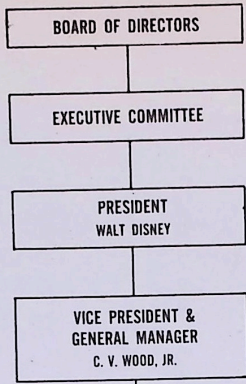


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DISNEYLAND, INC.
ORGANIZATION CHART
 (INTERIM)

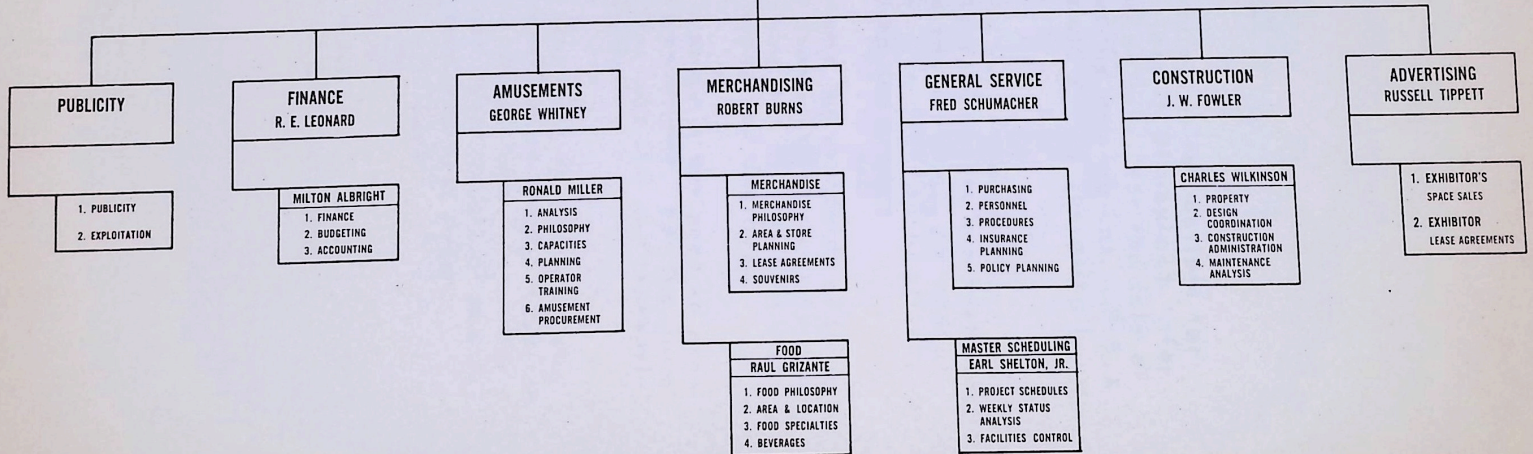
EFFECTIVE DATE: JULY 1, 1954

SECRETARY
 GEORGE KLIMMER

ASSISTANT SECRETARY
 O. V. MELTON

TREASURER
 R. M. GOLDWATER

ASSISTANT TREASURER
 O. V. MELTON



INTRODUCTION

Operations is responsible for operating all Disney-owned attractions in Disneyland...for Park security, Mail Room and Key Control...for the sale of admission media...the operation of the Parking Lot...P.B.X. ...the Pony Farm...and area control, during operating hours, of all areas on our 70-acre stage.

During our summer peak, Operations will have approximately 1,500 hosts and hostesses on the payroll. This cast will include seasonal, permanent and permanent part-time personnel...in addition to office, supervision, and hourly-paid foremen and leads.

To insure the standards of performance which are required of us necessitates effective communications and uniformity in carrying out the policies and procedures which have been established and approved.

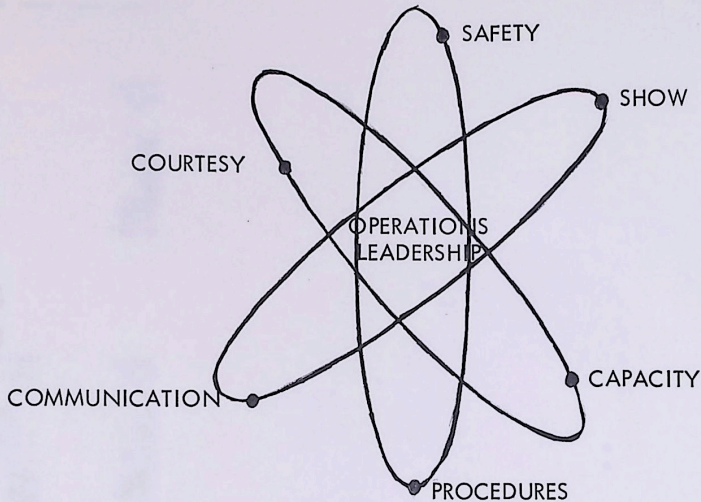
This manual is designed to provide guidelines for the leaders in Operations. For the purpose of definition, a leader is anyone who has any responsibility for directing the work of others.

I am sincerely thankful for the cooperation which Operations personnel have always given to achieve our objectives in the past. As we look forward to our 1966 season, I am sure that I can count on all of you to work together to make this our biggest and best summer.

DICK NUNIS
DIRECTOR OF OPERATIONS

Jim Houghton 8/10/60

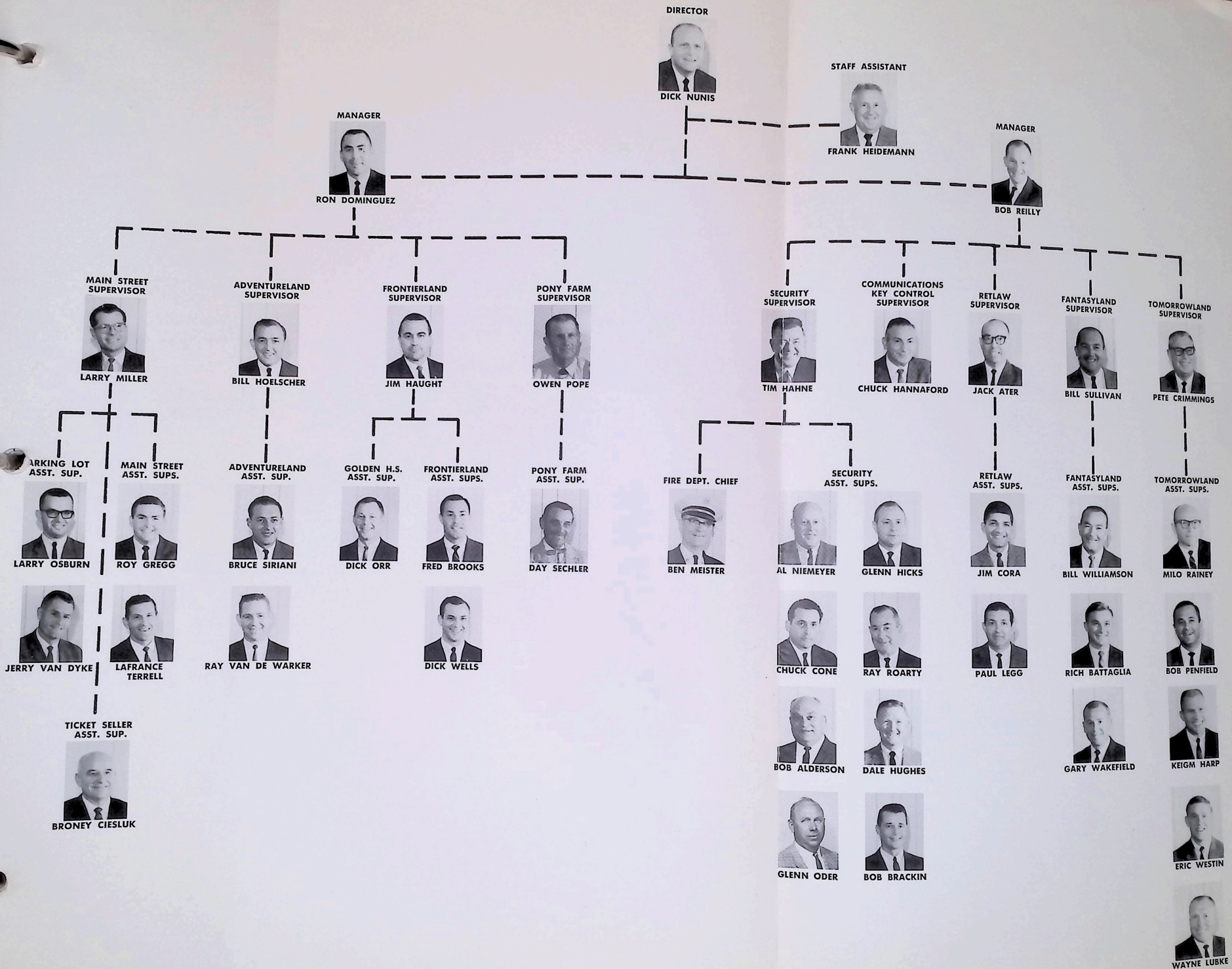
OUR SIX-POINT PROGRAM



This manual is divided into six sections which comprise the essential elements required to meet our Disney standards for attraction operations. These are:

1. Safety...of our guests and personnel, which takes precedence over any other consideration at any time.
2. Courtesy...towards our guests and each other, which is vitally essential to the development and preservation of our Disneyland reputation for that extra friendliness for which Walt Disney is world renowned.
3. Show...is vital in everything we do. We can never forget that Disneyland is a multi-dimensional, living show.

OPERATIONS



4. Capacity...entails the effective use of our audience capacity, with no reduction in our concern for safety, courtesy or show.
5. Communication...within Operations and between all personnel in the Park...is essential if we are to get the maximum value from our teamwork.
6. Procedures...are required, and must be followed if we are all to work effectively towards the same goal.

There is frequently a narrow line of demarcation between the duties of a Working Foreman or Lead and first-line supervision.

It is essential to point out that management responsibility is assigned to salaried supervision, which has the direct responsibility for area operations.

The Working Foreman or Lead works with his crew, under the direction of his supervisor, to carry out established procedures and to maintain the quality and philosophy of our Disneyland show.

This manual will outline the essential points in each of the above factors which control our Operations plan of working together.

SAFETY

The first and foremost responsibility of a Disneyland Host or Hostess is the safety and protection of our guests and ourselves. Four points to remember are:

1. To consider safety first.
2. To be alert to accidents.
3. To be informed about safety standards.
4. To know the correct action to take in case of an accident.

I. ACCIDENT HAZARDS

- A. By definition mechanical failure is inevitable in some degree or form. Our mechanics keep failures to a minimum. Hosts and Hostesses can help maintain our safety record by being alert, and reporting any unusual noises or sound in the equipment they are operating.
- B. Electrical or power failures may occur at any time. They may originate anywhere from a local sub station to here at Disneyland. We can assist our electricians by reporting any unusual odors that originate from electrical equipment.
- C. Human incident prevention perhaps is our most difficult assignments. In addition to being concerned about the safety of our guests, Hosts and Hostesses must perform in a manner that is not injurious to oneself. This is

why "horseplay" cannot be tolerated under any circumstances.

- D. Fire prevention is to be practiced by all Hosts and Hostesses regardless of your location. Familiarize yourself with the location of the nearest fire hose and extinguisher. If your work area is kept neat and clear of all debris you will be playing an important role in maintaining Disneyland's safety record. Never hesitate in using fire equipment when, in your opinion, you feel it is necessary. Remember water extinguishers and electricity do not mix. Notify the Fire Department when fire equipment has been used.

II. FIRST AID

- A. First Aid facilities are located in three areas in the Park. Central First Aid is located at the end of East Plaza Street, Fantasyland First Aid next to the Fantasyland Theater, and New Orleans First Aid located between the Swiss Family Robinson Treehouse and the Pirates of the Caribbean entrance. Fantasyland and New Orleans First Aid operate only during the summer and holiday season. Central First Aid is equipped to handle all emergencies. An ambulance and qualified staff are on duty during Park operating hours. There are 12 beds available for Hosts, Hostesses, and guests. Fantasyland and New Orleans First Aid Stations each have a wheel chair and two beds.

- B. Guest Property Damage is often confused with lost articles. The following examples are lost articles, and should be referred to Lost and Found.
1. A guest who drops an article (camera, purse, glasses, wallet, rings) should be referred to Lost and Found.
 2. An article of the guests, such as clothing, that is damaged on company property should be referred to First Aid. Some examples are, guests getting wet on the Submarines, grease on clothing, torn clothing, and if a Host or Hostess would bump a guest causing an article to fall and be lost or damaged.
 3. Guests who get wet due to inclement weather are not to be taken to First Aid.
- C. Illnesses cover many areas and subjects. The two most frequent situations which you may be confronted with are heat exhaustion and upset stomach. In both cases call First Aid. A guest who becomes ill should be taken (not directed) to First Aid. If they do not feel they can walk call First Aid and ask the nurse to bring a wheel chair. If it is the opinion of the employee that a stretcher or ambulance is required, be sure to tell the nurse when you call First Aid.
- D. Lost Children should be kept in the immediate area they are found for a few minutes while Lost Children is notified. Parents will be looking for their children and an experienced Host or Hostess will be able to pick

out the distressed parents. If the parents are not found in a few minutes take the child to First Aid.

E. Special Groups

1. Pregnant women are restricted from riding the Matterhorn Bobsleds and the Autopias.
2. Young children must be carefully watched as they easily wander away from their parents.
3. Elderly guests should be given special attention and should be reminded to watch their step as they board attractions throughout the Park.
4. Babies in strollers will be quite numerous during the summer. Some areas in the Park have special parking places for strollers. The Baby Station located on East Plaza Street has facilities for warming bottles, changing infants, and preparing formulas.
5. Guests in wheel chairs may ride on most attractions provided they can walk from the wheel chair to the unit they are to ride in. Hosts and Hostesses are not to lift or carry guests. In many cases it is safer to have a guest board the attraction at the unloading position.

III. IN THE CASE OF INCIDENT

When an incident occurs, take the following seven-step course of action:

- A. Make the injured person comfortable.

- B. Notify First Aid. If at all possible, describe the injury.
- C. Stand by until the nurse arrives.
- D. When the nurse arrives, follow his or her instructions.
- E. Notify your supervisor and fill out any necessary accident reports.
- F. Do not make any statements or remarks; concentrate on the welfare of the injured person.
- G. Remember the following suggestions:
 - 1. Use common sense in doing the right things at the right time.
 - 2. Appear confident even though you are inwardly shaken.
 - 3. When you notify First Aid, give your name, the location of the injured person, the nature of the injury, and be certain the nurse records the information correctly.
- H. Accident Reports:
 - 1. State the exact location of the accident, not just the name of an attraction.
 - 2. Do not include conjectures or possibilities. Such as "I think" or "Guest probably."
 - 3. Report should be signed by both the Host or Hostess involved or employee witness, and the attraction foreman.

V. LOCATIONS OF EMERGENCY FIRST AID EQUIPMENT

A. ADVENTURELAND

1. Mouth to Mouth Resuscitators, Foreman Dock Box at the Jungle Cruise.
2. Wheelchairs are located as follows:
 - a. Electrical Room behind Oaks Tavern.
 - b. Indian Village, tent near railroad tracks.
 - c. Under Fort on Tom Sawyer's Island.
3. Stretchers are located as follows:
 - a. Under porch, rear of Golden Horseshoe.
 - b. Griss Mill, Tom Sawyer's Island.

B. FRONTIERLAND

1. Mouth to Mouth Resuscitators are located as follows:
 - a. On Board the Columbia.
 - b. Engineer's Room on Board the Mark Twain.
 - c. Oxygen with face mask in shed at Mark Twain Dock.
2. Wheelchairs are located as follows:
 - a. Electrical Room behind Oaks Tavern.
 - b. Indian Village, tent near railroad tracks.
 - c. Under Fort on Tom Sawyer's Island.
3. Stretchers are located as follows:
 - a. Under porch, rear of Golden Horseshoe.
 - b. Griss Mill, Tom Sawyer's Island.

