

BUSCH GARDENS EMPLOYEE HANDBOOK

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THE BUSCH GARDENS EMPLOYEE HANDBOOK SERVES AS A VITAL RESOURCE FOR ALL EMPLOYEES WORKING IN ONE OF THE MOST RENOWNED AMUSEMENT PARKS IN THE UNITED STATES. THIS HANDBOOK OUTLINES ESSENTIAL POLICIES, PROCEDURES, AND GUIDELINES THAT ENSURE EMPLOYEES UNDERSTAND THEIR RIGHTS, RESPONSIBILITIES, AND THE EXPECTATIONS PLACED UPON THEM. WHETHER YOU ARE A PART-TIME SEASONAL WORKER OR A FULL-TIME TEAM MEMBER, THIS HANDBOOK IS DESIGNED TO EQUIP YOU WITH THE NECESSARY INFORMATION TO THRIVE IN YOUR ROLE WHILE CONTRIBUTING TO THE PARK'S OVERALL MISSION OF PROVIDING EXCEPTIONAL GUEST EXPERIENCES.

INTRODUCTION TO BUSCH GARDENS

BUSCH GARDENS IS A UNIQUE BLEND OF THRILLING RIDES, CAPTIVATING ENTERTAINMENT, AND BEAUTIFUL LANDSCAPES, ALL SET WITHIN A ZOOLOGICAL SETTING. WITH LOCATIONS IN TAMPA BAY, FLORIDA, AND WILLIAMSBURG, VIRGINIA, BUSCH GARDENS ATTRACTS MILLIONS OF VISITORS EACH YEAR. EMPLOYEES PLAY A CRUCIAL ROLE IN CREATING MEMORABLE EXPERIENCES FOR GUESTS, AND THE HANDBOOK AIMS TO EMPOWER THEM WITH THE RIGHT TOOLS AND KNOWLEDGE.

UNDERSTANDING THE EMPLOYEE HANDBOOK

THE EMPLOYEE HANDBOOK IS MORE THAN JUST A COLLECTION OF RULES; IT IS A COMPREHENSIVE GUIDE THAT OUTLINES THE CORE VALUES AND CULTURE OF BUSCH GARDENS. HERE ARE KEY ELEMENTS COVERED WITHIN THE HANDBOOK:

1. COMPANY VISION AND MISSION

- VISION: TO BE THE WORLD'S LEADING THEME PARK DESTINATION.
- MISSION: TO PROVIDE GUESTS WITH UNFORGETTABLE EXPERIENCES THROUGH EXCEPTIONAL SERVICE, THRILLING ATTRACTIONS, AND MEMORABLE MOMENTS.

2. CORE VALUES

- INTEGRITY: UPHOLDING ETHICAL STANDARDS IN ALL INTERACTIONS.
- TEAMWORK: COLLABORATING AND SUPPORTING ONE ANOTHER TO ACHIEVE COMMON GOALS.
- EXCELLENCE: STRIVING FOR THE HIGHEST QUALITY IN SERVICE AND OPERATIONS.
- INNOVATION: EMBRACING CREATIVITY AND NEW IDEAS TO ENHANCE GUEST EXPERIENCES.

EMPLOYMENT POLICIES

UNDERSTANDING EMPLOYMENT POLICIES IS CRITICAL FOR MAINTAINING A POSITIVE WORKING ENVIRONMENT. THE FOLLOWING SECTIONS DETAIL IMPORTANT POLICIES:

1. EQUAL EMPLOYMENT OPPORTUNITY

BUSCH GARDENS IS COMMITTED TO PROVIDING EQUAL EMPLOYMENT OPPORTUNITIES TO ALL EMPLOYEES AND APPLICANTS. THE

PARK PROHIBITS DISCRIMINATION BASED ON:

- RACE
- COLOR
- RELIGION
- SEX
- NATIONAL ORIGIN
- AGE
- DISABILITY
- GENETIC INFORMATION

2. HARASSMENT AND DISCRIMINATION POLICY

THE PARK MAINTAINS A STRICT POLICY AGAINST HARASSMENT AND DISCRIMINATION. EMPLOYEES ARE ENCOURAGED TO REPORT ANY INCIDENTS TO THEIR SUPERVISORS OR THE HUMAN RESOURCES DEPARTMENT. THE HANDBOOK OUTLINES PROCEDURES FOR ADDRESSING COMPLAINTS, ENSURING CONFIDENTIALITY AND PROTECTION FROM RETALIATION.

