

GRAVEYARD
TRAINING IDEAS
EPCOT CENTER

ODE TO THE BUDGET CREW

HERE WE SIT BROKEN HEARTED
THE STENO POOL JUST BARELY STARTED;
THE CLOCK'S STRUCK TWELVE AND HERE WE ARE,
WISHING TO BE AT THE TIC-TOC BAR.
BUT ALAS WE'RE AT EPCOT, DOING OUR THING
THE TYPE WRITERS MAKING OUR FINGERS STING;
PUTTING IN FIGURES AND TAKING THEM OUT,
SO KEN WILL BE HAPPY AND WAYNE WON'T SHOUT.
JUGLING NUMBERS WITH A BIT OF A GAG,
WHEN ASKED WHERE WE GOT THEM, WE DID IT BY S.W.A.G.
WE'LL BE HERE TIL EIGHT OR MAYBE TIL TEN
THEN WE'LL COME BACK TONIGHT TO RE-DO IT AGAIN.
WHEN, FINALLY THE BIG DAY COMES
AND THE BUDGET COMMITTEE SITS ON THIER BUNS
REVIEWING OUR WORK AND NOT SAYING A WORD;
WHILE WE STAND OUTSIDE AND SHOOT THEM THE BIRD.
THEN IT'S OVER FOR ANOTHER ELEVEN MONTHS
TIL GLENN GROANS AND KEN STARTS TO GRUNT,
AND YOU KNOW IT'S TIME FOR A BUDGET REPEAT
SO CHUCK, RALPH AND MARY GET BACK TO THIER SEATS.
UNTIL THAT TIME THINGS WILL LOOK BRIGHTER
AND WE HOPE NEXT YEAR THERE'S ANOTHER TYPE WRITER!

Location Numbers

Department	★ 5WA	Custodial Office
Location	5WB	Future World Sweepers
Location	5WC	Sunrise Terrace
Location	5WD	Stargate
Location	5WE	Odyssey
Location	5WF	Farmers Market
Location	5WG	Liberty Inn
Location	5WH	Restrooms--Future World
Location	5WJ	Restrooms--World Showcase
Location	5WK	Backstage Support
Location	★ 5WM	Graveyard--Future World
Location	★ 5WN	Graveyard--World Showcase
Location	★ 5WP	Graveyard--Carpet Crew
Location	★ 5WR	Graveyard--Lot Sweeping
Location	★ 5WS	Graveyard--Rehab Crew
Location	★ 5WT	Training
Location	★ 5WW	Graveyard--Utility
Location	5WX	World Showcase Sweepers

*Copies to:
Charlie
Vic
Jackie
Patty*

DW
policies &
procedures
manual

AVAC
dump Bags

Sup. - birthday

Form. —

9 mos. cont service - vaca Jan 1 - Jan 1 ?
sick pay (5 days)

Holiday pay (eligible)
30 days work sch shift
prior to & following

Jury Duty - 90 day proba.
diff between be & reg. pay

? (Service)
90 days - Main Gate Pass (CR's & forms.)

Probationary Period - 60 days
attend - groom - direction - interest
adaptability - working relationship

Returning from illness { 5 days - ^{need} - clearance thru 1st aid (limitations)
1st aid hours - 9-12

pads { Red - wax appl. - buff
Green - strip - med grid
Black - heavy stripping

spinyard pad - carpets stains

- ① Anniversary Floor Finish -
no dilution (self sealing)
- ② Brasso
- ③ Hilliard - more concentrated
Shipping crew uses to seal floor

④ Degreaser

⑤ NL (tile/terrazzo floors) 2 oz. per gallon

⑥ Fullseal ~~seal~~ (Kitchen) 6 oz. per gallon (8-15)

⑦ Super Automated Stripper - (tile-terrazzo floors)

⑧ Seal & Finish (aft. strip) 6-7 coats

⑨ Q4 in 1 2oz per gallon

RR Cart

Q4 in 1

johnny mop

Q4 in 1 (

sponge

Ammonia

mop

Push broom

Mop bucket wringer

towels

⑩ Por-o-flo RR floors walls partitions
4 parts to 1

⑪ A-3 disinfectant
(RR)

⑫ Stainless Steel Cleaner - spray on cloth

⑬ Ammonia & ⑭ Bleach ⑮ 8-15

A-3
detergent?