C. FANTASYLAND

1. Wheelchairs are located as follows:
 - a. Fantasyland First Aid Station.
 - b. Electrical Room adjacent to Fantasyland First Aid Station.

c. Alice in Wonderland Work Shop. (Rear of
Disneyland Food Stand #2)

2. Stretcher is located at Fantasyland First Aid
Station when it is open.

D. TOMORROWLAND

1. Mouth to Mouth Resuscitators are located as follows:

- a. Maintenance Area of Submarine Dry Dock.
- b. Oxygen with mask is located in the Work Shop of
Submarine Dry Dock.

2. Wheelchairs are located as follows:

- a. At Submarine Dock.
- b. Skyway Rest Area.
- c. Ticket Booth by Matterhorn.

3. A Stretcher is located in Skyway Rest Area.

E. MAIN STREET

- 1. Central First Aid has a wheelchair and stretcher
at all times and oxygen when open.
- 2. Central First Aid has an ambulance standing by
at all times when open. When closed Security
handles ambulance.

CONFIDENTIAL
REPORT OF ACCIDENT

IDENTIFICATION	DATE <u>5/9/66</u> TIME: _____ A.M. <u>2:00</u> P.M.
	EXACT LOCATION <u>MAIN Street - Curb in front of the Penny Arcade</u>
	NAME AND ADDRESS OF PARTY <u>Mrs. Sam Jones</u> <u>1000 Orange St. Anaheim Calif</u> AGE <u>63</u>
DESCRIPTION OF HOW ACCIDENT OCCURRED	PARTY STATED: <u>She was talking with friend and did not see the curb as she walked out of the arcade - had been having eye trouble</u>
	OPERATOR OBSERVED: <u>Lady fall from side walk into street</u>
OPERATOR	NAME <u>John Smith</u> ADDRESS <u>Disneyland - Dept. 31</u>
EMPLOYEES ON DUTY AT TIME OF OCCURRENCE	<u>NONE in immediate vicinity</u>
WITNESSES	NAME _____
	ADDRESS _____
	NAME _____
	ADDRESS _____
	USE REVERSE SIDE, IF NECESSARY
REMARKS (Wears Glasses; Type of Shoe; Raining, etc.)	<u>Escorted to First Aid by nurse and attendant by wheelchair.</u> <u>Lady was wearing very thick glasses and shoes with a 2 inch heel</u> <u>Weather Dry</u>

DATE OF THIS REPORT 5/9/66

By John Smith
Jerry Jones Foreman
(SIGNATURES OF EMPLOYEES MAKING REPORT)

IMPORTANT: ALL ACCIDENTS MUST BE REPORTED IMMEDIATELY TO THE SAFETY DEPARTMENT.

**CONFIDENTIAL
REPORT OF ACCIDENT**

IDENTIFICATION	DATE <u>5/9/66</u> TIME: _____ A.M. <u>2:00</u> P.M.
	EXACT LOCATION <u>Tom Sawyer Island</u>
DESCRIPTION OF HOW ACCIDENT OCCURRED	PARTY STATED: <u>Bumped head in cave</u>
	OPERATOR OBSERVED: _____
OPERATOR	NAME _____ ADDRESS _____
EMPLOYEES ON DUTY AT TIME OF OCCURRENCE	_____ _____ _____
WITNESSES	NAME _____ ADDRESS _____
	NAME _____ ADDRESS _____
REMARKS (Wears Glasses; Type of Shoe; Raining; etc.)	USE REVERSE SIDE, IF NECESSARY
	<u>Incident was not observed by employees on duty</u> <u>All information received from First Aid</u>

DATE OF THIS REPORT 5/9/66By Bob Smith
John Smith Foreman
(SIGNATURES OF EMPLOYEES MAKING REPORT)

IMPORTANT: ALL ACCIDENTS MUST BE REPORTED IMMEDIATELY TO THE SAFETY DEPARTMENT.

SUPERVISOR'S REPORT OF EMPLOYEE INJURY

NAME OF EMPLOYEE

John Doe

DATE OF OCCURRENCE

5/19/66

TIME 9:30

AM

JOB CLASSIFICATION

Ride Operator

DEPT. 31

WHERE WAS EMPLOYEE

Tomorrowland Autopia - B track storage area

WHAT WAS EMPLOYEE DOING

Starting Cars

WHAT HAPPENED

Car moved forward when started catching operators leg between the bumper and car body

WHAT DO YOU BELIEVE CAUSED THIS

Employee failed to follow procedure for starting cars

DID YOU SEE IT HAPPEN

No

IF NOT, HOW AND WHEN DID YOU LEARN OF IT

by operator immediately after incident

DID ANYONE ACTUALLY SEE WHAT HAPPENED

No

NAME

ADDRESS

NAME

ADDRESS

NAME

ADDRESS

WAS EMPLOYEE DOING ASSIGNED WORK

Yes

IF NOT - EXPLAIN:

THIS FORM TO BE COMPLETED ON DAY OF ACCIDENT

1. Original to: SUPERVISOR SAFETY DEPARTMENT

2. Copy for: DEPARTMENT FILE AFTER REVIEW BY THOSE INDICATED

SIGNED

John Smith

Supervisor or Foreman

REVIEWED BY:

K.R. Dominguez

Head of Department

REVIEWED BY:

Dick Smith

Division Director

THE DISNEY APPROACH TO SECURITY

The Disney approach to Security is unique. In our show the Disneyland Security Officer plays a distinct role. He wears a costume and not a uniform. He is also a Public Relations man, and as a Security Officer he is responsible for carrying out the established Disneyland policies.

The Disneyland Security Officer is not authorized to exercise police authority. If a guest has to be arrested, a Disneyland Security Supervisor will summon a member of the Anaheim Police Force.

The duty of our Security Officers is primarily one of incident prevention. Through careful observation and constant vigilance a Security Officer can prevent incidents before they begin.

When there is a disturbance, they move in quickly and attempt to settle the matter quietly, either on the spot, or, if that isn't feasible, in the Security Office.

Four steps to incident prevention have proven successful and they are as follows:

1. No alcoholic beverages or those under the influence of alcohol are allowed in the Park at any time.
2. Any actions which interfere with the guest's enjoyment of Disneyland will be dealt with strictly.

3. During evening hours, group identification is not permitted in the Park.
4. Good grooming, cleanliness and proper dress is necessary for admission to Disneyland at all times.

Those that believe good behavior and good grooming will spoil their fun are asked not to visit Disneyland.

Security Officers are not only responsible for the safety and security of our audience, they are responsible for the property of all Disneyland personnel, the Company, the Lessees, Vendors, and Contractors.

The Security Officer must see that no material, equipment or merchandise is taken from the Park unless properly authorized or purchased. He must also carefully screen all persons coming into the Park. No one must be allowed to enter unless properly cleared or possessing proper identification.

Remember it is the responsibility of all Disneyland personnel to be alert and anticipate problems that could become a major incident and notify the Security Office for assistance.

II

SHOW

Disneyland revolutionized outdoor entertainment and established a new approach to showmanship. The concept of a living stage was a radical change from the conventional amusement park, fair or fun zone.

A new concept of entertainment was born, and you are a part of it.

The Many Dimensions of Our Disneyland Show

Disneyland is a dimensional show. There are many phases which contribute to the overall magic of Disneyland. These are:

1. The Attractions

Each attraction is a living adventure - a show in itself, with its own story behind the story. And it's your responsibility as a working foreman to see that the show is performed each and every time as it was designed to be.

2. Landscaping

The landscaping at Disneyland is classified as one of the greatest horticultural shows in Southern California.

3. Architecture

Disneyland is unique in that some of the world's foremost creative artists and architects control all design at Disneyland.

4. Free Shows

A person coming to Disneyland is able to enjoy some world renowned free shows, such as Monsanto's Hall of Chemistry and home of the future, Bell Telephone's Exhibit, "America the Beautiful", and Pepsi-Cola's Golden Horseshoe Revue.

5. The Living Show

Our many Disney characters, mountain climbers, Disneyland Band, guest bands, and other people contribute to a constant living show throughout the Park. In this manual you will find a summer talent schedule.

6. Audience Participation

Not in any other form of show business does the audience interact with the show as it does here. This only serves to magnify the importance of our performance.

As you can see there are many factors which create the SHOW. All of these blended together produce the MAGIC of DISNEYLAND.

YOUR PART IN SHOWMANSHIP AND DETAILS

A good showman watches details like a hawk.

Walt is a busy man, but he has an eagle eye for a worn out light bulb, or a spilled bag of popcorn.

So the meticulous attention to details is a necessary habit to develop.

It is essential in the foreman's job to constantly make certain that everything within his area is exactly as it is designed to be. Here is a general checklist of the details of showmanship on the well operated Disneyland attraction:

1. Appearance

The grooming, appearance, and costuming of all personnel on an attraction must be perfect at all times.

Costumes are designed either for showmanship or practicality and must be worn as intended. In case of any question, check with your supervisor.

In this manual is a brochure outlining our Disneyland costume regulations.

REMEMBER...WE WEAR COSTUMES, NOT UNIFORMS

2. Cleanliness

We have the best maintenance clean-up crew in the world, but the fact is that cleanliness is everybody's job. Particularly you, the working foreman, are important in the "cleanliness" part of the Disneyland show.

REMEMBER...CLEANLINESS IN THE SHOW IS EVERYBODY'S JOB

3. Cycles

Busy days and slow ones, we stick with the trip time of an attraction. To shorten the time is similar to deleting a reel from a film...exceed the time and you create lines; perhaps lose the impact.

REMEMBER...EACH GUEST EXPECTS AND DESERVES A GOOD SHOW

4. Individual Showmanship

A tremendous creative effort has been put into each and every attraction. The foreman must see that the host and hostess blend harmoniously with the show and does not detract from the overall effect.

5. Sound and Animation

If the sound and animation on your attraction are not working right...or are not coordinated...the show is not up to Disney standards. The guest is being shortchanged.

Maintenance of equipment is the responsibility of the Maintenance Division, but you, the working foreman, are responsible for regularly checking to make certain everything is working O.K. Notify your supervisor and indicate any problem on the Daily Maintenance Report.

6. Props and Dressings, Landscaping and Paint

Disneyland is the only place in the world where Academy Award winning designers check every detail of every foot of our huge stage.

The working foreman can find out how the stage settings were designed. Then, it's part of his duty to check to make sure that they remain that way.

7. Services

If a guest puts his 35 cents in a cigarette machine and draws a blank, we have the start of a mansized complaint.

The same applies to a drinking fountain which doesn't work...a flooded restroom...no mustard in the mustard container.

They have to do with the guest's overall satisfaction, and it's part of everyone's job to be alert to these details. If you notice a problem notify your supervisor.

SERVICE IN SHOWMANSHIP IS IMPORTANT

So in retrospect....

....Preserving the quality of the SHOW that has made Disneyland famous the world over is our greatest and continuing challenge.

Our Safety procedures have to be carefully observed.

Our Courtesy, for which we are famous, is vital.

Our Capacity is determined by establishing trip times and standard procedures.

....But SHOW is all of these things and more. It is not only appearance, cleanliness, trip time, and attention to detail....it is a feeling - a belief.

We can build new attractions and improve the old ones, but if we don't sincerely believe that this is Show Business, and that each of us has a role to play, then all the millions of dollars spent on growth goes for naught.

This is our real challenge for the future, and you as a foreman are vitally involved in this challenge.

WALT DISNEY'S WED ENTERPRISES, INCORPORATED:
ITS PURPOSES, ACTIVITIES AND PEOPLE

Here is a unique world of creativity where ideas become realities...where imagination is the basic raw material...where the impossible is accomplished daily.

This is WED Enterprises, Incorporated (the initials stand for Walt E. Disney), the master planning, architectural, engineering, research and development subsidiary of Walt Disney Productions.

Shortly after he founded WED in 1952, Walt fashioned it into the versatile "Imagineering" instrument he needed to plan and design Disneyland. With WED, Walt literally added a new dimension to Disney entertainment. He was now able to complement his two-dimensional world of motion pictures with three-dimensional attractions in his Magic Kingdom.

A staff of project designers, sculptors, research and development technicians, model builders and interior decorators were joined by highly flexible architects, engineers and draftsmen who could design yesterday, tomorrow and the timeless world of fantasy.

WED, under Walt's personal direction, designed Disneyland and all of its attractions, as well as the quartet of popular Disney shows at the New York World's Fair.

During the Fair's two seasons, April to October, 1964 - 1965, some 46.8 million guests paid to see the four Disney presentations -- 91% of those who purchased tickets to the Fair.

These successes for major American industry have given WED a new role -- creating shows and corporate exhibits for companies outside Disneyland.

WED technicians have also developed the remarkable "Audio-Animatronic" * system of three-dimensional animation, an application of space-age electronics for entertainment purposes. The WEDway "People Mover" transportation system, a potential answer to inter-city transit problems, is another WED accomplishment.

Disneyland's 1965 Tencennial Celebration marked the beginning for WED of a \$45 million program of new and enlarged attractions for the Magic Kingdom. Summer, 1966, will offer Disneyland guests \$23 million in the form of four major new attractions. (Disneyland's original capital investment was \$17.5 million in 1955.)

Here are the new adventures WED is preparing for Disneyland's biggest summer:

New Orleans Square

It's the 1850's and New Orleans is the Paris of the American frontier. Winding streets and intimate courtyards echo the laughter and chatter of Creole merrymakers. Dashing riverboat captains sit beneath magnolia trees with beautifully-gowned ladies. Shops and coffee houses are favorite gathering places for the Southern gentry.

* The basic concept for combining lifelike and fanciful objects with sound, pre-programmed and coordinated by tape, is subject to patent protection. All patent rights are owned by WED Enterprises, Inc. Patents have been applied for other features, devices, techniques and processes.

All of the color and gaiety of the Crescent City as it was a hundred years ago will be brought to Disneyland this summer when Walt Disney introduces New Orleans Square, newest addition to Frontierland.

Every day will be Mardi Gras at the bend of Disneyland's Rivers of America. Quaint shops -- each a show in itself -- will offer exotic and unique treasures from the world over. Inviting coffee houses and restaurants will become adventures in dining amid decor rich in French and Creole traditions.

Meandering streets embroidered with delicate iron-lace balconies, slatted doors and shutters, flower-lined courtyards and broad terraces from New Orleans have been recreated by Walt Disney and his staff at WED.

They have also provided dining by the Delta moon any time of day at The Blue Bayou Restaurant, which overlooks the beautiful Blue Bayou Lagoon. Guests will board "bateaux" (small, flat-bottom boats) at the Lagoon for their exciting voyage with the Pirates of the Caribbean.

Pirates of the Caribbean

Walt Disney will hoist the Jolly Roger at Disneyland this summer to usher in a new era for his Magic Kingdom -- the age of the Pirates of the Caribbean.

All of the excitement and adventure of the Spanish Main in the 1700's will be experienced by guests who will sail into the often humorous fracas.

Plunging down a waterfall, voyagers will enter an eerie cavern, home base of the swashbuckling crew. Then they will glide into the midst of battle as a pirate galleon attacks a coastal fortress.

To port and to starboard, scene after scene takes guests further into the conflict. Pirates dunk the town magistrate in a well to make him talk ("Speak up, ye bilge rat...where be the treasure?").

Fair maidens -- and some not so fair -- are auctioned off rather willingly. Some of the womenfolk are happily pursued by pirates, and some of the pirates are not so happily pursued by the womenfolk.

Climaxing their raid, the salty crew sets the whole city ablaze, even the town arsenal full of powder kegs! And the modern-day voyagers sail right into the holocaust.

The 130 three-dimensional stars of the WED-designed show will be brought to life by "Audio-Animatronics."

"It's A Small World"

Walt Disney's "It's A Small World" comes to Disneyland this summer from two hit seasons at the New York World's Fair, where more than 10.3 million guests enjoyed its charm.

