a showman, and it is up to you to make certain that each guest receives his full fun value.

"Good show" is many little things all harmonizing together into perfect entertainment.

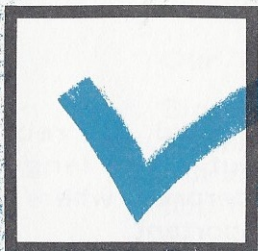
In our "Small World" show, the "little things" are exceptionally complex. Many factors, many skills are involved.

For lack of a smile* or a courteous gesture by a host or hostess, part of the show is lacking.

Walt Disney entertainment is renowned for the best in quality . . . perfection.

Cleanliness . . . order . . . efficiency . . . good timing . . . all are required, and consistency too.

Constantly remember that for each guest it is a brand new show. Every performance must be the same. It's unfair to the audience to present one type of performance at 11:00 a.m. . . . an inferior type in the late afternoon.



Keeping the quality of our show up to standard is everyone's responsibility. Help keep things in order . . . clean, perfect. Here's a checklist for all to use:

"Small World" Show Check List

Animation Working

Boats and Reception Area Clean

All Costumes Neat and In Order

Timing, Ride Cycles OK

Paint and Glass Fresh and Neat

Personnel Smiling, Having Fun

Good showmanship is many little things. Do **your** part to make each trip a "smash hit".



COURTESY

"Courtesy" . . . the word . . . receives "lip service" in just about every language, and certainly in every enterprise where people-to-people actions are important.

And yet, with all the talking, it is a rare commodity in our hurrying, scurrying land of rush. But in our "Small World" courtesy is more than a **word**, it is our way of treating people in a sincere, thoughtful and friendly manner.

You've been told about our general plan during your briefing as an "Ambassador of Happiness". Specifically, in your "stage front" role, we have our own special techniques:

We Practice On Each Other:

The odds are that you won't be courteous to our guests if you start the day by elbowing another host or hostess from in front of the wardrobe mirror. We practice courtesy with each other. This leads to our being, as they say in the movies, "A happy crew", and "A happy crew" has little trouble passing this happy contagion on to our guests.

Our Thoughts Are "Other-directed"

Since we're paid for "thinking of others", it is an easy thing to do those extra little things which will all add up to a "Small World-wide" reputation for extra courtesy and friendliness.

- + We **do**, when possible, chat with the guests in line to make their wait more pleasant . . . get them "in the mood" to enjoy their trip.
- We **don't**, under any circumstances, chat with other hosts or hostesses and ignore our guests . . . nor at any time, turn our backs toward the guest, except when our work demands it.
- + We **do** admire that child who is the obvious ruler of the family, or make that friendly remark which makes the guest feel "recognized".
- We **don't** appear harried, worried, rushed or glum while "on stage".
- + And we **do** give special attention to all of our guests . . . that "Small World" treatment.

In short, we don't give "lip service" to courtesy . . . we LIVE courteously while in our "Small World" show.



Seconds are of vital importance in our "Small World" show.

The fourth major skill in your role as a host or hostess on the Seven Seas is to make the most of each operating SECOND and the full capacity of each seat available on our boats.

You should first know these basic principles of this specific type of outdoor entertainment:

- A. Our "Small World" attraction has a limited capacity. There can only be a limited number of boats with a limited number of seats.
- B. Our audience will arrive in "peaks" at certain hours of the day and week.
- C. We cannot "speed up" the boats without "losing" show.
- D. We must always operate with the rule "safety first" in mind.

In spite of the above limitations, there are definite factors which you **can** control.

★ **Seats:**

Make maximum utilization of all available seats through proper pre-grouping.

★ **Seconds:**

Make the maximum use of each **SECOND** during the boarding and debarking operations.

★ **Dispatch:**

Consistent "split second" dispatch is the key to maximum capacity.

★ **Cycles:**

Stick to the established cycle for each round trip. Hit it on the second.

★ **Preventative Maintenance:**

Forcefully bring to your supervisor's attention, any indications of possible breakdowns which can be eliminated by preventative maintenance action.