RR/Kitchen detail priority

Vents in Restrooms cleaned daily
start cleaning RR from top / down

Sop dish - rinse grate - paper towel in bottom
Baby Change - NO STAINLESS STEEL CLEANER
Ammonia H_2O

Urinals - rubber mats - @ 4 in 1 soak

Fed. low toilet paper - rolled out

Avg. length of work time = 30 min.

Kitchen Equip - start top / bottom

pan/broom

trash liner

mop bucket wringer 5 gal. H_2O per bucket

8/15 - not real greasy 3oz.

pushbroom

squeegee - dozzle bug brush

use towels ^{to} block doorways - elevators -

H_2O in ~~liner~~ ^{liner} then add 8-15

throw solution on floor

pushbroom / dozzle bug

hose / mop —

*
dozzle
hose
brush
8-15 all
strengths

~~before~~
after
floor has
been cleaned

drains in kitchen - porcelain glass
Johnny mop 8-15 & 4 in 1
basket in drains / clean by soak in 8-15
cover plate too

addl
area of
respons.
for kitchen

- Stairwells
- spills
- elevators
- mop elevator 8-15

Bringing the Disney Difference to



EPCOT Center is Walt Disney's greatest dream. Any dream requires doers to make the dream come true. Years of research and design went into the creation of each EPCOT Center experience. It took years of labor to construct the buildings and complete the landscaping. Yet, without a cast there is no show. Walt Disney believed that the success of his projects depended on the alert, informed and friendly people who would present the shows to his guests. With the opening of Disneyland in 1955, the Disney way of hosting people made its debut.

This 27 year tradition of friendliness is presented to our guests every day of the year. We lay our reputation on the line every time we answer questions or give instructions. It is not easy to answer the same question time after time in the same fresh, friendly manner, nor is it always easy to direct our guests in a way that is well received. Try to keep in mind that even though you have answered the question 50 times, the guest asked you only once.

In Walt's own words, his dream for EPCOT, the Experimental Prototype Community of Tomorrow, was described:

"EPCOT will take its cue from the new ideas and new technologies that are now emerging from the creative centers of American industry. It will be a community of tomorrow that will never be completed but will always be introducing and testing and demonstrating new materials and new systems. And EPCOT will always be a showcase to the world of ingenuity and imagination of American free enterprise."

EPCOT Center is the focal point, the showcase for the concepts and technologies of tomorrow and the nations of today. You are the direct link between the new ideas and technologies of EPCOT Center and our guests. In presenting our shows in the same Disney way we are famous for, you are an ambassador--an ambassador of information, understanding, and good will.

To fulfill your role:

SMILE - It is the most important part of your Disney look.

SPEAK FIRST -Reach out and say "hello" to our guests...ask how things are going...where they are from...

BE ON THE LOOKOUT - If anyone can recognize a lost guest, you can! Offer assistance before being asked.

ANSWER MORE THAN JUST THE QUESTION - If you know that a restaurant, restroom or experience is especially crowded or not operating, suggest alternatives. No one knows those alternatives better than you...you are the information specialist. The guests will be glad they asked you...make that your goal.

MAKE A HAPPY GUEST - You can make a guest's whole stay memorable and pleasant just by engaging in a little friendly conversation...everyone likes to be recognized, it makes them feel important. Remember, every guest is a V.I.P. and when you treat them with that "little extra" they won't forget you or the special treatment you gave them.

Walt Disney World
**EPCOT
CENTER**

MEMORANDUM

Date December 1, 1982

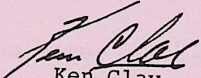
TO: Ken Clay

IN: 7881

Subject Company Policy
Do's and Don't's

It has come to my attention that when counselled for a violation of company policy a large number of personnel give the same reasons, " I didn't know that " or " no one told me ". To help correct this situation and try to promote a better understanding between the hourly and management personnel, we have a list of important " Do's and Don't's " to pass on to you.