Walt and his WED staff have added new areas -- the Pacific Islands and the North Pole -- making the show even longer than it was in New York.

Boat-borne guests on the happiest cruise that ever sailed will voyage through the nations of the world where more than 500 doll-like children, animals, toys and other elements of childhood sing, dance, play instruments and have a merry time. They are brought to life through the wizardry of "Audio-Animatronics."

Reflecting the excitement and charm of the show will be its new Disneyland home, a fantasy palace serving as a colorful backdrop to all of Fantasyland, which is being expanded to welcome "It's A Small World." The structure will be a geometrical montage of suggestive architecture from many nations.

At its entrance will be the world's happiest and most unique clock. The 30-foot high time piece will be a crazy-quilt collection of spinning, gyrating numerals, cogs, wheels and springs, along with characters from the show. Every 15 minutes, the "Small World" clock will "perform" the time to the show's title song.

Primeval World

Giant animals from as far back as 200 million years ago will live again as Walt Disney opens his dramatic Primeval World at Disneyland this summer.

Against the authentic backgrounds of rain forests, desert regions, swamps, marshes and volcanic eruptions, lifelike leviathans will engage in mortal combat, comb rugged terrain for food and watch with pride as their young hatch from eggs.

The huge brontosaurus, stegosaurus, pteranodon, edaphosaurus, triceratops, ostrich dinosaurs and tyrannosaurus move to the Magic Kingdom from Walt's highly praised Magic Skyway ride in the Ford Pavilion at the New York World's Fair, seen by nearly 15 million people during its two seasons.

Guests will journey through the Primeval World aboard the Santa Fe and Disneyland Railroad, which encircles Disneyland. They will move first through the popular Grand Canyon Diorama into a "Time Tunnel" where they will be whisked back to the days of earliest life.

"Audio-Animatronics" will be the life force for the 46 "stars" in Primeval World, inspired by a segment of Walt's film classic, "Fantasia."

NEW TOMORROWLAND

With four major new attractions nearing completion for summer, 1966, openings at Disneyland, Walt and his staff at WED are looking toward 1967 - 1968.

When Disneyland's present "realm of the future" was designed in the early 1950's, Early Bird, Gemini and Apollo were space-age terms of the distant future. Even the household word "astronaut" was still to be coined.

Times -- and tomorrows -- are changing dramatically, so Walt recently decided to completely redevelop an entire area of Disneyland to provide for a dramatic and exciting new Tomorrowland. In his own words, "Tomorrowland will be built for the first time."

Although the timetable for construction has not been finalized, preparations for construction will begin this summer upon completion of the new Administration Building.

Immediately following Labor Day this year, the Flying Saucers will be taken out and then relocated later under the new space attraction.

Following is a list of present plans for the new Tomorrowland:

The WEDway - An elevated mode of transportation which will take guests on an introductory tour of all Tomorrowland.

Tomorrowland Jets - To be raised to a new level with access via a glass elevator.

Space Ride - A new thrill adventure similar in principle to our Matterhorn Bobsleds, where guests will soar through space and around and through a mountain some 200 feet in height.

Monsanto Exhibit - A dark ride exhibit that will be both exciting and educational to the guest.

General Electric Carrousel Theatre - One of Walt's quartet of shows at the World's Fair, this free show that tells the story of electricity in American life is unique in that the audiences rotate around stationary stages. Again, "Audio-Animatronic" characters are featured.

Bell Telephone Exhibit - A new movie, Circle Vision 360, is currently being filmed, and this time in 35 mm. The new auditorium will "stand" approximately 1,000 guests as opposed to the current capacity of 250.

In Addition - There are many new shops, exhibits and eating places yet to be decided upon and finalized.

WALT'S NEW WIZARDRY - "AUDIO-ANIMATRONICS"

Developed by WED, "Audio-Animatronics" is a unique concept in theatrical entertainment which electronically combines and synchronizes voices, music and sound effects with the movements of animated objects, ranging from remarkably lifelike human, animal, bird and flower figures to their imaginative, highly stylized counterparts from the realm of fantasy.

Various degrees of sophistication -- from one or two simple movements to many complex body actions and facial expressions -- can be programmed for each figure. In fact, an entire show -- theatre lighting, sound effects, stage - curtain operation and background music -- can be controlled by "Audio-Animatronics."

To accomplish these amazing feats, WED "Imagineers" record audible and inaudible sound impulses, music and dialogue on separate magnetic tapes. Then, with precision usually characteristic only of space-age industries, they transfer those taped "messages" to a single, one-inch magnetic tape, which has up to 32 channels (tracks) controlling as many as 438 separate actions,

Playback simultaneously relays music and voices to speakers, while sound impulses activate pneumatic and hydraulic valves within the performing figure. Air and fluid tubes and devices expand and contract accordingly to bring about animation. Sound impulses also control stage and theatre lighting, permitting an entire show to be controlled from one tape.

The evolution of "Audio-Animatronics" began more than 11 years ago with work on mechanical (cam and lever) 1 1/2-inch scale model human figures. Seeking more polished and versatile movement, WED launched the electronic-hydraulic-pneumatic approach in combination with the cam-lever principle for several Disneyland attractions, including inhabitants of Nature's Wonderland and the Adventureland Jungle Cruise.

Abandoning cams and levers entirely, WED introduced the first pure form of "Audio-Animatronics" with the summer, 1963 opening of Walt Disney's Enchanted Tiki Room at Disneyland. To the astonishment and pleasure of audiences, 225 "Audio-Animatronic" figures from the South Seas -- birds, tiki gods and flowers -- gather 'round a magic fountain to talk, sing, chant and beat drums. The entire show lasts for 17 memorable minutes.

At the New York World's Fair, 1964 - 1965, Walt Disney and WED Enterprises captivated more than 48 million visitors who enjoyed the 600 - plus "Audio-Animatronic" figures in four unforgettable shows.

For the Ford Motor Company, Disney conjured up the exciting "Magic Skyway" ride, which took guests from prehistoric time to the distant future. The story of man's advancement through electrical energy was the theme of General Electric's "Progressland;" an attraction planned for the Magic Kingdom's new Tomorrowland in 1967.

Walt saluted the children of the world with his musical fantasy, "It's A Small World," sponsored by Pepsi-Cola at the Fair. His stirring "Great Moments With Mr. Lincoln" was presented at the Illinois Pavilion.

Disneyland's biggest event in its tencennial year (1965) was the opening of "Great Moments With Mr. Lincoln" in the Opera House. This dramatic presentation brought "Audio-Animatronics" in its highest form of development to Disneyland. Walt's Lincoln figure, sole performer in the show, is capable of 47 body movements and 17 separate facial expressions. Some 275,000 combinations of actions can be programmed for the Lincoln figure.

But the development of "Audio-Animatronics" never rests, even when such successes as the Tiki Room, the World's Fair shows, or the forthcoming attractions at Disneyland are achieved. WED's research and development "Imagineering" staff works constantly to refine and improve this already versatile system.

On several occasions, Walt has described "Audio-Animatronics" as the grand combination of all the arts. This technique includes the three-dimensional realism of fine sculpture, the vitality of a great painting, the drama and personal rapport of the theater, and the artistic versatility and consistency of the motion picture.

NOTE: The basic concept for combining lifelike and fanciful objects with sound, pre-programmed and coordinated by tape, is subject to patent protection. All patent rights are owned by WED Enterprises, Inc. Patents have been applied for other features, devices, techniques and processes.

63101-P-W(A)

SUMMER TALENT - 1966

Golden Horseshoe Revue

1st performance - 1:00 PM
2nd performance - 2:30 PM
3rd performance - 4:00 PM
4th performance - 5:30 PM
5th performance - 7:00 PM

Indian Village

Tuesday thru Saturday
10:00 AM - 8:00 PM

Sunday and Monday
12:00 PM - 8:00 PM

Disneyland Band

11:00 PM - 6:00 PM

Gonzalez Trio - El Zocalo

Day Off: Thursday

2:00 PM - 9:00 PM

Gunfighters

11:45 AM - 7:45 PM

Hearts and Flowers - Mine Train

Day Off: Tuesday

1:00 PM - 8:00 PM

Dapper Dans Barbershop Quartet

Day Off: Thursday

1:30 PM - 8:30 PM

Coke Corner

Day Off: Wednesday

12:00 PM - 7:00 PM

Monday (only)
5:00 PM - 12:00 MN

Shoeshine Boys

Day Off: Tuesday

10:00 AM - 6:00 PM

Main Street Cinema Character

Friday and Sunday
11:00 AM - 7:00 PM

Mon. thru Thur., & Sat.
9:00 AM - 11:00 PM

Plaza Inn Strings

Day Off: Tuesday

2:30 PM - 9:30 PM

Quartet - Tomorrowland

Day Off: Sunday

Tues. thru Thurs.
11:30 AM - 6:30 PM

Friday and Saturday
2:00 PM - 9:00 PM

Monday
5:00 PM - 12:00 M

Mermaids

11:00 AM - 7:00 PM

Space Man and Space Girl - Tomorrowland

Day Off: Wednesday

10:00 AM - 5:00 PM

Mountain Climbers

Day Off: Friday

10:00 AM - 6:30 PM

Swiss Yodeler - Matterhorn

Day Off: Monday

Tues. thru Fri. & Sun.
1:00 PM - 8:00 PM

Saturday (only)
3:00 PM - 10:00 PM

Court Jester - Fantasyland

Day Off: Wednesday

11:00 AM - 6:00 PM

Disney Characters

8:30 AM - 9:00 PM

NITETIME PROGRAM

Royal Tahitians (6 days/wk) Day Off: Sunday

Monday thru Thursday
Shows at: 5,6,7,8,9,10 & 11 PM

Friday and Saturday
Shows at: 6,7,8,9,10,11 & 12 M

Young Men From New Orleans - Mark Twain Day Off: Monday

5:00 PM - 12:00 MN

Bill Elliott and the
Disneyland Dataniters - Plaza Gardens Day Off: Monday

Mon. thru Thurs.
8:00 PM - 12:00 M

Friday & Saturday
9:00 PM - 1:00 AM

Mustangs - Space Bar Day Off: Wednesday

Mon. Thur. & Sun.
8:00 PM - 12:00 M

Friday & Saturday
9:00 PM - 1:00 AM

Tuesday - Humdinger (20,000 Leagues)

The Clara Ward Singers - Golden Horseshoe Day Off: Sunday

Mon. thru Thur.
Shows at: 8,9,10 & 11 PM

Friday & Saturday
Shows at: 9,10,11 PM & 12 M

Firehouse Five Plus Two - New Orleans

Friday & Saturday (only)
9:00 PM - 1:00 AM

Fantasy In The Sky - 9:00 PM

Disneyland Humdinger - 20,000 Leagues Tuesday

Shows at: 8:00, 9:30 & 11:00 PM

Hootenanny - 20,000 Leagues Monday

8:00 PM - Continuous

Country Jubilee - 20,000 Leagues Wednesday

Shows at: 8:00, 9:30, & 11:00 PM

New Orleans - TBA

Blue Bayou - TBA

III

COURTESY

Courtesy, along with safety, show and capacity, is one of the cornerstones of the Disneyland show.

Webster says courtesy is...politeness or a favor rendered.

With all due respect to Webster, our Disneyland definition is more extensive. It's something extra, as is any Disney product. It means genuine attention to and service for our guests...a built-in personal satisfaction in being pleasant and helpful to others.

You're not born to be courteous. You learn it, and to acquire the habit requires knowing about people. Here are five facts about people which you should know:

1. All People Are Human

It sounds simple, doesn't it? And yet, there is a tendency for some to think of people as "units."

That may be all right for statisticians, but not for you. It's necessary to remember that every single person in your audience is a complex, sensitive, emotion-filled human being...just like yourself.

2. All People Are Different

Every fingerprint on every finger in the history of man is different from any other. And, similarly, the way he thinks and feels and reacts is different. You can greet one million guests, and the next one you meet will be different from all the others.

3. And, All People Are Similar

All people share basic biological needs for food, water, a roof over their heads and a few dollars in their pockets. In your show you must also remember their common emotional needs.

- a. All people want attention -- recognition from others.
- b. All people want a feeling of "belonging" -- to be "in," not "out."

4. All People Pursue Happiness

Your audience wants happiness. They want to be tricked or scared, entertained and educated -- to be made to laugh.

A visit to your Disney show is not something which your audience drops in to see because they're in the neighborhood. It's a planned affair...perhaps the plans have taken months, or even years, to fulfill.

Your guests have budgeted their money to visit you and deserve the same treatment which any invited guest would expect when the host is Walt Disney and the Disney organization.

5. Everyone's A VIP

It takes a ticket to see the show, and when our guest passes that qualification, he automatically becomes a VIP...a Very Important Person.

We must leave our prejudices in our lockers. We all have our prejudices, but they have no place in our show. Our audience is made up of all sizes and shapes, ages, sexes, classes, races, creeds, nationalities, and tongues, and each deserves and expects the same courteous attention and treatment.

POINTERS FOR PEOPLE SPECIALISTS

1. We entertain six million per year - one at a time.
2. Eye-to-eye contact is the fastest and most effective form of communication. Use it with your guest.
3. Never turn your back on a guest.
4. Never chat with other hosts or hostesses while on stage in the presence of guests. All efforts are for their satisfaction.
5. Be fit for a fitting performance. Proper treatment of guests is an exacting skill.
6. Have a sense of humor about your own shortcomings and those of the guests.

TIPS FOR TREATING TIRED GUESTS

Just about anybody can get along with a happy guest.

The challenge is to be able to soothe the irate person with steam coming out of his ears and a blast of hissing words pertaining to you, your people, your attraction and life in general.

Here is the "lend an ear" approach for handling guest complaints effectively:

1. Empathize - Put yourself in his or her shoes. Never brush off or ignore a complaint.
 - a. Listen thoroughly and intently to his complaint.
 - b. Express concern, regardless of whether he is right or wrong.
2. Analyze - After you get the facts, what can you do about it?
3. Rectify - If you can take corrective action, do so. If you can't, call your supervisor. Do not send guests to City Hall or call Security.
4. And Finally - Never lose your temper or your composure ...that's part of being a "people specialist."

REMEMBER...THE GUEST IS ALWAYS RIGHT

LEADERSHIP AND COURTESY

1. You, the foreman or lead, must set the example. If you're courteous to our guests, it's a good bet the hosts and hostesses working for you will be, too.
2. In our business, a discourteous act is a serious infraction of company policy.
3. Our business...and it is a business...is entertaining people and making them happy. If we don't like people, we're in the wrong business.

So let's continue...

...to preserve and perpetuate that Disney brand of courtesy that has made us famous the world over.

...to say "thank you," "may I help you," "please step this way," and "it's been our pleasure."

EMPLOYEE RELATIONS

- I. Essentials of Foreman or Lead in Employee Relations
 1. Employee Relations
 2. Human Relations
 3. Common Sense

- II. Qualities of a Good Foreman or Lead
 - A. Knowledge: Knowledge is never lost, once acquired. Carelessness can dim its application.
 - B. Personality: Putting best foot forward. We all have personality, but it is human nature to use it and abuse it differently.
 - C. Appearance: This is all important. As Foremen you must set the example. Employees are in the guest's eyes constantly and give a good or bad impression of Disneyland.
 - D. Loyalty: A most important requisite, and one that requires constant attention on the Foreman's part.
 - E. Sense of Humor: Don't take yourself too seriously and be ready to take suggestions - Good or Bad.
 - F. Discipline Procedure (Foreman and Lead)
 1. Warn individual of any infraction of procedures or policy.
 2. Notify Supervisor if problems continue.
 - G. Communications: Important both up and down. To your Supervisor and to the employees you lead.