3. CODE OF CONDUCT

EMPLOYEES ARE EXPECTED TO ADHERE TO A CODE OF CONDUCT THAT REFLECTS THE PARK'S VALUES. KEY COMPONENTS INCLUDE:

- PROFESSIONAL BEHAVIOR AT ALL TIMES
- RESPECT FOR COLLEAGUES AND GUESTS
- COMPLIANCE WITH ALL PARK POLICIES AND PROCEDURES
- PROPER ATTIRE AND GROOMING STANDARDS

WORKPLACE SAFETY

SAFETY IS A TOP PRIORITY AT BUSCH GARDENS. THE EMPLOYEE HANDBOOK INCLUDES CRUCIAL INFORMATION REGARDING WORKPLACE SAFETY PROTOCOLS:

1. GENERAL SAFETY GUIDELINES

- ALWAYS BE AWARE OF YOUR SURROUNDINGS.
- REPORT ANY UNSAFE CONDITIONS OR INCIDENTS TO A SUPERVISOR IMMEDIATELY.
- PARTICIPATE IN SAFETY TRAINING SESSIONS.
- FOLLOW ALL POSTED SAFETY SIGNS AND INSTRUCTIONS.

2. EMERGENCY PROCEDURES

IN CASE OF AN EMERGENCY, EMPLOYEES MUST BE FAMILIAR WITH THE PARK'S EMERGENCY PROCEDURES, WHICH INCLUDE:

- EVACUATION PROTOCOLS
- FIRST AID RESPONSE
- REPORTING FIRES OR OTHER HAZARDOUS SITUATIONS
- UNDERSTANDING THE ROLE OF EMERGENCY PERSONNEL

EMPLOYEE BENEFITS

BUSCH GARDENS OFFERS A VARIETY OF BENEFITS TO ITS EMPLOYEES. THE EMPLOYEE HANDBOOK OUTLINES THESE BENEFITS, WHICH MAY INCLUDE:

1. HEALTH AND WELLNESS PROGRAMS

- MEDICAL, DENTAL, AND VISION INSURANCE OPTIONS.
- EMPLOYEE ASSISTANCE PROGRAMS FOR MENTAL HEALTH SUPPORT.

2. PAID TIME OFF (PTO)

- VACATION DAYS, SICK LEAVE, AND PERSONAL DAYS.
- POLICIES REGARDING THE ACCRUAL AND USAGE OF PTO.

3. RETIREMENT PLANS

- 401(K) PLANS WITH COMPANY MATCHING CONTRIBUTIONS.
- INFORMATION ON HOW TO ENROLL AND CONTRIBUTE.

TRAINING AND DEVELOPMENT

BUSCH GARDENS PLACES A STRONG EMPHASIS ON EMPLOYEE TRAINING AND DEVELOPMENT. THE HANDBOOK INCLUDES INFORMATION ON:

1. ORIENTATION PROGRAMS

NEW EMPLOYEES UNDERGO A COMPREHENSIVE ORIENTATION PROGRAM COVERING:

- PARK HISTORY, POLICIES, AND PROCEDURES.
- GUEST SERVICE EXPECTATIONS.
- SAFETY TRAINING.

2. ONGOING TRAINING OPPORTUNITIES

EMPLOYEES ARE ENCOURAGED TO PURSUE FURTHER TRAINING IN VARIOUS AREAS, SUCH AS:

- LEADERSHIP DEVELOPMENT.
- SKILLS ENHANCEMENT.
- GUEST SERVICE EXCELLENCE.

PERFORMANCE EVALUATION

REGULAR PERFORMANCE EVALUATIONS ARE CONDUCTED TO PROVIDE EMPLOYEES WITH FEEDBACK ON THEIR WORK. THE HANDBOOK EXPLAINS:

1. EVALUATION CRITERIA

PERFORMANCE EVALUATIONS ARE BASED ON SEVERAL FACTORS, INCLUDING:

- JOB KNOWLEDGE AND SKILLS.
- QUALITY OF WORK.
- ABILITY TO WORK AS PART OF A TEAM.
- COMMUNICATION SKILLS.

2. GOAL SETTING

DURING EVALUATIONS, EMPLOYEES HAVE THE OPPORTUNITY TO SET PERSONAL AND PROFESSIONAL GOALS WITH THEIR SUPERVISORS, FOSTERING GROWTH AND DEVELOPMENT.

ATTENDANCE AND PUNCTUALITY

ATTENDANCE IS VITAL TO MAINTAINING OPERATIONAL EFFICIENCY AT BUSCH GARDENS. THE HANDBOOK OUTLINES POLICIES REGARDING:

1. ATTENDANCE EXPECTATIONS

- ARRIVING ON TIME FOR SCHEDULED SHIFTS.
- NOTIFYING SUPERVISORS IN ADVANCE OF ANY ABSENCES OR TARDINESS.

2. CONSEQUENCES OF EXCESSIVE ABSENTEEISM

EMPLOYEES WHO EXHIBIT PATTERNS OF EXCESSIVE ABSENTEEISM MAY FACE DISCIPLINARY ACTION, WHICH CAN INCLUDE:

- VERBAL WARNINGS.
- WRITTEN WARNINGS.
- TERMINATION OF EMPLOYMENT.