Please read the attached pages and retain them for future reference. After you have read this memorandum, please sign your name in the appropriate space and return it to your lead or supervisor. It will become a part of your permanent records.


Ken Clay
Supervisor
Custodial Services

Signature _____

Date _____

DO'S

1. Do wear the correct costume. The costume for all third shift custodial is brown shirt, brown pants, black shoes or rubber boots.
2. Do keep a neat natural haircut and a clean shave. (Men)
3. Do keep a neat natural hair style and refrain from using excessive cosmetics. (Women)
4. Do wear your name tag. No one wants to be called " hey you ".
5. Do call the office if you are going to be absent. Three (3) " No Shows " is grounds for termination.
6. Do report any accident to your lead or supervisor immediately.
7. Do report to First Aid before returning to work if you have been out sick for five (5) scheduled work days or more. You must obtain a " Release to Work Form " signed by the company doctor stating no limitations before you can return to work. The doctor is in his office from 09:00 to 12:00 hours Monday thru Friday.
8. Do give to your lead or supervisor any items that you find. Lost and found offices are closed on the third shift.
9. Do be courteous to all guests. They may not always be right, but they will always be our guests.
10. Do clean your equipment at the end of the shift. Clean equipment does a better job and lasts longer.
11. Do smile. It takes less energy and it makes other people wonder what you know that they don't.

DON'T'S

1. Don't stay in your work area during breaks or lunch. You may go to sleep and fail to wake up. Use authorized break areas only.
2. Don't report to work while under the influence of, or in possession of, narcotics, intoxicants, drugs or hallucinatory agents.
3. Don't operate company equipment in a careless manner. Always be aware and alert. Don't speed in any vehicle.
4. Don't fail to return to work from a leave or vacation.
5. Don't have anyone clock in for you and don't clock in for anyone else.
6. Don't operate any company vehicles (including pargos) without a valid Florida operator's or chauffer's license.
7. Don't fight or argue.
8. Don't steal or take company property of any kind.
9. Don't speed in your private vehicle. Obey all traffic rules. Failure to do so could result in your private vehicle being prohibited on company property.
10. Don't leave your work area without telling your lead. The lead needs to know your location at all times.
11. Don't mix any chemicals with anything other than water. Mixing chemicals together (especially bleach) can result in toxic poison.

Violation of any of the above could result in termination.

EPCQT CENTER CUSTODIAL GRAVEYARD SHIFT

EMPLOYEE ROSTER

AREA

FROM _____ THRU _____

[illegible]

Area

NAME _____

LOCATION

[illegible]

PRODUCTION BLDG.

TRASH

DUSTING

RESTROOMS

SWEEP / + COMPOUND

SEAL / FINISH AFTER MOVE OUT

WET MOP - 3 X A WEEK

VAC ELEVATOR - LANDING REDO BEFORE LEAVING

STEPS - WET MOP

PUSH BROOM OUTSIDE - P/UP TRASH (BEFORE 6 AM)

SERVICES

TRASH IN & OUT (BEFORE 6 AM)

RESTROOMS

SWEEP / + COMPOUND

KEY CONTROL - TUES / SAT

COSTUME STORAGE - SWEEP TUES / SAT

CASH CONTROL - VAC

CEP / TRAILERS

MERCHANDISE / OPS / NUNIS

RESTROOMS

TED CROWELL / OTHER OFFICES

① CANADA / ② LAND SUPPORT / ③ UK PUB

① { KITCHEN
CAETERIA

③ RR
KITCHEN
VAC

② TRASH MOP
OFFICES RR
SWEEP

ITALY - (KITCHEN)

CEILING PANELS — wipe w/ damp TOWEL
VENTS — dust & WIPE w 50/50 ^{bleach} H₂O
VINYL WALLS — Fullsuds/H₂O (degreaser for adhesive)
TILE WALLS — A-3 (2oz. gal. + H₂O)
LIGHTS — AMMONIA / H₂O TOWEL
STAINLESS — LEMON OIL
COLD BOXES — FULLSUDS / H₂O
FLOORS — SCRUBBER (POLY GRIP BRUSH.)
FULLSUDS 6oz. to gal. H₂O
DRAIN - Porcitol SEALER?