CAPACITY INFORMATION

GLOSSARY OF TERMS

1. TIME: All times given shall be in units of minutes and/or seconds.
2. DISPATCH INTERVAL: Time between two consecutive vehicles leaving the dispatch station.
3. LOAD TIME: Time measured from when a vehicle stops at the loading station until the last passenger steps aboard or is seated.
4. UNLOAD TIME: Time measured from when a vehicle stops at the unloading station until the last passenger steps off.
5. LOAD AND UNLOAD TIME: Sums of item three and four.
6. TRIP TIME: Time from when a vehicle leaves the dispatch station until it reaches the unloading station.
7. READY TIME: Time for a vehicle to get ready to load - including travel time from unload to load station.
8. CYCLE TIME: Time for a vehicle to move from any point on its path and back to the same point.
9. DISTANCE TRAVELED: Distance of track that passengers travel, given in feet.
10. SPEED: Distance traveled divided by the trip time, yielding average velocity of trip in feet per second. Also given in miles per hour.
11. DISTANCE BETWEEN CARS: Speed multiplied by the dispatch interval, yielding distance between vehicles in feet.
12. TRIPS PER HOUR: Number of seconds in an hour (3600) divided by the dispatch interval.
13. CAPACITY PER TRIP: Maximum capacity of vehicle for holding passengers.
14. CAPACITY PER HOUR: Trips per hour multiplied by the capacity per trip.

FORMULA FOR THEORETICAL HOURLY CAPACITY

$$\frac{\text{Seconds per/hr.}}{\text{Dispatch}} \times \text{guests per unit} = \text{Hourly Capacity}$$

Example: Tomorrowland Jets

$$\frac{3600}{150} \times 24 = 576 \text{ (Hourly Capacity)}$$

Example: Jungle Cruise

$$\frac{3600}{54} \times 34 = 2268 \text{ (Hourly Capacity)}$$

DAILY OPERATION REPORT

This report not only gives supervision a day by day picture of the performance of each show, but also serves as a source of valuable information for future research.

I. Purpose

A. Attraction Utilization

1. Actual Capacity versus Theoretical Capacity.
2. Percent of Actual Capacity in relation to Park attendance.

B. Determining changes in ticket book make up.

C. Budgetary Information

1. Guide for present budget
2. Preparing future budgets

D. Allocation of monies to attraction

E. Scheduling

1. Future scheduling guide
2. Use for automated scheduling

F. Guide for additional unit studies

G. Legal document in cases of litigation

II. Report Distribution

A. White copy

1. Kept on file in Operations for one (1) year.
2. Central File for five (5) years.

B. Pink copy

1. Cash Control and General Accounting (retained 30 years).

III. Guide lines for uniformity in reports

- A. Use ink
- B. Date Section
 - 1. Day - Month - Date - Year
 - 2. Above date, indicate attraction hours minus break-downs or late openings.
- C. Record Opening Turnstile Reading and each hour thereafter.
- D. Record Central Booth Tickets (CBT) Accumulative each hour.
- E. Record Courtesy Tickets (CR) Accumulative each hour.
- F. Record Hourly and Accumulative Total each hour.
- G. Record last reading of all columns in "Closing Reading" section of report.
- H. Record Paid Accumulative Total minus Courtesy in "Daily Total" section, using the "A" Turnstile square.
- I. Record units operating, available, and unavailable.
- J. Record wait time (end of line until guest boards attraction).
- K. Record Foreman Hours and Operator Hours minus lunches, using whole numbers and fraction.
Example - $45\frac{1}{2}$
- L. Personnel Section
 - 1. Use time clock times (8.7 - 17.2).
 - 2. Always indicate scheduled shift.
 - 3. If scheduled shift is worked, use a check (/) mark in "Shift Worked" section.
 - 4. Shift change - record shift worked.

5. Employee request to leave early - write "ER" with shift worked.
 6. If employee fails to report for work, indicate scheduled shift and record "NS" (No Show) in "Shift Worked" section.
 7. Training - Do not carry in Operating Hours in the "Shift Worked" column write "Training."
- M. Complete all information at bottom of report.
- N. If error is made, make new report.

Remember . . . accuracy and legibility are important.

MAINTENANCE

General Information

I. Maintenance Report

A. Distribution

1. White copy - Operations office
2. Green copy - Maintenance office
3. Yellow copy - Attraction Reference Sheet

B. General Guide Lines in Reporting Defects

1. When a unit is out of service
 - a. Indicate "unit needed" or "unit not needed"
 - b. Indicate only time required for repairs
2. Do not continue to report major defect that obviously cannot be corrected during peak period.
Example - Repaint Sub or repaint Skyway Deck.
3. Recommendations for changes in physical layout of an area or attraction should not be included in the daily report. Suggestions should be passed on to your Supervisor.
4. Indicate daily units, animation or props out for rehab or out of service.
5. Use military method for reporting time.
Example - 1511 to 1541.
6. Make one (1) Maintenance Report for the entire operating day - including Private Parties.
7. The report (green copy only) is to be turned in to Maintenance one (1) hour prior to Park closing.

C. Breakdown Procedure

1. Notify the specific Maintenance Departments involved, the Operations Office, Main Maintenance Office and the Ticket Booth in the immediate area.
2. When calling in breakdowns, give a brief account of incident, but do not attempt to describe the exact cause.
3. If the cause is unknown, state as such on the Maintenance Report.
4. When breakdown has been corrected, call departments listed in #1, giving them the time back in operation and the cause if it has been determined.
5. If a breakdown should occur in the last hour of operation, call the departments listed above and also record the breakdown on the two remaining Maintenance sheets.

NOTE: The Foreman or Lead should cooperate and work closely with Maintenance Personnel. However, they should also be in constant communication with their immediate Supervisor about problems concerning maintenance. If you feel the attraction or area you are assigned to is not receiving proper maintenance, notify your Supervisor who will then take the necessary action to alleviate the problem.

DISNEYLAND

Daily Maintenance Report

Jungle Cruise

Date MON 5/9/66

RIDE DOWN TIME

FROM	TO	TOTAL	CAUSE	READS ISSUED	MAINT. APPL.
1015	1030	15 min	Malfunction of fume detector - Irrawadi Woman	0	(SR)
1411	1431	20 min	Rear guide derailment between Bull Elephant and Water Falls - Amazon Belle - Cause was due to excessive speed	15	(DR)
2022	2037	15 min	Rear guide derailment entering elephant pool - Congo Queen cause unknown	0	(JH)
TOTAL RIDE DOWN TIME					

RIDE DEFECTS

UNIT OR PROP	DEFECT	OUT OF SERVICE				
		FROM	TO	TOTAL	YES	NO
Irrawadi Woman	Repair fume sniffer (unit needed)	1015	1045	30 min	✓	
Amazon Belle	Repair bent guide stem (unit needed)	1411	1457	46 min	✓	
Congo Queen	Guide inspection (unit not needed)	2022	2100	38 min	✓	
Elephant Pool	unit #5 - Repair torn skin under neck	1000	2200			✓
Gorilla	#1 Out for rehab	1000	2200			✓
Unload Dock	Replace dry rot plank	1000	2200			✓
Landscaping	Trim bushes on port side of boat across from Rhinos	1000	2200			✓

Opened by:

John Smith

Closed by:

John Jones

MAINTENANCE ORGANIZATION

- I. Director - Ted Crowell
 - Manager - Earl Vilmer
- II. Area Supervision - Hank Dains
 - Fantasyland - Lenny Cruise
 - Tomorrowland - John Dolan
 - Frontierland - Jim Cashen
 - Main Street - Bill Friel
 - Adventureland - Bill Friel
 - Parking Lot - Bill Friel
- III. Shop Supervision
 - Mill - Andy Anderson
 - Staff Shop - Bud Washo
 - Ed Winger
 - Air Conditioning - Fred McGalliard
 - Mechanical - Arnold Lindberg
 - Jack James
 - Francis Fields
 - Flemmon Robbins
 - Isidore Schimsky
 - Bill Bealer
 - Electrical - Fred Johnson
 - Bob Smith
 - John Powers
 - Dana Kimbal

Sound - Dean Narath

Mel Black

John Gerlach

Jerry White

Janitorial - Chuck Boyajian

Tom Roppa

Roy Young

Arnold Gehrls

Jim Warrick

Maintenance Services - Dale Drummond

Retlaw - Ken Kohler

Gene Carr

Floyd McGuire

Character Food and
Restaurant Operations - Sam Billings

Paint Shop - Larry Smith

Ray Swartz

Arcade Mechanics - Jim Peacock

Landscaping - Leo Long

Plumbing - Ken Grinstead

Engineering Maintenance - Jack Reilly

TRAINING

At Disneyland there is one basic problem in training... there is no good time to do it. This is for four reasons:

1. There is always something which seems more important -- a schedule or a crisis of some kind.
2. Due to our large number of seasonals and permanent part-time personnel, it's difficult to coordinate training with availability.
3. A third problem is that a significant percentage of people don't feel they need training -- feel they can "do anything."
4. A fourth problem is that efficient skill in training takes both study and practice. It doesn't just come naturally.

The first hurdle is to convince yourself as a leader that training pays off -- for you and for the organization.

If you are convinced of the benefits, then there are two fundamental tips for trainers. These are outlined on the next pages.

TRAINING RULE NUMBER ... ONE

The first rule for giving proper instructions is to make sure that you have, for want of a better word ... a COURSE OUTLINE.

In short, it's essential that you know what is to be done and how it is to be done. There are several ways to do this, but one effective way is through the development of a training checklist for your attraction or operation.

On the next page is an official training checklist for an operations attraction. This contains only 26 points, which is a mere starter on the number of things your crew must know -- and be able to do.

The way it should work is as follows:

Unit and Responsibility

List the unit to which you have been assigned ... the person who is going to do the training, and the supervisor responsible.

This is a very simple necessity, since if you don't do this you leave three questions unanswered and wide open.

1. Who is to be trained?
2. Who is to do the training?
3. Under which supervisor is the training being conducted?

The Checklist

Across the top, are some basic things which every individual should know. If a person isn't told about our policies covering wheel chairs and pregnant women on the Matterhorn, how is he supposed to know?

Reverse Side

On the reverse side of the form is ... absolutely nothing.

Use this for your own checklist to write down other things to be covered.

At this point, all you have to do is to put checks in the spaces, and match the filled spaces with the people.

This system ... or a similar one of your own ... is the only answer to that tired old excuse ... "nobody ever told me," or its companion, "nobody ever showed me how to do it."

TRAINING RULE NUMBER ... TWO

Have a definite plan of instruction. There are many different systems, but here is a simple four-step training approach which has worked for others ... and will work for you.

STEP ONE ... Prepare the Learner

- * Review the story of the attraction.
- * At Disneyland there is a "story behind the story" of every attraction. Explain it.
- * We slip into the jargon of "ride," but actually every attraction is a living experience for the guest.
- * Tell the story of the attraction. It will create interest and serve to relax the learner (and you). This may be corny, but it's true.

STEP TWO ... Present the Role

- * Now explain ... one important step at a time ... or just how the host or hostess plays his or her particular role.
- * STRESS each key point, such as a safety factor or a dispatch interval.
- * Be clear ... be patient ... remember that what is old to you is new to the host or hostess.

STEP THREE.. Try Out the Learner

- * Have him or her explain the key points to you. Never assume he knows until you know he knows.
- * Have him or her try out the work ... correct errors.
- * Ask questions concerning every point. Get factual answers. Don't accept, "Okay, I know," as an answer.
- * Stress safety, courtesy, show and capacity key points.

- * Emphasize constantly, the show aspects of the role.
- * Do not assume that personnel who are returning or have been here a considerable length of time have been properly trained on your attraction.

STEP FOUR .. Follow Up

- * Put the host or hostess on his own ... supervise gently, but consistently.
- * Encourage questions ... don't assume anything.
- * Taper off instructions ... and proceed to supervise.
- * Follow up regularly until you know he knows. CHECK AND DOUBLE CHECK.

It's important to realize during the entire training process that people are human ... not mechanical.

It's important to get them to relax ... to help them conquer their natural fears of failing on a new assignment.

You can speed the entire process by establishing a natural feeling of friendliness.

Learn the names of your people before they report to work. Associate the names with the faces.

Also, make sure you know your own attraction backward and forward.

This four-step plan adds up to well-trained people and GOOD SHOW. Remember these four steps:

Story

How It's Done

On Stage Try-Out

Work and Practice

TRAINING PAYS OFF

Proper training ... giving effective instructions ... pays off in dollars and makes sense.

It's a proven fact at Disneyland that where training is carefully planned and properly executed these benefits occur:

1. Performance is more effective.
2. Communications are open ... ideas, suggestions, and gripes are transmitted more freely.
3. Morale and teamwork are more harmonious.
4. Accidents, misunderstandings, terminations, resignations, and costs are lower.
5. Finally, it's rather well established that -- where training is effective, results of any kind -- including financial ones, are better.

In the next few pages is a training schedule for the Jungle Cruise. This program is now in effect and may serve as a general guideline for your attraction.

TYPICAL ON-THE-JOB TRAINING PLAN

CHECK OFF LIST

- A. Time Clock Procedure
 - 1. Procedure for punching in and out
 - 2. Time card locations
 - 3. Procedure for handling time card
 - 4. Misuse of time card
 - 5. Account numbers
 - 6. Signing time card
 - 7. Loss of time card (procedure)
- B. Parking Lot
 - 1. Procedure for using Employee Parking Lot
 - 2. Location of Employee Parking Lot
 - 3. Employee parking stickers
 - 4. Proper parking
- C. Payroll and Accounting
 - 1. Pay week and work week
 - 2. How timekeeping operates
 - 3. Employee ticket book discounts
- D. General Wardrobe Procedures
 - 1. How to check through Wardrobe
 - 2. Damage to clothing (responsible for clothing)
 - 3. Black shoes and socks
 - 4. Vending machine
 - 5. Name tags
- E. Locker Room
 - 1. Procedure for locker room
 - 2. Showers and restrooms
 - 3. Location of lockers
 - 4. Loss of key
 - 5. Articles left in open lockers
- F. Security
 - 1. Function of Security
 - 2. Security phone - ext. 216
 - 3. Use of employee I.D. card
- G. Operations
 - 1. Procedure for checking through Operations
 - 2. Location of supervisors' offices
 - 3. Supervisors' names
 - 4. Park Directors
 - 5. Director of Operations
 - 6. "373" form (Master CEPI)
 - 7. P.P.T. selection

- H. First Aid
 - 1. Lost Children
 - 2. Guest Accidents
 - 3. Employee Accidents
 - 4. General Information about First Aid
 - 5. First Aid phone - ext. 247

- I. University of Disneyland
 - 1. Function of University of Disneyland
 - 2. When operators will check through University
 - 3. Discount cards to Melodyland, Sea World, Wax Museum, etc.

- J. Company Standards and Expectations
 - 1. Safety, Courtesy, Show, and Capacity
 - 2. Appearance
 - 3. Attitude
 - 4. Punctuality
 - 5. Conforming to rules and regulations

- K. Area Tour: Explanation of the concept of Adventureland
Tour should commence at entrance of Adventureland and go through Adventureland giving information about each shop and stand, break areas, restrooms, and so forth.

Then take them on tour of Service Area.

Return to Jungle Cruise. Question and answer period. (If time permits begin training on dock and audience control).

Stress safety, courtesy, show, and capacity.