CONCLUSION

THE BUSCH GARDENS EMPLOYEE HANDBOOK IS AN ESSENTIAL GUIDE FOR EVERY TEAM MEMBER, OUTLINING THE EXPECTATIONS, POLICIES, AND BENEFITS ASSOCIATED WITH EMPLOYMENT AT THE PARK. BY UNDERSTANDING AND ADHERING TO THE INFORMATION PROVIDED IN THIS HANDBOOK, EMPLOYEES CAN FOSTER A POSITIVE WORK ENVIRONMENT THAT NOT ONLY ENHANCES THEIR OWN EXPERIENCES BUT ALSO CONTRIBUTES TO THE OVERALL SUCCESS AND ENJOYMENT OF BUSCH GARDENS FOR ALL ITS GUESTS. AS AN EMPLOYEE, EMBRACING THE VALUES AND PRINCIPLES OUTLINED IN THE HANDBOOK WILL ENABLE YOU TO THRIVE IN YOUR ROLE AND HELP CREATE UNFORGETTABLE MOMENTS FOR VISITORS FROM AROUND THE WORLD.

FREQUENTLY ASKED QUESTIONS

WHAT ARE THE KEY POLICIES OUTLINED IN THE BUSCH GARDENS EMPLOYEE HANDBOOK?

THE HANDBOOK OUTLINES KEY POLICIES INCLUDING ATTENDANCE, DRESS CODE, HARASSMENT, SAFETY PROTOCOLS, AND EMPLOYEE CONDUCT.

HOW CAN I ACCESS THE BUSCH GARDENS EMPLOYEE HANDBOOK?

EMPLOYEES CAN ACCESS THE HANDBOOK ONLINE THROUGH THE COMPANY INTRANET OR REQUEST A PHYSICAL COPY FROM THEIR SUPERVISOR.

WHAT SHOULD I DO IF I HAVE QUESTIONS ABOUT THE EMPLOYEE HANDBOOK?

IF YOU HAVE QUESTIONS, YOU SHOULD REACH OUT TO YOUR SUPERVISOR OR THE HR DEPARTMENT FOR CLARIFICATION.

ARE THERE ANY SPECIFIC DRESS CODE REQUIREMENTS IN THE BUSCH GARDENS EMPLOYEE HANDBOOK?

YES, THE DRESS CODE REQUIRES EMPLOYEES TO WEAR UNIFORMS PROVIDED BY THE PARK AND TO MAINTAIN A CLEAN AND PROFESSIONAL APPEARANCE.

WHAT IS THE POLICY ON OVERTIME FOR BUSCH GARDENS EMPLOYEES?

THE HANDBOOK STATES THAT EMPLOYEES MUST RECEIVE PRIOR APPROVAL FROM A SUPERVISOR TO WORK OVERTIME, AND ALL OVERTIME WILL BE COMPENSATED ACCORDING TO STATE LAWS.

DOES THE EMPLOYEE HANDBOOK COVER EMPLOYEE BENEFITS?

YES, THE HANDBOOK INCLUDES INFORMATION ON EMPLOYEE BENEFITS SUCH AS HEALTH INSURANCE, RETIREMENT PLANS, AND PAID TIME OFF.

WHAT IS THE PROCEDURE FOR REPORTING HARASSMENT OR DISCRIMINATION AT BUSCH GARDENS?

EMPLOYEES SHOULD REPORT HARASSMENT OR DISCRIMINATION TO HR IMMEDIATELY, AND THE HANDBOOK PROVIDES A DETAILED PROCEDURE TO ENSURE CONFIDENTIALITY AND PROTECTION AGAINST RETALIATION.

ARE THERE ANY GUIDELINES FOR EMPLOYEE CONDUCT WHILE ON DUTY?

YES, THE HANDBOOK EMPHASIZES PROFESSIONALISM, RESPECT FOR GUESTS AND COWORKERS, AND ADHERENCE TO SAFETY GUIDELINES WHILE ON DUTY.

WHAT TRAINING IS REQUIRED FOR NEW EMPLOYEES AS PER THE HANDBOOK?

NEW EMPLOYEES ARE REQUIRED TO COMPLETE ORIENTATION TRAINING, SAFETY TRAINING, AND ANY ROLE-SPECIFIC TRAINING OUTLINED IN THE HANDBOOK.

HOW OFTEN IS THE BUSCH GARDENS EMPLOYEE HANDBOOK UPDATED?

THE EMPLOYEE HANDBOOK IS REVIEWED AND UPDATED ANNUALLY, OR AS NEEDED, TO REFLECT CHANGES IN POLICIES OR REGULATIONS.

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