(SEATING AREA)

CEILING w/ GINGERBREAD - DUST MOP (CLEAN NEW)
VACUUM - HAIRBRUSH w/ VAC
CHANDILIER — AMMONIA / H₂O TOWELS
? FLOOR —

(RESTROOMS)

SPRINKLER, VENTS, CORNERS, CELING — A-3
DOOTLEBUG

STALLS — A-3 / H₂O
TOILETS/SINKS Q4 in 1
WALLS — Fullsuds + A-3 A-3 rinse H₂O towel
STAINLESS — LEMON OIL ON TOWEL WIPE DOWN
MIRRORS — AMMONIA / H₂O
FLOOR — POLY GRIP / LIGHT MIXTURE PORCITILE
H₂O

Porcitol ceiling
walls
nose down
make up - key for faucet?

LAND

PREP KITCHEN - RESTROOM - BREAKROOM

GOOD TURN, FARMERS

(KITCHENS)

AIR VENTS - BLEACH/H₂O 50/50

CEILING PANELS - WIPE W DAMP TOWEL

VINYL WALLS - FULLSUDS/H₂O

TILE WALLS - A-3 (2oz gal H₂O)

STAINLESS - LEMON OIL

COLD BOXES - FULLSUDS/H₂O

FLOORS - SCRUBBER PolyGrip

FULLSUDS 6oz to H₂O gal

Drain - porcitile

(SEATING AREA)

LAND

Prep Kitchen - RR. + Breakroom

Good Turn - bleach air vents w/H₂O 50/50
formica NL/H₂O (mild) 1oz to gal
Stainless - lemon oil

mastic degreaser

wood - lemon oil - towel treated

brass strips - Ammonia/H₂O

doors - NL/H₂O (mild) 1oz to gal

VIP smoked glass

formica doors - counter NL/H₂O mild + dry

wall covering damp towel - vinyl type

cloth wall - vac

(clean spot & feather out) flat paint shampoo & water (start from bottom)

wood panel walls - initially lemon oil treat rag

treat rag a day in advance

next day wipe down

Farmers Market - front tile

scrub-seal - (chicken) black pad seal

poly-mylogrit brush

maintain - mop / to maintain

plain brick look

leave seal

ceiling dust & wipe

hoods - stainless steel cleaner

kitchen
tile & doors
initial scrub
poly mylogrit
brush
mop
wipe
on!

Carpetted stairs - pot brush steps be fore vac once a week

drain cleaner (~~Vanicool~~) ~~not~~

walls - fullsize pot brush

strip seal wax?

hallway behind F.M.

Ladders

Italy

★ 10 portable acids

(12)

Damages - leave notes

6

3

1 x

10

COLD BOXES - FULLSUDS/H₂O lot for tile - after

Stainless - degreaser (1 can per pavilion)

Italy stainless overhead hood damaged

vinyl walls - NL/H₂O (degreaser for adhesive)

tile walls - A-3

lights clean if dirty (ginger bread)

seating area - ceiling - dust mop (clean now)

wood trim

hair brush w/vac

cover chandelier in bakery area Ammonia/H₂O Towels

Restrooms (employee?)

springer
corners
vents

hinges wipe dry

doodlebug

sponges/white pads/brush (grout)

NL/H₂O

Toilets Q4 in 1 (pull labels) razor blades

Sinks Q4 in 1

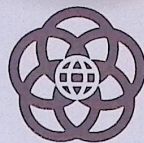
Stainless - lemon oil wipe down treat towel lot.
cleanser tough spots