- L. Backstage Area Tour of the Jungle
 - 1. Rain Forest
 - 2. New Orleans Area
 - 3. Sound Room
 - 4. Elephant Pool
 - 5. Elephant Mountain
 - 6. African Veldt Area
 - 7. Hippo Pool
 - 8. Native Village
 - 9. Electricians Shop
 - 10. Maintenance Shop

- M. Maintenance and Service Area Briefing
 - 1. Filtering System
 - 2. Storage of boats
 - 3. Never run boat in Service Area
 - 4. How Service Area is cleaned
 - 5. Hydraulic lift for boats
 - a. Use of
 - b. Purpose
 - c. Authorized persons use

- N. Jungle Boat Description
 - 1. Sound System
 - 2. Sniffer System
 - 3. Lighting System
 - 4. Motor
 - 5. Knife switch and gas tank
 - 6. Fire extinguishers
 - a. Type
 - b. Purpose
 - c. Use of
 - 7. Explanation of instrument panel
 - O. Opening and Closing Procedures
 - 1. Cushions
 - 2. Mike and sound
 - 3. Ammo boxes
 - 4. Holster and lanyard
 - 5. Canopies and stack cover
 - 6. Knife switch and starting of the engine
 - P. Reverse Procedure for Closing
Return to dock and explain doors to boat service area and how they operate.
 - Q. Explanation of Rail Switches
 - 1. Reason for
 - 2. How to operate
 - 3. Location
 - 4. How to drive over them
 - R. Dock Procedures - Begin at rear dock
 - 1. Location of fire extinguishers
 - 2. Unloading procedures
 - 3. Dock boxes
 - 4. Telephone (use of)
 - 5. Loading procedure
 - 6. Dispatch light
 - 7. Tickets and use of mike
 - 8. Audience control
- Trip through Jungle showing and explaining check points.
- S. Gun Procedures - The gun is a weapon - not a toy.
 - 1. Where guns are stored
 - 2. Cleaning of gun
 - 3. How to carry
 - 4. Unloaded when not on boat
 - 5. Never leave on boat unattended
 - 6. Lanyard should be attached when on boat
 - 7. How to load and unload gun

8. Check chamber before reloading
9. How to fire
10. Breakdown procedures
11. Where and when to fire
12. Misuse of gun. No warning. Immediate dismissal!

- T. Schedules and Work Sheets
1. How to read
 2. Where they are kept
 3. Schedule changes
 4. Calling in when sick

Stress safety, courtesy, show, and capacity.

- U. Training Procedure on the Boat
1. Instructor gives demonstration narration
 2. Show timing procedure
 3. Rotate trainees on driving and live narration
- V. When trainee feels confident the foreman and supervisor will check him out. This check out will include the foreman and supervisor riding with the trainee to check his narration and timing, to ask him questions about the animation, boats, safety, and other pertinent information related to driving the boat.
- W. The foreman and supervisor will either qualify the trainee or schedule him for more training.

ADMISSION MEDIA

When Disneyland opened in 1955 the only means of entrance was through the purchase of General Admission Tickets. Admission to the various attractions was by purchase of individual tickets, inside the Park, for each attraction the guest wished to take. There was some criticism toward this system so the first ticket book was developed and offered for sale in October 1955. This book provided a package to be marketed at the Main Gate. It offered the guest admission and a choice of eight attractions in three categories. The structure of the first ticket book was difficult because of the limited number of attractions and capacity that was available. Improvements on ticket book makeup and the installation of additional attractions and capacity have provided a better ticket book for the guest.

The ticket book is well suited to Disneyland's operation and is utilized for four main reasons. They are:

1. The ticket book provides a package to market at the Main Gate which in turn provides the best value for the guest.
2. The ticket book permits the guest to receive the best show for a more enjoyable visit.
3. The ticket books serve to distribute the guests throughout the Park.
4. Ticket books serve to utilize the attraction capacity of the Park most efficiently.

In 1958 the Guided Tour was inaugurated as a new medium of admission for our guests. The tour is well suited for those guests who are tour oriented, have a limited time to visit with us, are generally older and are first-time visitors.

The ticket books in the future will include all paid attractions, and will continue to be the prime admission media for Disneyland.

1966 TICKET MEDIA

Effective 5/25/66

I. MAIN GATE ADMISSION

	General Admission			Guided Tour			Date Nite Book (After 5 pm) (For Couples)			
		<u>Price</u>	<u>Value</u>	<u>Savings</u>	<u>Price</u>	<u>Value</u>	<u>Savings</u>	<u>Price</u>	<u>Value</u>	<u>Savings</u>
Adult	\$ 2.50	\$ 5.50	\$ 6.70	31%	\$ 5.50	\$ 8.00	31%	\$ 5.50	\$ 8.00	31%
Junior	\$ 2.00	\$ 5.50	\$ 6.20	11%	\$ 5.50	\$ 7.00	23%	\$ 5.50	\$ 7.00	23%
Child	\$.75	\$ 3.50	\$ 4.55	23%						

10 Adventure Book

15 Adventure Book

	10 Adventure Book			15 Adventure Book		
	<u>Price</u>	<u>Value</u>	<u>Savings</u>	<u>Price</u>	<u>Value</u>	<u>Savings</u>
Adult	\$ 4.50	\$ 7.60	41%	\$ 5.50	\$ 10.30	47%
Junior	\$ 4.00	\$ 7.10	44%	\$ 5.00	\$ 9.80	49%
Child	\$ 3.50	\$ 5.50	36%	\$ 4.50	\$ 8.05	44%

10 Adventure Book (MKC)

12 Adventure Book (MKC)

(Winter Only)

(Summer Only)

	10 Adventure Book (MKC) (Winter Only)			12 Adventure Book (MKC) (Summer Only)		
	<u>Price</u>	<u>Value</u>	<u>Savings</u>	<u>Price</u>	<u>Value</u>	<u>Savings</u>
Adult	\$ 4.50	\$ 10.00	55%	\$ 4.50	\$ 8.70	48%
Junior	\$ 4.00	\$ 9.50	58%	\$ 4.00	\$ 8.20	51%
Child	\$ 3.50	\$ 7.25	52%	\$ 3.50	\$ 6.55	53%

II. INSIDE PARK ADMISSION

A. Attraction Prices

1. "A" 10¢
2. "B" 25¢
3. "C" 35¢
4. "D" 60¢
5. "E" 75¢/65¢

B. Ticket Book - available at all ticket booths

	5 Adventure Book			10 Adventure Book		
	<u>Price</u>	<u>Value</u>	<u>Savings</u>	<u>Price</u>	<u>Value</u>	<u>Savings</u>
Adult	\$ 3.00	\$ 3.75	20%	\$ 3.25	\$ 5.10	36%
Junior	\$ 3.00	\$ 3.75	20%	\$ 3.25	\$ 5.10	36%
Child	\$ 3.00	\$ 3.25	8%	\$ 3.25	\$ 4.80	32%

15 Adventure Book

	<u>Price</u>	<u>Value</u>	<u>Savings</u>
Adult	\$ 4.00	\$ 7.80	49%
Junior	\$ 4.00	\$ 7.80	49%
Child	\$ 4.00	\$ 7.30	45%

10 Adventure Book (MKC)
(Winter Only)

12 Adventure Book (MKC)
(Summer Only)

	<u>Price</u>	<u>Value</u>	<u>Savings</u>	<u>Price</u>	<u>Value</u>	<u>Savings</u>
Adult	\$ 3.25	\$ 7.50	57%	\$ 3.25	\$ 6.20	48%
Junior	\$ 3.25	\$ 7.50	57%	\$ 3.25	\$ 6.20	48%
Child	\$ 3.25	\$ 6.50	50%	\$ 3.25	\$ 5.80	44%

C. Guided Tour - available at Lincoln Ticket Booth

	<u>Price</u>	<u>Value</u>	<u>Savings</u>
Adult	\$ 3.00	\$ 4.20	29%
Junior	\$ 3.00	\$ 4.20	29%
Child	\$ 2.75	\$ 3.80	28%

III. ATTRACTION CATEGORY - Total Hourly Capacity 56,262

"A" Coupon 10¢ Capacity 6074

Street Cars
Horseless Carriages
Omnibus
Surreys
Fire Engine
20,000 Leagues
Sleeping Beauty Castle
King Arthur Carrousel

"B" Coupon 25¢ Capacity 7034

Main Street Cinema
Art of Animation
Fantasyland Theater
Casey Jr. Circus Train
Motor Boat Cruise
Swiss Family Treehouse
Mad Tea Party

"C" Coupon 35¢ Capacity 9536

Rocket to the Moon
Autopias
Tomorrowland Jets
Dumbo
Peter Pan
Mr. Toad's Wild Ride
Snow White
Alice in Wonderland

"D" Coupon 60¢ Capacity 13,496

Santa Fe & Disneyland Railroad
Skyway
Storybookland
Mark Twain
Columbia
Mine Train
Tom Sawyer Island
Indian War Canoes
Flying Saucers

"E" Coupon 75¢/65¢ Capacity 20,122

Great Moments with Mr. Lincoln
Submarine Voyage
Monorail
Matterhorn Bobsleds
Small World
Pack Mules
Tiki Room
Jungle Cruise
Pirates of the Caribbean

IV. TICKET BOOK AND TOUR DISTRIBUTION

A. 5 Adventures - 5 75¢ or 65¢ tickets

	"A"	"B"	"C"	"D"	"E"
B. 10 Adventures	1	1	2	3	3
15 Adventures	1	2	3	4	5
10 Adventures (MKC) (Winter Only)					10
12 Adventures (MKC) (Summer Only)	1	1	3	3	4

C. Guided Tour 3 "E" Attractions

Small World
Jungle Cruise
Monorail

2 "D" Attractions

Santa Fe & Disneyland Railroad
Mark Twain or Columbia

1 Free Ticket
Adventure of their choice

D. Date Nite Book - 2 Admissions

4 "E" 75¢ Tickets

DISNEYLAND MAGIC KINGDOM CLUB

The Magic Kingdom Club provides Disneyland the opportunity of reaching over 2½ million employees of industry and military bases throughout Southern California with advertising and promotional messages that otherwise would have to be purchased in direct media. In effect, the Magic Kingdom Club is another means of advertising the Park.

Through the use of posters, pamphlets, publications, etc. we are able to continuously bring to the attention of employees of member companies facts concerning new Disneyland attractions, special events, price schedules, changes in operating hours, etc.

At the present time there are approximately one million card-carrying Magic Kingdom Club members. On visits to the Park these members and their families never receive a discount on any of our regular admission media. However, throughout the year MKC members receive values greater than those offered to the general public. For instance, this coming summer MKC members may purchase a 12-ride ticket book at the same price the general public will pay for our 10-ride ticket book.

The Magic Kingdom Club also serves to stimulate and build attendance during the off-season periods. Again this is primarily because it offers an economical way to communicate directly with a large group of people who we know have an interest in Disneyland.

The Disney News, which is the official publication of the Magic Kingdom Club, is a relatively new magazine in which we attempt to cover Disneyland activities in depth as well as bring to the readers' attention other areas of the Disney organization, such as forthcoming motion picture releases, television activities, merchandise, books, records, etc. Currently we have approximately 12,000 subscribers to the Disney News who pay \$1.00 to have eight issues of the magazine mailed directly to their homes. We feel that building this circulation offers an opportunity to reach the entire family with a sales promotion tool that covers in depth all areas of the Disney world.

BASIC ORIENTATION SCHEDULE

The slide presentation "Disneyland and You" is shown to the orientation class to explain the background and history of the organization and the events leading to Disneyland. The slides also take the new host or hostess on a tour of the Park.

Walt Disney Presents You Theme

World Spectacular Show

Explanation of each employee representing Walt Disney. Presentation of the Disney image. Disneyland is the only personal contact Walt has with the public.

It All Started With A Mouse

Explanation of different facets of the Disney organization including 35mm films, 16mm films, comic strips in newspapers, comic books, merchandising items, record company, film distribution, television shows, special stage shows, WED Enterprises, Retlaw Enterprises, MAPO, and Disneyland, and future plans for Mineral King and Florida.

You've Got To Be With It

Must like people, like change, realize there will be problems, team work, social life on and off stage.

Terms

"Guest" instead of customer, "attraction" instead of ride, "security officer" instead of guard, fuzz, or cop, Host and Hostess, Audience Waiting Area. First name organization.

Disciplines of the Show

Includes no smoking, no eating, no drinking, no use of profane language anywhere where the guests can hear or see you.

Safety

Practice safety in showmanship. The guests are here to have fun, not to read signs. Signs are there to back you up. Explain First Aid, Safety, Courtesy, Show, Capacity.

The Disneyland Look

Proper appearance, hairdos, make-up. Proper care of wardrobe and costumes.

Honest Smile

Importance of being able to smile even where you don't feel like it.

Smiling Phrase

The use of courtesy phrases such as "Please," "Thank You," "It's Been Our Pleasure."

Know The Answers

We tell them to know all the answers they can, but if they don't know the answer to a question, be honest and say they don't know. Also know where the answers can be found. Never falsify an answer.

Everyone Is A VIP

Everyone who comes to Disneyland is important. It is our job to make people happy who come to the Park and to preserve the Disney image.

Facts of Work Life

Time Cards - Their proper use and how to handle them.

Paycheck - When payday is.

Parking - Proper driving habits in the lot, parking stickers.

Security - ID cards, security officers, use of ID cards.

Wardrobe - Procedure and importance.

Breaks - Length and places to break.

Progress Report of New Attractions

New Orleans Square - Pirates of the Carribean

Primeval World

Small World

Tomorrowland

Haunted Mansion

Park Tour

This time is spent with a Tour Guide in the Park. She shows them the location of:

Restrooms

Telephones

Drinking fountains

They also become familiar with and see the following attractions:

Steam Train

Tiki Room

Jungle Cruise

Mine Train

Submarine

Monorail

Golden Horseshoe

GENERAL INFORMATION

I. PARKING

- A. All vehicles must display a Disneyland Parking Sticker.
- B. First shift park in Section "E".
- C. Mid-day and second shift park in Section "A".
- D. Exiting - May use Main Roadway across Parking Lot to Richfield Exit. Please do not use the roadway in front of the Main Gate.
- E. Please observe speed limit. (15 M.P.H.)

II. LOST AND FOUND

- A. Location - Global Van Lines in Town Square.
- B. Notify Lost and Found as soon as possible, of found articles of value.
- C. As soon as possible, take articles to Lost and Found.
- D. Obtain receipts for articles turned in with name of finder and return to same.
- E. Claim waiting period:
 - 1. Cash without I.D., Glasses and Disney Souvenirs - 30 days.
 - 2. All other articles - 90 days.

III. I.D. CARDS

- A. Present Yellow Clear-In slip to Security for issuance of Seasonal Card.
- B. \$5.00 charge for replacement.
- C. Emphasize to your people to carry I.D.

IV. WARDROBE LOCKERS

- A. Lost Key \$5.00 charge for replacement of Lock and Keys.

V. EMPLOYEE DATE NIGHT POLICY

- A. I.D. Card admits bearer and date at Main Gate Security after 5:00 P.M., Sunday - Friday.
- B. Please use Main Toll Gate and Parking Lot.
- C. Please do not utilize seats at special entertainment of a paying guest.

VI. ATTRACTION ADMISSION MEDIA

- A. Blue I.D. Card admits bearer and party.
- B. Gold and Silver Passes - Refer to City Hall for Complimentary Tickets. (Use good judgement.)
- C. Hostess Tours - Prior clearance required from Operations - To Avoid embarrassment admit and notify Supervisor.
- D. All other admission by Ticket only.

NOTE: Old tickets are acceptable if attraction is listed on ticket, or ticket value is equivalent to price of admission.

VII. NEW ATTRACTIONS

- A. All employees will be admitted in costume at a designated time.

VIII. Area Protocol

- A. Please utilize cafeteria and break areas between the hours of 11:00 A.M. and 9:00 P.M. or whenever area is congested.
- B. Please stay out of other areas when in costume.

NOTE: Exceptions - Traveling to and from Lost and Found and Bank.

- C. Do not visit with other employees while on work station.
- D. No smoking in costume while on stage.

IX. GUEST INFORMATION

- A. Know the nearest location of Restrooms, Telephones, Mail Boxes, Purchasing of Film, Etc.
- B. Check Cashing - Bank of America Hours - 10:00 A.M. to 4:00 P.M. After Bank hours direct guests to the "Great Moments With Mr. Lincoln" Ticket Booth.
- C. Tourist Information - Carefree Corner.