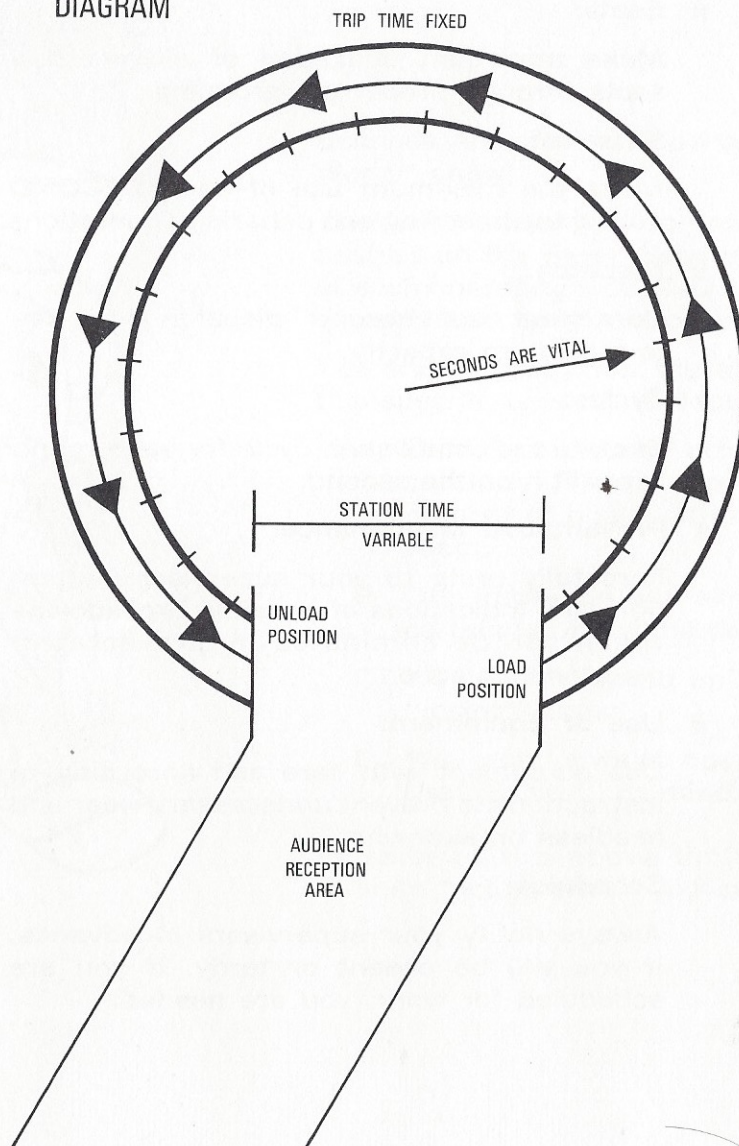
★ **Use of Equipment:**

Use equipment with care and according to instructions to prevent unnecessary wear and needless breakdowns.

★ **Schedules:**

Always notify your supervisors **in advance**, if you will be absent or tardy. If you are scheduled for work, you are **needed**.

DIAGRAM

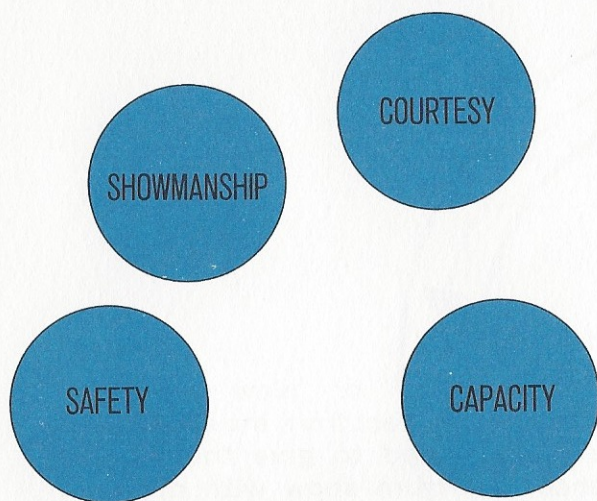


On the opposite page is a diagram which shows in elemental form, the key factors involved in the efficient operation of our "Small World" Show.



You should note that:

- ★ If you "speed up" or "slow down" the boats, you will detract from the show which is carefully timed to give the viewing audience maximum show with minimum distraction.
- ★ The key place where vital seconds are wasted is where the time element is variable. Pre-grouping and split second teamwork can save valuable seconds which can add up to extra thousands of guests carried in a single day.



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You're in a phase of show business where your work **has** to be fun if you are to perform it effectively.