Mirrors - Ammonia Water

Lib INN

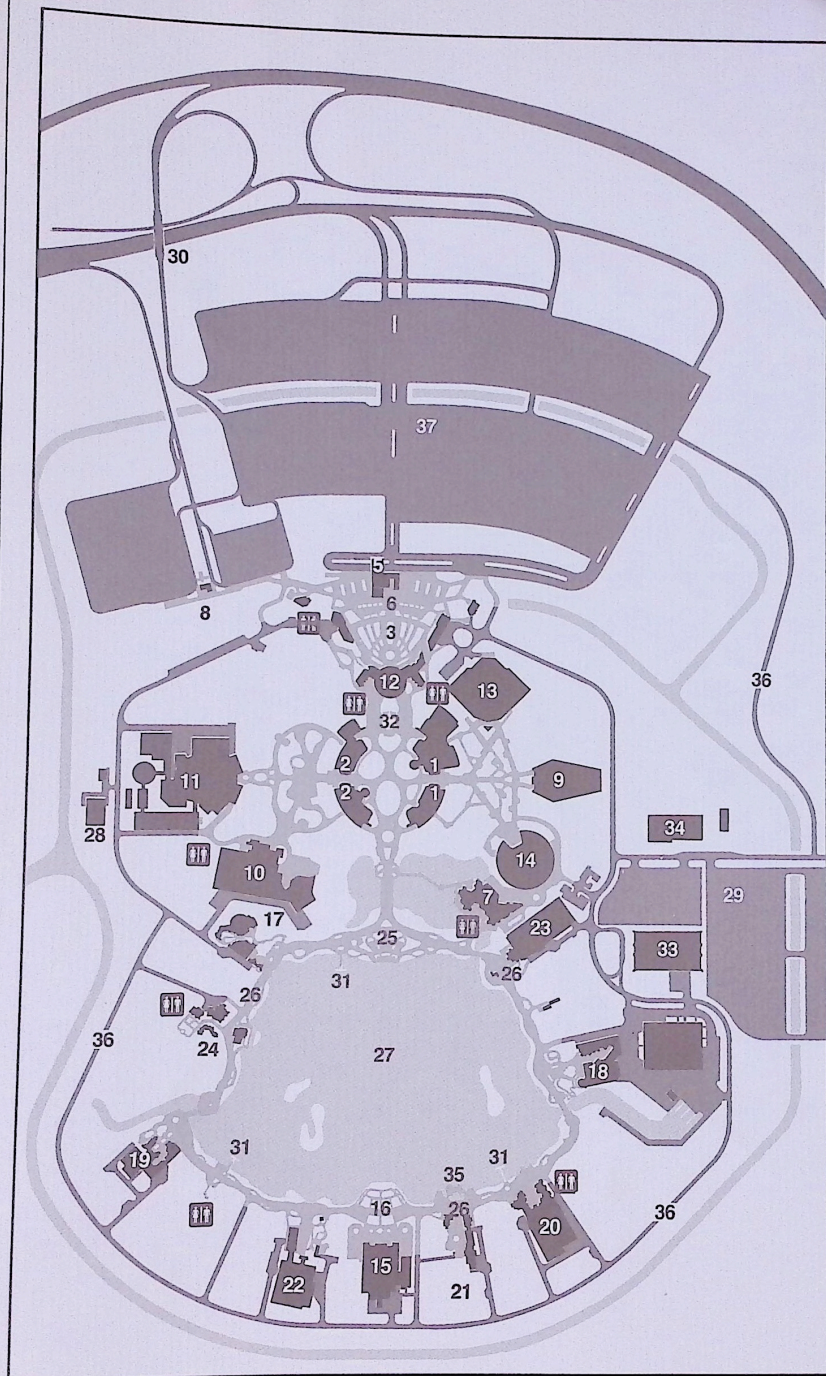
Carpet - seating walls (dust mop treated)

Kitchen - stainless (lots!)



Walt Disney World®
EPCOT CENTER

1. CommuniCore (East)
 2. CommuniCore (West)
 3. Entrance Plaza
 4. Kennel Club
 5. Monorail Station
 6. Epcot Center Information & Tickets
 7. Odyssey
 8. Bus Transportation
 9. Horizons
 10. Journey Into Imagination
 11. The Land
 12. Spaceship Earth
 13. Universe of Energy
 14. World of Motion
 15. The American Adventure
 16. American Gardens/Theater by the Shore
 17. Canada
 18. China
 19. France
 20. Germany
 21. Italy
 22. Japan
 23. Mexico
 24. United Kingdom
 25. Showcase Plaza
 26. World Showcase Promenade
 27. World Showcase Lagoon
 28. Green House
 29. Cast Parking
 30. Epcot Center Parking Entrance
 31. Friendship Landing
 32. Earth Station
 33. Epcot Cast Services
 34. Epcot Energy Services
 35. Isola de Lago
 36. Perimeter Road
 37. Guest Parking
-  Restrooms



TRAINING
HEAD
THOUGHTS MK SUMMER
82

FORMS. USED

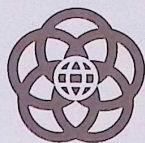
LOG BOOK

Slides needed
m/f Custodial grooming & costume
Thelma
Charles
Wayne C.