X. LUNCH, BREAKS AND DRESS TIME SCHEDULING

- A. Breaks - 10 to 15 minutes.
Lunches - Normally $\frac{1}{2}$ hour.
- B. Male - Over 7 Hr. Shift - Schedule Lunch Period.
 - 6 Hr. to 7 Hr. Shifts - If requested Schedule Lunch Period.
 - 4 Hr. to 6 Hr. Shift - If requested and and possible, Schedule Lunch Period.
- Female - Over 6 Hr. Shift - Schedule Lunch Period.
 - 4 Hr. to 6 Hr. Shift - If requested and possible, Schedule Lunch Period.
- C. Emphasize punctuality.
- D. Dress Time - 7 Hr. Shift and over - 10 minutes.

XI. PAY DAY - Thursday - Normally checks are given out after 4:30 P.M. Wednesday.

XII. EMPLOYEE ADDRESS AND TELEPHONE - Responsibility of employee to keep Department current.

XIII. TIME CARDS

- A. Collect time cards at the beginning of each shift.
- B. Record as soon as time permits, the scheduled shift and account number on each card.
- C. Scheduled shift and shift worked should read exactly the same on the time card and daily operation sheet.
- D. All entries on card should be in ink. (Exception: "Xing" out days off and employee's signature.)
- E. Writing in a punch-in or punch-out must be initialed by a supervisor.
- F. Employee's days off should be crossed out in pencil in the appropriate scheduled shift spaces on back of time card.
- G. All entries such as shift change, sick, late, overtime, etc., shall be written as per sample card and coding reference.
- H. Overtime shall be split on both the front and back of the card using the same attraction account number but recording on a different line.
- I. All overtime shall be authorized and initialed in the column of the day on which it occurs.
- J. When writing in the number of overtime hours, if the amount is less than one whole hour, write a zero in front of the decimal point. (Ex.: 0.5)
- K. A shift change would occur up to the end of eight hours. From then on any additional time would be recorded as overtime.
- L. Sixth or seventh day pay shall be written in the daily column affected. (Ex.: $\sqrt{}$ 6th day).
- M. Regardless of the actual number of hours worked, the scheduled shift will not be changed.
- N. Always write "N.L." for no lunch in the start time box whenever a lunch is not taken.
- O. Enter lunch time taken for females only. No entry on male time cards indicates a lunch was taken.

- P. To assignate a rate change, mark one "X" only in the clock punch area of card as per sample card. Do not total the number of hours on the front of the time card.
- Q. Lost card - refer employee to his supervisor.
- R. Employees shall sign their card prior to their last punch-out.

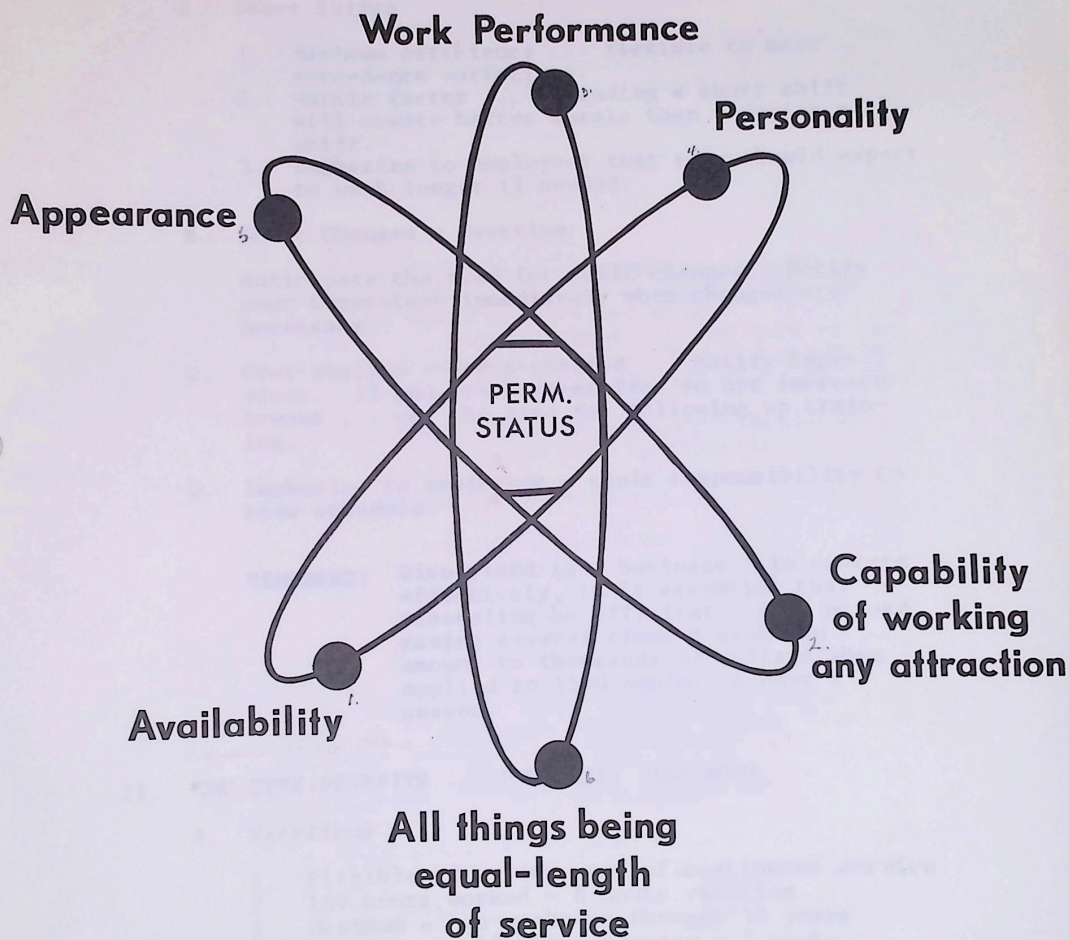
PERMANENT STATUS SELECTION

SUMMER SHIFT ASSIGNMENTS

1. PERMANENT FULL TIME
2. PERMANENT PART TIME
3. RETURNING LOCAL SEASONALS
Available During Off Season Peak Periods
4. NEW LOCAL SEASONALS
Available During Off Season Peak Periods
5. RETURNING SEASONALS
Live Locally & Go To School Out Of Local Area,
Not Available During Off Season Peak Periods
6. RETURNING SEASONALS
Out Of State, Available Early May
7. NEW SEASONALS
Out Of State, Available Early May

Jim Houghton 8/10/77

PERMANENT STATUS SELECTION



Jim Haight. 8/10/60

GENERAL INFORMATION

I. ATTRACTION SCHEDULING

A. Short Shifts

1. Maximum efficiency ... flexible to meet attendance variations.
2. Morale factor ... extending a short shift will create better morale than reducing a shift.
3. Emphasize to employees that they should expect to work longer if needed.

B. Shift Changes - Overtime

Anticipate the need for shift changes. Notify your Supervisor immediately when changes are necessary.

C. Over-staffed - Under-staffed ... notify Supervisor. If you are over-staffed do not increase breaks ... use the time for following up training.

D. Emphasize to employees - their responsibility to know schedule.

REMEMBER: Disneyland is a business. To operate effectively, it is essential that scheduling be efficient. A 15 minute saving several times a week can amount to thousands of dollars when applied to 1500 employees over a season.

II. EMPLOYEE BENEFITS ... PERMANENT PERSONNEL

A. Vacations

1. Eligible after one year of continuous service.
2. 180 hours worked = 8 hours vacation.
3. Maximum - two weeks up through 10 years service ... 10 years service = 3 weeks.

B. Sick Leave

1. Accrue maximum of 6 days per year.
2. Eligible after 6 months continuous service.
3. 350 hours worked = 8 hours sick leave.
4. Maximum accrued unused leave = 200 hours or 25 days.
5. Must apply for sick leave pay within 3 days after returning to work.
6. Company can request a doctors release for any time absent.
7. If employee becomes ill while on the job, they must obtain a release from work from Central First Aid.

C. Holidays

1. Who is eligible ... permanent personnel who are assigned on a permanent schedule of 20 hours or more per-week.
2. Rate ... two (2) times regular rate if the holiday worked, straight time if the holiday falls on a scheduled day off or on vacation.

EXCEPTION: Premium time day - Applicable rate plus holiday pay.

3. The holidays involved ...

- a. Washington's Birthday
- b. Memorial Day
- c. Labor Day
- d. Thanksgiving Day
- e. Christmas Day
- f. New Year's Day

D. Group Insurance - eligible when scheduled regularly on a permanent basis for twenty hours or more per week.

E. Pension

1. Eligible after completion of four (4) quarters for either contributory or non-contributory plans.
2. Earned quarter = 350 work hours per calendar quarter.

III. PAYROLL WEEK is 8 A.M. Sunday to 8 A.M. the following Sunday.

IV. INDIVIDUAL WORK WEEK

A. Classifications "A" and "B" begin the day following two (2) regular days off and will end on the second day of regular days off.

EXAMPLE: Monday and Tuesday are the days off, the work week is Wednesday through Tuesday.

B. Classification "C" (normally scheduled weekends) will have a work week of Monday through Sunday.

V. WORK DAY is 4 to 8 hours.

VI. PREMIUM PAY

A. Work Day ... $1\frac{1}{2}$ times regular rate for time worked over 8 hours.

B. 6th Day ... $1\frac{1}{2}$ times regular rate for time worked in excess of 40 hours in an individual work week.

C. 7th Day ... 2 times regular rate for seventh consecutive day worked in an individual work week.

D. Premium pay waived ... at such times as the Park is changing to or from a 7-day operation.

E. Shift differential ... 12¢ for shifts starting at or after 7:00 P.M. and before 7:00 A.M.

VII. REPORT PAY

A. Regular report pay

1. Employees reporting but not put to work are paid 2 hours.

2. Employees who have begun work are paid a minimum of 4 hours.

B. Inclement weather report pay ... if all operations are ceased, those that had begun work will receive a minimum of 4 hours pay or for total hours worked if over 4 hours.

- 4 -
- C. Volunteers ... employees volunteering to go home under any conditions will receive pay for time worked only.

VIII. LEAVE OF ABSENCE

- A. All permanent employees ... request is not to exceed 30 calendar days unless for medical reasons.
- B. Seasonal employees ... request will not be granted unless for military obligations.

IX. LABOR UNION

- A. Membership ... all eligible employees must apply for membership within 31 days following hiring date.
- B. Dues . . .
 1. All union members shall pay union dues to be withheld from first paycheck of each month.
 2. Seasonal employees will be required to pay union dues.

- X. PROBATIONARY PERIOD ... all new, permanent and seasonal employees are on probation for a period of 30 calendar days. Upon successful completion of the probationary period, all rights other than seniority date will refer to the date of hire.

XI. SENIORITY DATE

- A. Seasonal to permanent will occur on the Monday following the week containing Oct. 31 or at such a time that a request is sent to Personnel for an individual on a specific date for permanent status.
- B. Part time to full time ... if permanent, the seniority date will change from the PPT list to bottom of the FFT list plus one day.

- C. Full time to part time ... seniority date will change from the PFT list to bottom of the PFT list plus one day.
- D. In the event of a reduction of PFT classification, the employee affected has the right to accept a layoff, or receive priority for hours available within the part-time classification and retain PFT seniority.

UNION TEAMSTER LOCAL 88

Business Representatives

Dick Flynn

Carl Schrandt

COMMITTEE MEN: Stan LaFortune

Ron Heminger

~~Pete Homer~~

~~Walt Bricker~~

~~AL BRANDLE~~ *Frank McNeil*

INITIATION FEE — \$25.00 —

**Taken out of check in two installments
when scheduled for 80 hours per month.**

DUES — ^{7.00}~~\$6.00~~ PER MONTH —

**Taken out each month if scheduled
for more than 32 hours.**

JOINT CONFERENCE BOARD

GRIEVANCE PROCEDURE

THOMAS DYER
Chairman

PETE KUNDATOFF
Chairman (Teachers)

FRAN HAYWOOD
Secretary

BILL SEAQUIST
(Painters) Mr. Roy Mendosa

WILLIAM WOOD
Administrator

DICK RYAN
Secretary Mr. Max Richardson

DICK SCHEIDT
Operations

Mr. Ray Harris

BOB FOSTER
Legal Mr. Jack

Mr. Bob Griffin
Mr. Lee Massey

STEP 1:

- A. Foreman
- B. Supervisor

STEP 2:

- A. Committeeman
- B. Committeeman and Supervisor
- C. Committeeman and Manager
- D. Committeeman and Director

STEP 3:

- A. Union Business Representative
- B. Union Representative & Director

STEP 4:

- A. Joint Conference Board

STEP 5:

- A. Arbitration

JOINT CONFERENCE BOARD

BONAR DYER
Chairman

FRED NEWCOMB
Secretary

TRUMAN WOODWORTH
Administration

DICK NUNIS
Operations

BOB FOSTER
Legal

Jim Ross.

PETE KURBATOFF
Chairman ... (Teamsters)

BILL SEAQUIST
(Painters) Alt. Ray Mendoza

DICK FLYNN
(Teamsters) Alt. Max Richardson

JIM KING
(Carpenters) Alt. Ray North

ART BERLAND
(Retail Clerks) Alt. Bob Giffin
Alt. Lee Moody

ARBITRATION BOARD

3 Man Board...

COMPANY REPRESENTATIVE

UNION REPRESENTATIVE

**ARBITRATOR Chosen From American
Arbitration Association**

MAJORITY DECISION IS FINAL & BINDING

**Permanent Classifications
and Wage Rates 1966**

	Casual Seasonal Rates	Perm. Status Starting Rates	Perm. Status Group "C" Class 30 Week Rate	Perm. Status Group "A" & "B" 26 Week Rates
GROUP CLASSIFICATION	\$1.98	\$2.08	—	\$2.785
"A"-40 HOURS PERM. FULL TIME				
GROUP CLASSIFICATION	\$1.98	\$2.08	—	\$2.785
"B" 25-29 HOURS PERM. PT. TIME				
GROUP CLASSIFICATION	\$1.98	\$2.08	\$2.64	—
"C"-4-24 HOURS PERM. PT. TIME				

**Permanent Classifications
and Wage Rates — July 1, 1966**

	Casual Seasonal	Perm. Status Start Rates	Perm. Status Group "C" 30 Week Rates	Perm. Status Group "C" 80 Week Rates	Perm. Status Group "A" & "B" 26 Week Rates
CLASS "A" 40 HOURS	\$1.98	\$2.08	—	—	\$2.885
CLASS "B" 25-39 HOURS	\$1.98	\$2.08	—	—	\$2.885
CLASS "C" 4-24 HOURS	\$1.98	\$2.08	\$2.64	\$2.69	—

APPENDIX 1

GLOSSARY OF TERMS

1. TIME: ALL TIMES GIVEN SHALL BE IN UNITS OF MINUTES AND/OR SECONDS.
2. DISPATCH INTERVAL: TIME BETWEEN TWO CONSECUTIVE VEHICLES LEAVING THE DISPATCH STATION.
3. LOAD TIME: TIME MEASURED FROM WHEN A VEHICLE STOPS AT THE LOADING STATION UNTIL THE LAST PASSENGER STEPS ABOARD OR IS SEATED.
4. UNLOAD TIME: TIME MEASURED FROM WHEN A VEHICLE STOPS AT THE UNLOADING STATION UNTIL THE LAST PASSENGER STEPS OFF.
5. LOAD AND UNLOAD TIME: SUMS OF ITEM THREE AND FOUR.
6. TRIP TIME: TIME FROM WHEN A VEHICLE LEAVES THE DISPATCH STATION UNTIL IT REACHES THE UNLOADING STATION.
7. READY TIME: TIME FOR A VEHICLE TO GET READY TO LOAD - INCLUDING TRAVEL TIME FROM UNLOAD TO LOAD STATION.
8. CYCLE TIME: TIME FOR A VEHICLE TO MOVE FROM ANY POINT ON ITS PATH AND BACK TO THE SAME POINT.
9. DISTANCE TRAVELED: DISTANCE OF TRACK THAT PASSENGERS TRAVEL, GIVEN IN FEET.
10. SPEED: DISTANCE TRAVELED DIVIDED BY THE TRIP TIME, YIELDING AVERAGE VELOCITY OF TRIP IN FEET PER SECOND. ALSO GIVEN IN MILES PER HOUR.
11. DISTANCE BETWEEN CARS: SPEED MULTIPLIED BY THE DISPATCH INTERVAL, YIELDING DISTANCE BETWEEN VEHICLES IN FEET.
12. TRIPS PER HOUR: NUMBER OF SECONDS IN AN HOUR (3600) DIVIDED BY THE DISPATCH INTERVAL.
13. CAPACITY PER TRIP: MAXIMUM CAPACITY OF VEHICLE FOR HOLDING PASSENGERS.
14. CAPACITY PER HOUR: TRIPS PER HOUR MULTIPLIED BY THE CAPACITY PER TRIP.