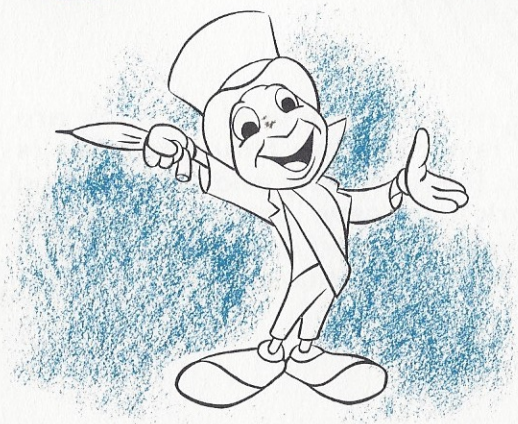
In your role as a hostess or host on the Seven Seas of a Happy World of Children, you must be a "people specialist".

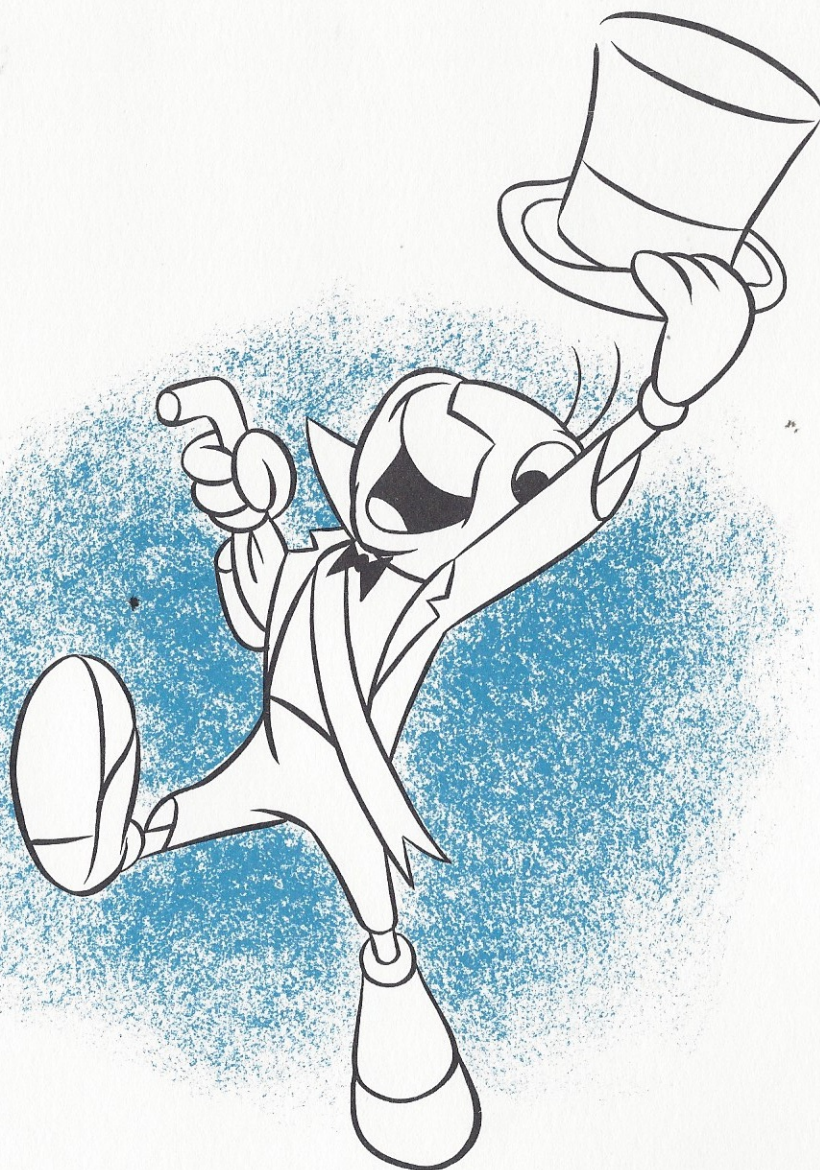
Your work begins with people and ends with people. Your guests comprise your "audience".

As each guest leaves, we hope we'll be happily singing or whistling the theme song of your show "It's A Small World".

You'll accomplish this through your four basic skills, remembering that:

- SAFETY . . . guest protection . . . is the foundation of our "Small World" attraction operation.
- SHOW . . . is essential in your work, and you are a showman.
- COURTESY . . . is a "way of life" in our "Small World".
- CAPACITY . . . its proper use, reduces waiting lines and makes for guest enjoyment.





Now . . . it's your show! Make it a safe and happy one!