Responsibilities

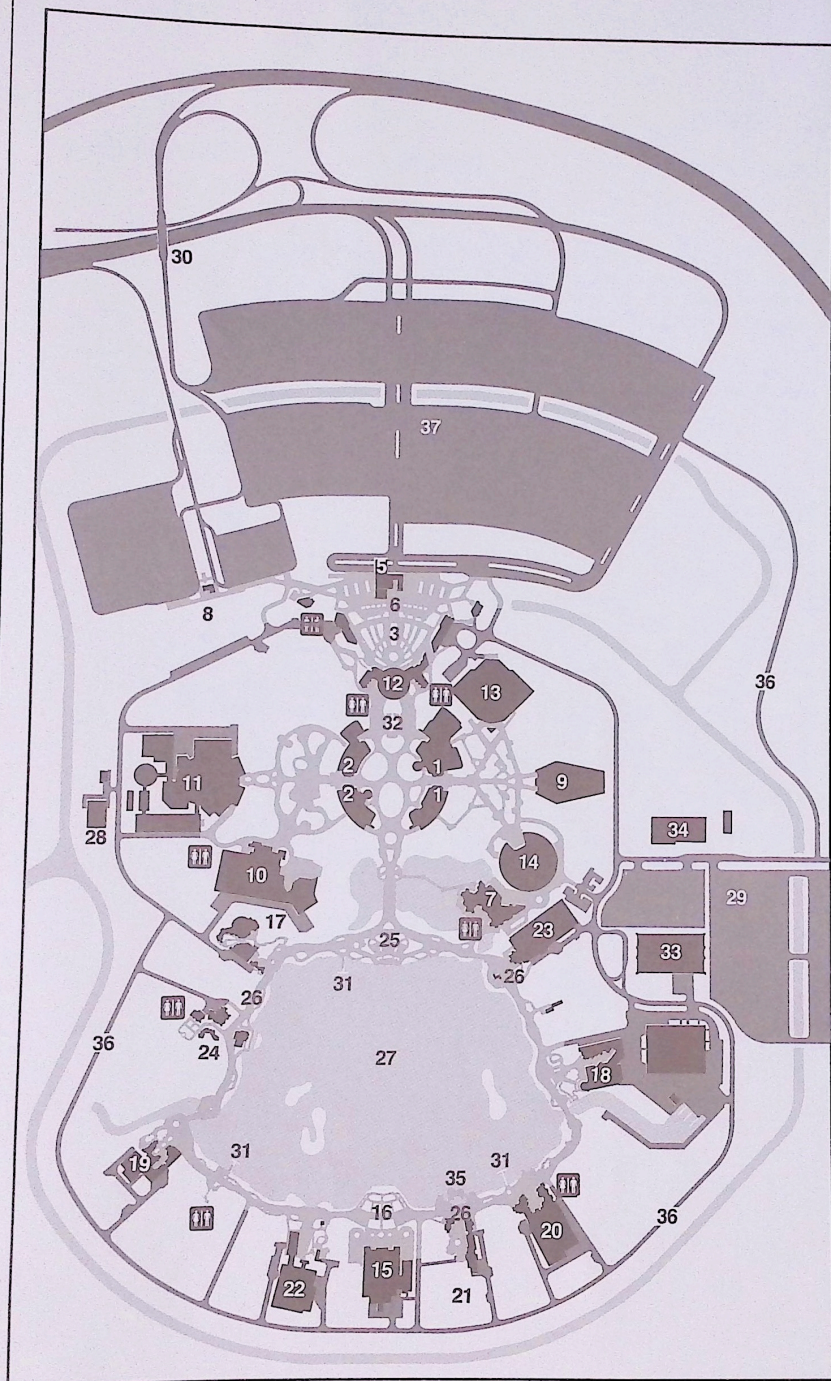
- ① Training -
New Hires, 82
Trainers
Leads
- ② Issue Pan/Brooms
hockers
- ③ Lead Mtg Minutes
- ④ Schedule New
hire w trainer
- ⑤ Inform scheduler
of new hires w
availability form
- ⑥ Wardrobe
- ⑦ Overview of
Custodial Dept.
- ⑧ Line Schedule
- ⑨ ~~XXXXXX~~ Daily
checkin & out proced.
- ⑩ time cards
- ⑪ SOP
- ⑫ Awareness Classes
- ⑬ Review Classes
- ⑭ Grooming