APPENDIX

FORMULAS USED FOR MAKING ATTRACTION STUDIES

$$C = T + (L + U) + I + R.$$

$$S = L/T$$

$$S = \pi \text{ DIA. RPM (ROTARY RIDES ONLY)}$$

$$D = \frac{C}{N} = \frac{3600}{T/\text{HR.}}$$

$$T/\text{HR.} = \frac{3600}{D} = \frac{3600N}{C}$$

WHERE

C = CYCLE TIME (SEC.)

T = TRIP TIME (SEC.)

(L + U) = LOAD & UNLOAD TIME (SEC.)

I = IDLE TIME (SEC.)

R = READY TIME (SEC.)

D = DISPATCH INTERVAL (SEC.)

S = SPEED (AVE.) (FT./SEC.)

L = DISTANCE TRAVELED (FT.)

$$\pi = 3.14$$

DIA. = DIAMETER (FT.)

RPM = REVOLUTIONS PER MINUTE

N = NO. OF VEHICLES IN OPERATION

T/HR. = TRIPS PER HOUR

$$\text{MI./HR.} = \text{FT./SEC.} \times \frac{15}{22}$$

PLAZA PAVILION — Buffeteria specializing in family-style dinners; fried chicken, hot sandwiches.

SUNKIST CITRUS HOUSE — Fresh orange juice, lemonade, lemon tarts, coffee.

ADVENTURELAND

TAHITIAN TERRACE — Waitress service, Polynesian specialties, exotic salads, sandwiches, Teriyaki steaks.

NEW ORLEANS SQUARE

THE BLUE BAYOU — Waitress service, appetizers, sea food, chicken and beef entrees, and salads.

THE FRENCH MARKET — Louisiana fried chicken, barbecued beef and ham platters, hot meat sandwiches, sea foods, salads.

THE CREOLE CAFE — Waitress service, continental coffee, fabulous sandwiches, French pastries, sodas and sundaes.

FRONTIERLAND

AUNT JEMIMA'S KITCHEN — Plain and fancy pancakes and waffles, ham, bacon, eggs.

CASA DE FRITOS — Mexican food; tamales, enchiladas, chili, combination plates.

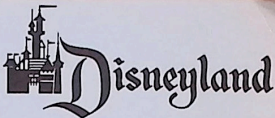
FANTASYLAND

PIRATE SHIP — Chicken of the Sea tuna, tuna pie, burgers, sandwiches and tarts.

TOMORROWLAND

TOMORROWLAND COKE TERRACE — Home of the "Magic Kingdom Burger," salads, sandwiches and refreshments.

Numerous refreshment centers located throughout the Park, serving ice cream, hot and cold beverages, and sandwiches.



SUMMER 1969

WALLET FACT CARD

UNIVERSITY OF DISNEYLAND

© WALT DISNEY PRODUCTIONS

FACTS AND FIGURES

HOURS (effective June 21 - Sept. 6)

SUN. - THURS.: 8 A.M. to 12 MIDNIGHT

FRI. - SAT.: 8 A.M. to 1 A.M.

YESTERDAY

Construction Started: July 17, 1954

Opening: July 17, 1955

Total Attendance First Year: 3,317,320

Initial Investment: \$17 million

Major Attractions: 22

Area: 100 acres parking—65 acres inside Park

TODAY

Attendance: 79,590,979 to date as of 5/31/69
1968: 9.5 million

One-Day Record: 72,072 on August 17, 1968

Investment \$119 million

Major Attractions: 52

Area: 107.3 acres parking (11,500 spaces for guest parking)—72.6 acres inside the Park

GUEST SERVICE FACILITIES

- Information — INA Carefree Corner & Guest Relations at City Hall
- Baby Station — Facilities for changing infants, preparing formula, warming bottles. Baby-sitting NOT available.
- Strollers & Wheelchairs — Located right side of Main Gate turnstiles. Single stroller \$.75, wheelchair \$1.00.
- Lost Children — Located adjacent to Plaza Inn at First Aid Station.
- Kal-Kan Kennel Club — Pet motel where guests check pets at a cost of \$.50 per day. Includes a free meal if desired. Hours — 8 a.m. to 1/2 hour after closing.
- Postage Stamps and Mail Service — Vending machines throughout Park. Also, card and letter mailboxes. NO U.S. Post Office in Disneyland.
- Bank of America — Town Square. Open from 10 'til 4 daily, 'til 6 Thurs., when Park is open. Guests who wish to cash checks when the bank is closed should be directed to the Lincoln Ticket Booth.
- Lost and Found and Locker Service — Located in Global Van Lines building on Town Square next to the Fire Station.
- Picnic Area, Locker Service, Bus & Taxi Station — Located just west of the main gate.

PHONE NUMBERS

- Disneyland (local) 533-4456; (L.A.) 626-8605; (G.G.) 534-2503; (Long Beach) 430-3543; (Night — use only when switchboard closed) 533-4242.
- Security 216 Communications 555
- Fire Department Emergency only — "0" or 229
- First Aid Central—247 Fantasyland—220
- City Hall Information and Guest Relations 210
- Lost & Found 440

ADMISSION

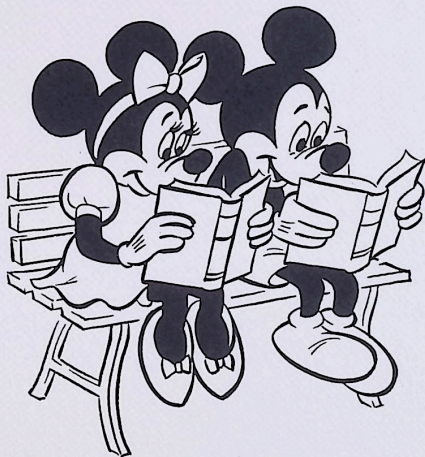
	ADULT	JUNIOR	CHILD
GENERAL			
ADMISSION	\$3.50	\$2.50	\$.75
TICKET BOOKS (Inc. admission)			
Big 10 Book	4.75	4.25	3.75
Deluxe 15 Book	5.75	5.25	4.75
Guided Tour	6.50	6.50	3.50
Avall. until 5 P.M.			
Magic Kingdom Club	4.50	4.00	3.50
(12 Ride Book)			
TICKET BOOKS (minus General Admission)			
Available Inside Park at Central Booths. Tickets admit one guest, any age.			
10-Ride Book			\$3.00
(Above book composed of ABCDE tickets)			
5-Ride Book (Any five attractions)			3.00

FOOD AND REFRESHMENTS

- MAIN STREET, U.S.A.**
- CARNATION ICE CREAM PARLOR** — Specializing in sodas and fancy sundaes.
- PLAZA INN** — Breakfast, luncheon and dinner: Buffet a la carte.
- PLAZA TERRACE** — Waitress service; featuring steaks, chicken, and salads.
- HILLS BROTHERS** — Breakfast and lunch, specializing in sandwiches, fresh pastries and highlighted by delicious coffee.



DISNEYLAND AND YOU





POPULATION 17,000,000 **DISNEYLAND** ELEVATION 130 FT

Santa Fe



WELCOME TO DISNEYLAND

On July 17, 1955, Disneyland opened its gates . . . and arms . . . to the people of the world. This dream of Walt Disney was brought to life through the combined talents of artists, engineers, scientists, architects, craftsmen . . . specialists from nearly every field.

The Disneyland dream is now yours to preserve . . . and build. Today you join a cast "on stage" and "back stage" which numbers more than 6,000 people during our peak months.

The famous phrase "Walt Disney Presents" stands throughout the world for the finest in family entertainment. To meet these exacting standards at Disneyland requires your best individual effort . . . plus continuous and understanding teamwork.

We hope that you enjoy your role in our show. We hope your work will be fun . . . and rewarding in terms of earnings and personal fulfillment.

This booklet, "Disneyland And You" is presented to you as a guide to our Disneyland way of doing things. We ask that you read it carefully. It's your show now. Give a good performance.

A handwritten signature in black ink, which appears to read "Joe Fowler".

JOE FOWLER
Vice President

OUR DISNEY WORLD

At the very moment that you're helping a guest into a ride, or washing a table, or repairing an audio-animatronic elephant, some other member of the Disney organization is bringing Walt Disney entertainment to other people in the far corners of the World.

Our far reaching and highly complex Walt Disney Productions organization spans the length and breadth of the world of entertainment, music, adventure, and education. Three little words . . .

WALT DISNEY PRESENTS . . . are meaningful and important in any language.

But there's a difference between Disneyland and any other form of entertainment. Here it's a person-to-person show, and you are a personal representative of Walt Disney and his entire world organization.

- The Disneyland show is not on film; it's fresh each day, and you are a most important part of it.
- How you act . . . how you look . . . what you say, and what you do is important to every artist, cartoonist, musician and technician in the organization.

Right now . . . as you read this . . . some person in some foreign land is planning his trip to Disneyland. He'll meet you, and his enjoyment here will be affected by what you do. Let's hope we make the kind of an impression which will add to our world-wide Disney reputation.

OUR DISNEY WAYS

Through the years . . . about forty of them . . . we have acquired certain Disney ways of doing things. We think you'll like them when you join in. They are:

• FIRST NAMES

It's a "first name" organization. The only "Mr." in our cast is "Mr. Toad". The rest of us go by, well . . . "Walt" or "Roy".

• INFORMALITY

You'll find that we aren't stuffy or "square". Disneyland is a happy place. Fun and happiness don't survive in a grouchy atmosphere.

• TERMS

We have our own language, like for instance

...

* We don't have "customers"; we entertain "guests".

* We are "hosts" and "hostesses" . . . regardless of the type of work we do.

• AT WORK

We have to work hard, and we certainly don't keep "bankers' hours" (even those who work at our own Disneyland Bank of America Branch). What we do and say affects the entire atmosphere of Disneyland. No person is isolated around here.

• OFF WORK

We're singled out as "that person who works at Disneyland", with the result that our "off stage" life is important. What you say and how you act reflects upon our entire organization.

In short, you're in show business! We feel that the fun outweighs the disciplines of this particular phase of entertainment. We hope you, too, will find it so.

It's our Disney way of life.

OUR DISNEYLAND SHOW

Is this your first job? Or maybe you've had many of them? It's a problem either way.

- On the one hand, if this is your first job, then there is much to learn about the simple things involved in being part of a large organization.
- On the other hand, if you've had much previous experience, then there's the job of changing some habits and adapting your experience to our way of doing things.

In addition, our Disneyland show has its own unique problems of organization and communication. We have more than 50 different organizations which represent the great names of American industry. We speak the "languages" of a fantastic variety of skills, and we are widely scattered over more than 185 acres of ground.

It's for this reason that consistency in policy, and an understanding of the basic rules of the show are so vitally important. On the next pages

we'll outline many (but by no means all) of them in alphabetical order.

But first, let's take a guess at answering your first question . . .

WHEN IS PAY DAY?

Payday is Thursday of each week. Our payroll week begins Sunday and ends Saturday. This means that your first paycheck will be ready for you on Thursday for the hours you worked through the preceding Saturday. These hours must be shown on your time card and approved by your supervisor.

There are two important things to remember about your pay check:

1. It is prepared by a machine from your time card. The machine can't properly digest a time card smudged with lipstick, mayonnaise, or hair oil. It's also sensitive about cards which are bent or mangled. Keep your time card clean and handle it with care.

2. You are in for a disappointment if you dream of your "gross" pay, and forget about the deductions. If you have any questions about your deductions, check with your supervisor who will explain them. Finally . . . and most important . . . remember that the ones who pay us all are the guests who visit Disneyland. They are happy to pay us, but they also expect a consistently great show . . . our special brand of Disneyland friendly courtesy.

OUR DISNEYLAND TABOOS

In every type of enterprise there are certain actions which are taboo . . . can't be tolerated. Here at Disneyland we have our own particular taboos . . . acts and actions which cannot be tolerated. There is an important reason for them. The entire world . . . old and young . . . looks to the name Walt Disney for the best in family entertainment. We place this reputation in your



hands. You must accept certain exacting disciplines which go with this assignment, and they are:

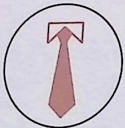
1. You may not eat, sleep, chew gum, or smoke while on duty in a public area.
2. You may not drink or have liquor on your breath while on duty.
3. Gambling in any form is prohibited.
4. Dishonesty in any form, including misappropriation of cash or tickets, theft of company property or materials, is prohibited.
5. Falsification of employment application or other official company documents is prohibited, including falsification of your time card or punching another person's time card.
6. To become involved in any charge for moral turpitude, inside or outside Disneyland is not tolerated.

Violation of any of the above prohibited acts is cause for immediate dismissal.

THINGS TO KNOW AND THINGS TO DO

"Knowing the ropes" comprises many little things. If we all do them the same way, it adds up to a maximum of work enjoyment . . . a minimum of frustration.

Here . . . listed alphabetically are some of the many important things which affect you and your work. Let's start out with . . .



OUR DISNEYLAND SHOW

Our show doesn't "go on the road" . . . all the roads from around the world lead to us. To preserve this world admiration, we remember and concentrate on these four basic objectives:

• SAFETY

A happy guest is a healthy guest. At all times, we must remember our fundamental responsibilities for the care and safety of our guests. It's safety . . . first, last and always.

• COURTESY

The word "courtesy" is many things to many people. Here we think of it as that extra, outgoing, friendly feeling towards our guests. We've invited every person who visits us. He or she is our guest . . . A very important guest. We do everything in our power to help them have a good time.

• CLEANLINESS

You'll hear people comment about it . . . Disneyland is fresh and clean, and the people too. We all help build our reputation for cleanliness.

• CAPACITY

During peak periods, we work together with an extra effort to utilize every seat in our many attractions. We use our capacity to its fullest extent.

Remember our four basics . . . safety, courtesy, cleanliness, and capacity.

APPEARANCE

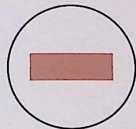
When you're "on stage" in Disneyland, you are cast for a specific role. When you "play a part", it's necessary to "look the part".

You'll wear a costume which has been specifically designed by a Disney artist to fit the role you play. It's an important part of your job to wear your costume properly, and to keep it neat and fresh.

To properly wear your costume, you'll also have to present to the public what we call "The Disney Look". This is a natural, wholesome appearance which does not permit extremes in hair styling or makeup.

Men, unless otherwise advised, are requested to wear black shoes and dark socks. A neat, natural haircut and a clean shave are mandatory.

For hostesses, a natural hair style, modest makeup, clear nail polish are required. Eye liner, mascara, jewelry, long fingernails, or extremes in nail polish are strictly "taboo". In case of doubt, check with wardrobe to make sure that your appearance conforms with requirements for "the Disney look".



ABSENCE

Absence and tardiness create a very serious problem at Disneyland, where our guests are counting on us to act as their hosts. Regular "presenteeism" is a basic requirement of your work.

When you are sick, or when an emergency makes it impossible for you to report for work, you must immediately notify your Department office prior to the beginning of your shift.

Be sure to report when you expect to be able to report for work, as well as the reason for your absence.