head pictures
trainer pictures



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WALT DISNEY WORLD CO.

MEMORANDUM

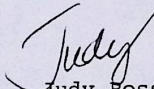
TO _____
FROM Judy Rosser EXT. 7934

DATE August 3, 1982
SUBJECT EPCOT Center

On Sunday, August 9, 1982, we are requesting you to follow your past procedure in the Magic Kingdom regarding parking and costume change. We will meet you at 24:00 hours at the tunnel entrance to begin your journey to EPCOT Center, dressed in costume.

Later on that morning you will be costumed and issued a locker at EPCOT Center. Upon your return to the Magic Kingdom, clean out your locker and clear through Costuming.

We are looking foward to your arrival.


Judy Rosser
Training Supervisor
EPCOT Center

cc: Wayne Culver
Jack McGowin
Ken Clay
Rodney Vincent

Jackie

The following are topics that would give a basic overview of ^{some} ^{basic} our procedures on graveyard shift.

- 1) Kitchens - vents being cleaned
- 2) " - man aggitating floor w/
pushbrooms
- 3) Restrooms - toilet bowl cleaning
 - sinks cleaned
 - partition / hinges cleaned
 - floor cleaning
- 4) SANITARY WASHDOWN
- 5) FLOOR SURFACES - TILE FLOOR
WOOD FLOOR
- 6) STRIPPING - buffer
- 7) CARPET - GEN. CLEANING
 - SPIN YARN
 - SHAMPOO / EXTRACT (PULL)
- 8) Utility Crew - boat
 - surfer / tennent
 - hotsy / pressure wash
 - set crew

①

SLIDE PRESENTATION

ROLE - SAFETY

TRADITION

TEAMWORK

BELIEVE IN

Area of coverage

Fresh washed look

Efficiency & consistency

Elements of our operation

Accident - Employee Accident Report

Fire Prevention

Types EXTINGUISHERS

PROPERTY DAMAGE - guest & company

Inclement weather - properly equip.

Show -

Appearance

Quality

Your part

Costumes - grave

shoes / boots

Grooming

personal -

jewelry - safety

Teamwork

Kitchens

Supplies - mop/bucket wringer

pushbroom

trash liner

pan/broom

foxtail

Fullsuds

doodlebug w/ scrub pad

rubber gloves

towels

Putty knife

~~Scraper~~ pot brush

buffer

- 1) dust ceilings vents - foxtail/towel
- 2) walls-doors-baseboards (splash-finger prints etc.)
- 3) towels - prevent leakage to offices/stock rooms
- 4) sweep under equipment
- 5) saturate floor "Fullsuds"
- 6) pushbroom floor
- 7) clear water mop / change water frequently
(Caution-stainless)
- 8) drains - grates-baskets-soak - pot brush $\frac{1}{2}$ Fullsuds
- 9) mop floor dry
- 10) clean all equip used
- 11) notify lead of defects or unusual situations

(scrub w/ machine 2x wk - as needed)

- 11) rinse down area
- 12) dry down area

(2)

Restrooms

Supplies - rr cart

mop/bucket wringer

johnny mop

sponge

pushbroom

pau/broom

foxtail

rubber gloves

goggles

putty knife

Full-san (floors - commodes - sinks)

Lemon oil

Ammonia

towels

buffer

acid base

Vanisol

Porcatile

stainless

dusting { 1) dust vents, lights, ledges, tops of partitions / mirrors
w/ toy broom or counter brush.

2) cobwebs

3) exit/entrance doors (hinges, vents)

soap { 4) remove & clean

dispensers { 5) dry / place folded paper towel

sweep { 6) under commodes & wall edges

7) p/up all trash

8) plugged commodes ^{note:} notify lead or office

9) walls, counter tops & sinks w/ "full-san"

10) clean under counter tops

11) rinse down area

12) dry down area

sinks
walls
counter tops

- Urinals {
- 13 remove & clean screens
 - 14 clean inside ^{outside} urinals johnny mop / full san
 - 15 replace screens
 - 16 clean partitions - ^{*}under w/ lemon oil
 - 17 dry urinals w/ towel
 - ~~18~~ ^{*} stains & deposits removed w/ vanisol
- rubber gloves - goggles

- commodes {
- 18) commodes - ^{outside} under seats & rims johnny mop / full san
 - 19) flush & wipe dry
 - 20) raise seat up
- ^{*} vanisol used to remove stains & deposits
rubber gloves - goggles

- stainless {
- 21) all stainless - lemon oil
spray on towel - then wipe
 - 22) baby change cleaned w/ ammonia & H_2O
1 oz per gal.

- waste receptacles {
- 23) $\checkmark$ & empty if required
 - 24) $\checkmark$ sanitary napkin disposal - empty if required
- ~~25~~

- stock 25) $\checkmark$ toilet tissue, paper towels, seat covers & hand soap
restock if necessary

⑤

Floors-map { 26) mop floor w/ "full-san" - change H_2O frequently
empty water into ^{floor} drain

machine
scrub

- 27) once a week
- 28) saturate floor w/ porcatile
- 29) scrub w/ nylon grit brush
- 30) rinse (wet/dry)
- 31) mop w/ "full san"

walls

- 32) clean as needed or directed
- 33) doodlebug & porcatile

completion { 34) replace all supplies/equip on cart
of detail { 35) proceed

36) clean all equip

37) restock

38) notify lead of equip defects or safety hazards

TILE & RESILIENT FLOORS

THE

[illegible]

2/19/87
Consists of a two day program totaling
16 hours. This program consists of the
the following procedures ("BASICS"):

Sanitary Washdown

Wood Floor-daily maintenance & resurfacing

Tile & Resilient floor-daily maintenance &
resurfacing

Office Cleaning

Carpet-cleaning, gum removal & spin yarning

Kitchen- nightly cleaning procedure

Restrooms- nightly cleaning procedures

— A copy of the Check list is attached which is
updated when additional training is completed
beyond the "basics." (see above)

For example - an individual hired for utility
crew would need training on other "basics"
such as hotry, pressure washers as
two examples. These would replace the
"basics" that newly hired employees
for Future World and World Showcase.

— A copy of the "Do's & Don't's" is also attached.

If you have any questions I'll be in the
M.K. Asst Sup Workshop this morning. I'll

TRAINING IDEAS

1. VTR cassette. "Bend your Knees" copied
Days utilized to pick up?
2. BLUE PRINT FOR CONFERENCE ROOM
 - A) BREAKDOWN OF AREAS
 - B) COLOR CODE SURFACES IN PAVILIONS
3. VIDEO TAPE OPERATIONAL PROCEDURES FOR
RR

KITCHENS	TILE	Utility
CARPETS	WOOD	CARPET CREW
OFFICE	SANIT. WASH DOWN	LOT SWEEP
		H ₂ O ways
		Tunnels
4. CHEMICALS
 - A) LISTING - CONTAINER, RATIO USE, USED FOR
 - B) PICTURE CHART OF CHEMICALS
5. SLIDE PRESENTATION
6. UTILITY RESPONSIBILITIES

DEADLINES & THINGS TO DO

✓ 1. ~~GENE PRICE~~ - SOP BY AUG 1ST

2. ORIENTATION FOR TRANSFERS

BEGINNING 2-8/1 20-8/8 3-8/22 5-8/29

3. SLIDES -

5-9/5

PHOTOS