The company reserves the right to require proof of your stated reason for absence. If you are absent without advising your Department Office, you may be subject to dismissal.

CHRONIC ABSENTEEISM AND/OR TARDINESS . . . regardless of the reason . . . is unfair to our guests, the other members of the cast and the entire show. It is cause for termination.



ACCIDENT PREVENTION

As an employee in Disneyland, you are expected to respond to our Accident Prevention Program by practicing the following fundamental principles:

1. Do your part to eliminate accidents.
2. Maintain and use all necessary physical

safeguards and personal protective measures and equipment.

3. Develop and constantly practice the maximum degree of individual safety consciousness.
4. Comply individually and collectively in the enforcement and continuous improvement of the program.

Remember that most accidents have a human cause and can be prevented.



ACCIDENTS

When an accident occurs, take the following seven step course of action:

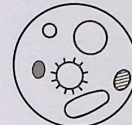
1. Make the injured person comfortable.
2. Notify First Aid . . . Ext. 247.
3. Stand by until the nurse or doctor arrives.
4. When the nurse or doctor arrives, follow his or her instruction.
5. Notify your supervisor and fill out any necessary accident reports.
6. Do not make any statements or remarks; concentrate on the welfare of the injured person.
7. Remember the following suggestions:
 - a. Use common sense in doing the right things at the right time.
 - b. Appear confident even though you are inwardly shaken.
 - c. When you notify First Aid, give your name, the location of the injured person, the nature of the injury, and be certain the nurse records the information correctly.



ADDRESS — KEEP US POSTED

Due to a sudden manpower emergency, it may be necessary to reach you on short notice. It is, therefore, particularly important to keep our records up to date.

Please notify your Department Office of any change in your name, address, or phone number.

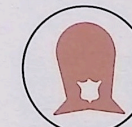


CONTAGIOUS DISEASES

To protect guests and fellow Disneylanders, you cannot come to work at Disneyland if you have a contagious disease, or if you may possibly be carrying one.

When you return to work, you must bring a physician's release to First Aid and secure a Release to Work Form BEFORE clocking in or reporting to your work station.

This applies also if you have been off work for one week or longer, due to an injury or non-contagious illness.



COSTUMES AND UNIFORMS

Costumes and uniforms are important in creating the proper atmosphere at Disneyland, and

must NOT be worn outside the Park without the specific written permission of the Wardrobe Department.

Most costumes and uniform clothing are issued to Disneyland employees from the Men's or Women's Issuing Rooms, located in the Wardrobe building. Lessee management issue costumes used by their organizations.

All items are issued on an exchange basis. You must turn in an item to get a clean one.

You are responsible for wearing only a clean uniform that is in good repair. Any problems you may have with your costume or uniform must be referred to the Wardrobe Department AT ONCE!

You must wear the type of costume or uniform required by your job assignment without exception or argument.

Clothing changes should be made before the start of your shift and before the end of your shift.



FIRE

Familiarize yourself with the location of the nearest fire extinguisher. In case of fire . . . in your area . . . follow these emergency instructions:

First, call the Disneyland Fire Department . . . Ext. 229 . . . or the Disneyland operator and give the exact location of the fire.

After the firemen arrive, it is their job to handle the situation. Remain there to carry out any instructions given to you by the firemen.



FIRST AID

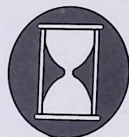
Phone Ext. 247 or 248. A Central First Aid Center is located at the end of the East Plaza Street, and is open every day from 8:00 a.m. until one-half hour past closing. This station serves both hosts and hostesses and guests.



GROUP INSURANCE

Any permanent employee who is regularly scheduled to work twenty (20) hours or more per week is eligible to participate in our Disneyland Group Insurance Plan. Through this plan, you receive the benefits of the best possible care at a very low cost to you through weekly payroll deductions.

Disneyland pays a substantial share of the cost of this plan, and assumes the entire cost of administration. If you are eligible, we suggest that you take advantage of this voluntary insurance plan.



HOURS OF WORK

At the time of your initial assignment you will be told when and where to report for work. These hours may be changed by your supervisor who will establish your new schedule. You are expected to be at your work station, in costume or work uniform if such is required on your job, at the start of your work shift.



HOLIDAYS

If you are a permanent full-time, or a permanent part-time hourly paid employee who works

more than just week ends and holidays, then after your first thirty (30) days on the payroll, you are eligible for our Disneyland holiday benefits.

At present, the holidays involved are New Year's Day, Washington's Birthday, Memorial Day, Labor Day, Thanksgiving and Christmas Day.

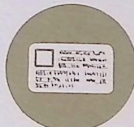
Whether you are scheduled to work on holidays or not, you must as a condition of participating in your holiday benefits, be on the job your first scheduled work day following the holiday. No excuse is acceptable for absence, nor will you be paid if you are not scheduled to work a holiday and do not work on your next scheduled work day.

If you are eligible to participate in holiday pay, and you are not scheduled to work on the paid holiday, then in your paycheck covering the holiday week, you will receive payment for the number of hours in your regular daily shift, provided you comply with the preceding paragraph. Employees who are working under the terms of a Disneyland Union Agreement will receive holiday benefits under the terms of such Agreement. However, holiday benefit terms of most Disneyland Agreements are similar to that outlined in the three preceding paragraphs.



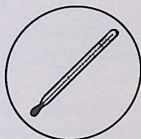
HUSBAND AND WIFE

We have no restrictions against both husband and wife working here, provided they do not work in the same department, area, or in closely related occupations.



IDENTIFICATION

At the time of being processed onto the payroll, each employee is provided with the proper type of identification required to enter the Park premises. Each time you enter the Park you will be required to show your identification to the Security Officer stationed at the gate.



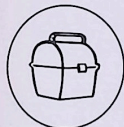
ILLNESS

In the event of illness while at work, and before leaving the Park, it is important that you first report to your supervisor and then to the nurse on duty in the First Aid Station. The First Aid staff is always ready to assist you and guests.



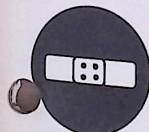
LEAVE OF ABSENCE

A request for Leave of Absence must be made through your supervisor. If a leave of absence is for personal illness or injury, and such absence is for seven days or longer, you may not report back to your work station until you report to the First Aid Department with a certificate from your physician. Issuance of a Release To Work by First Aid is required before you may report for duty.



LUNCH

There is no dinner lunch whistle at Disneyland, but you will be individually scheduled by your supervisor for a lunch or dinner period of not less than one-half hour, providing your shift is in excess of six hours per day. An employee cafeteria for all personnel is located at the rear of the Plaza Inn.



ON-THE-JOB-INJURIES

Disneyland insists that all injuries, even small ones, be promptly reported to the Safety Depart-

ment First Aid Unit. This is for YOUR PROTECTION. If your injury requires the attention of a doctor, we insist that your first call be made to a doctor of OUR CHOICE, and failure to do so may result in a reduction of the benefits which you might otherwise be entitled to receive.



OVERTIME PAY

Overtime for hourly employees is paid under certain conditions. The following provisions have been made:

- You are not permitted to work overtime unless specifically authorized by your supervisor. (Women are not scheduled for more than eight hours a day).
- Overtime is paid for hours worked in excess of eight (8) in a single day, or in excess of forty (40) in a single week. (The overtime is determined by the particular wage scale involved.)
- Any deviations from the above must be in accordance with the terms of a specific Union Agreement.



PARKING

Parking space is provided for the majority of Disneylanders on the Harbor Blvd. side of main parking lot. Entrance to this area must be made through the Employees Entrance on Harbor Blvd. Personnel working in the Warehouse and Mono-

rail building areas have a parking lot adjacent to the Winston Street gate, entrance to this area being gained from West Street.

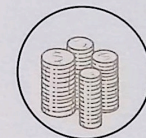
Those working in shops and offices on the West Street Side of the Park are provided with parking adjacent to the West Street Gate.

Cars parked in any of the employee parking lots are required to display a windshield sticker which is provided by the Security Office.



PASSES

Permanent personnel, after completing six months of continuous service, will periodically receive complimentary ticket books. The tickets are presented in hope that they will provide enjoyment for the employee and his family as they visit the Park as guests of Disneyland Management. The frequency and procedures will be according to the policy the company may have in effect at the time.



PENSION PLAN

After working a minimum of 350 hours for each of the four calendar quarters on the Disneyland payroll, most hosts and hostesses who are converted to PERMANENT STATUS will become eligible to participate in the Disneyland Pension Plan, which compares favorably with the best in Southern California. You will be contacted when you become eligible.



PERSONNEL CLASSIFICATIONS

Permanent Full-time Employees are scheduled to work forty (40) hours or more in one week.

Permanent Part-time Employees are scheduled to work fewer than forty hours on a permanent basis. A Disneylander who works week ends and holidays only, is typical of this group.

Seasonal Employees are employed for a specific period of expanded activity at Disneyland, such as the summer, Christmas and Easter seasons. Seasonal employees do not become permanent employees unless transferred to the permanent employee group by the supervisor in charge of the activity in which they are working.

Temporary Employees are employed for a short period of time to perform a specific job, or to temporarily replace a permanent Disneylander, in the Office Clerical and Salaried job classifications.

Casual Employees are those who have agreed to come to work on those occasions when we require additional personnel. This may be for a few hours in one day, or for as much as one week at full time.

be promptly filed at the First Aid Station. Any woman employee known to be pregnant may not be hired.



RAINY DAY POLICY

When it rains, somebody has to decide what to do about keeping the Park open. We feel a great obligation to our guests who may have come many miles to visit Disneyland. A rainy day is usually a "loss" day for Disneyland, but we ease the burden for Disneylanders through the following provisions:

1. If you are not given prior notice to not report for work, and you do report, but are not put to work, then you receive a minimum of two (2) hours pay.
2. If you report and are put to work, then you receive a minimum of four (4) hours pay.
3. If you are given prior notice not to report to work, and you do report, you will not be paid if you are not put to work.
4. In the event that, due to inclement weather, Disneyland operates the rides with a subnormal or skeleton force, and you have begun work, but are sent home before the end of your shift, you will be paid for the same number of hours as are worked by the remaining skeleton force, or for the number of hours you have been scheduled to work, whichever is the lesser.
5. Some of our Union Labor Agreements contain provisions which vary from the above inclement weather pay methods. If you do not have a telephone and there is some doubt as to whether or not you should re-

port to work, a call to your supervisor will clarify the matter. Those living out of the toll free area may make collect calls to the Park for such purposes.



RATE INCREASES

Rate increases, except as otherwise provided by a Union Agreement, are based upon your ability, attitude, attendance record, and other factors used periodically in rating your performance.



REST PERIODS

You will receive a ten minute rest period as close to the mid-point of each half of an eight hour shift as possible. At Disneyland nobody is going to check your rest periods with a stop watch, but please do not abuse the privilege. It is unfair to those with whom you work. Abuse of rest periods may subject you to dismissal.



REVIEWS

Your supervisor will regularly review your performance and attitude and will keep you posted concerning his satisfaction or dissatisfaction with your work.



SECURITY

At Disneyland we have a helpful Security Department whose duty it is to protect both Disneylanders and guests. A Security Officer is always available to assist you in handling problem guests who may attempt to intrude upon the friendly atmosphere of family fun at Disneyland. The Security Department phone is Ext. 216.



SERVICE PINS

After one year of employment, permanent employees will receive a silver Disneyland service award pin. After five years of employment, permanent employees will receive a gold Disneyland service award pin. These pins will be presented to you by a member of supervision.



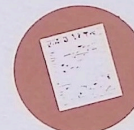
TRAINING

At Disneyland we have our own unique ways of doing things. Your efficient performance is necessary for a consistently great show. Your earnest participation in our training programs is a definite responsibility of your role in our cast.



TRANSPORTATION TO WORK

Representation that you had reliable transportation to and from work was an important factor in your selection for employment. It is a continuing responsibility on your part to maintain such reliable transportation.



SOLICITATIONS

Any form of solicitations not specifically authorized by the Disneyland Operations Committee is forbidden. This includes the circulation of petitions, distribution and posting of advertising material, and collecting money. This applies to all areas of Disneyland including the parking area.



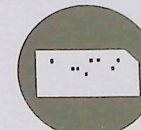
TARDINESS

In view of the fact that Disneyland is devoted to entertainment, it is essential that the show goes on — on time. This makes promptness in reporting to work of vital importance. If you are delayed, you must call your supervisor. We must emphasize that an excessive record of tardiness can lead to dismissal.



TELEPHONES

Disneyland business phones are for official use only. When it is necessary for you to make an outside call, use one of the pay phones located near you. Please ask your friends and family not to call you at Disneyland unless it is an emergency. In emergencies, your supervisor will notify you promptly. Other personal calls are not permitted.



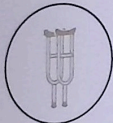
TIME CLOCK AND TIME CARDS

Please be sure to clock your time card in and out each day you work. Clock your own card only and do not have another employee clock your card for you. Notify your supervisor immediately if you cannot locate your card in the time rack. If you clock late or before your shift ends, your pay check will be reduced on the basis of each six minutes or fraction thereof. It will assist us if you do not clock in prior to 15 minutes before your shift starts or clock out later than 15 minutes after your shift ends. You must clock out if you leave the Park during your working shift and clock in when you return to work. This is not necessary if you leave on authorized company business. Please be sure to not fold, bend or mutilate your time card in any manner.



PREGNANCY

A woman employee who becomes pregnant must supply a statement from her personal physician verifying her condition and that it is satisfactory for her to continue to work. This statement must



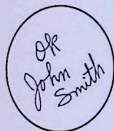
SICK LEAVE

Permanent Disneylanders who are in an hourly paid classification (excepting those working in a classification under a Union Agreement from which the Disneyland sick leave plan has been excluded) are eligible to participate in the Disneyland paid sick leave plan.

The number of paid days for sick leave (not to exceed six per year) is based on the number of straight time hours credited to you in a year. Pay for accrued sick leave can be applied for or used only after you are on the payroll continuously for six months, and for bona fide sickness or injury.

Disneyland may at any time require a physician's certification for one or more days' absence for which sick leave is claimed.

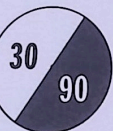
You don't have to use up your sick leave each year. It can be accumulated up to a maximum of 200 work hours, in units of full shifts. If for some reason you terminate, half of whatever sick leave credits you have on the books will be paid in units of full shifts at your current rate.



SIGNATURES AND APPROVALS

Please sign each new time clock card you receive and have your supervisor approve it as follows:

1. Normal shift hours.



TRIAL PERIODS

If you are employed on an hourly basis, your first thirty (30) days of work at Disneyland are a trial period. If you are salaried, it is ninety (90) days. This is to give you and Disneyland a chance to get acquainted and to determine whether or not you meet each other's expectations regarding employment.



VACATIONS

After one year of continuous service, eligible employees are entitled to a vacation. For hourly paid employees, vacation pay is based on the number of straight time hours you worked during the year of continuous service. The date of your vacation will be determined upon the

2. Variations from normal shift, that is, change in length of lunch hour, off shift hours, etc.
3. Overtime hours beyond normal shift. (Under California Law women may not work over eight [8] hours daily.)
4. Temporary classification or rate changes.
5. If you forget to punch in or out, the time must be inked on the card by your supervisor when you submit the card to him for approval.

approval of your supervisor. Vacation time must be taken within one year after you have earned it, or you lose it. You cannot work your vacation period and receive pay in lieu of vacation. Including those who work in our "Outer Lobby", our Disneyland Show is produced each year by a cast of more than 5,000 people representing 322 different skills.

Each person in the cast is here for an important purpose. By doing your part consistently, it will help all cast members to more easily perform a better job.

Most importantly, you'll be helping to create happiness for our guests. We hope that you'll find happiness for yourself and pride in being part of our Disneyland cast.



Disneyland is . . . and has been since inception . . .
AN EQUAL OPPORTUNITY EMPLOYER