



**2015
Games
Volunteer
Coordinator
Packet**

Signing up for Shifts

There is a list of dates we will more than likely have a need for volunteers included at the back of this packet. The Games department will send out a mass email to all volunteer groups detailing what staffing is needed for any of these dates or other dates not listed. We will make every attempt to send this out up to 2 weeks in advance in order for the coordinator to have ample time to contact group members. Spots will be filled on a first come, first serve basis. A confirmation email will be sent out to those groups who are chosen to be added to the schedule. When sending in the list of volunteers please include the following information.

Date

Group name

Time of shift(s)

Volunteer name(s)

Shirt size(s) (if volunteer shirts are needed)

Any limitations of volunteers

Contact the Games Department using the following

Email: ajbernardo@HersheyPa.com

Phone: 717-534-3327 Amanda's direct line
717-534-3140 In-park office

Due to federal and state child labor laws, all volunteers must be **18 years of age or older**. Please do not bring children along to volunteer as they will not be permitted entry without a ticket and will not be allowed to be in designated work areas. **Any volunteer who appears 30 years of age or younger will be asked to provide photo identification. If they can't produce the proper ID, they will not be permitted to volunteer. Acceptable forms of ID are a driver's license, state-issued ID, passport, and military ID.**

Volunteer Cancellations

In the case that we must cancel volunteers for any given volunteer shift for any reason, the Games Department will contact each coordinator that has volunteers scheduled. If you must cancel a volunteer for any shift, please call 534-3327 or 534-3140 (use this number for day-of cancellations) as soon as possible to report the cancellation.

Volunteer Appearance Policy

- Jeans or cargo pants and shorts are strictly prohibited!
- Pants/shorts should be blue, black or khaki in color and should be no shorter than 2” above the knee.
- Hersheypark blue logo volunteer shirts will be issued to each person. These shirts are unisex sized XS to 6XL. As mentioned before, we need these sizes ahead of time so the shirts will be ready upon your arrival. A white T-shirt can be worn under the volunteer shirt. Shirts should be tucked in at all times. For those who have purchased Hersheypark shirts in past seasons, you are permitted to wear those. White collared shirts are the only alternative permitted and may be necessary on high volunteer days as some sizes of shirts have run out in the past.
- Depending on the weather, you may wish to bring along sunscreen, non-mirrored sunglasses, or a jacket. (No logos except HERSHEY or words should be visible.)
- Wear socks and sneakers that are closed-toe and cover your heel since you will be on your feet most of your shift. Do not wear sandals, clogs or open-toed shoes.
- Baseball hats and other head wear are not permitted while working in Games. If you must wear head wear, please let us know in advance.
- All tattoos and body piercings should not be visible to the guest. Tattoos must be covered and body piercings must be removed. Females may wear 2 earrings per ear but no larger than a fifty-cent piece.
- If your hair is shoulder-length or longer, it must be secured back. Hair length for males can be no longer than collar length.

Reporting for Shift

Free [parking](#) is provided in the employee parking lot; enter off of Hersheypark Drive onto Service Center Road. (There is a very large sign that reads “Hersheypark Employee and Delivery Entrance” and the road is next to the Wildcat roller coaster.) Once you are on Service Center Road, stop at the Security checkpoint and advise the guard you are volunteering for the Games Department. The officer will direct you to the correct parking area.

Volunteers must adhere to the appearance policy. If not in accordance with the policy, volunteers will be sent home. You should report to the

picnic tables which are located outside the Coaster Cafe (employee cafeteria). This is located on Service Center Road, past the security checkpoint as you approach Hersheypark. It is advisable to arrive no later than 15 minutes before your scheduled shift so sign in sheets and temporary passes can be completed.

Signing In/Job Assignment

Each volunteer will sign in on the appropriate sign in sheet for which they have been assigned. Make sure that the correct organizational name is at the top of the time report which you sign in order to ensure that your organization gets paid. Any needed information (such as weather, attendance, closures etc.) about the day's events will be relayed to the group so you can communicate to guests more accurately. After receiving your temporary pass, which will allow you to enter and exit through the employee gate, you will be shown to one of the following areas:

<u>Location</u>	<u>Office Location</u>
1A (Midway/Boardwalk)	Ferris Wheel & Boardwalk dart game
1B (Pioneer Frontier)	Play Dome Arcade
2A (Music Box area)	Pro Shot basketball game
2B (The Hollow)	Rear of Sky Race
3A (Kissing Tower Hill)	Arcade back right corner
3B (Kissing Tower Hill)	Behind Blockbuster game

After arriving at your assigned area, you will be assigned a bank and apron so you can operate a game. Your area supervisor will show you to your game and give necessary training. All volunteers will be responsible for handling money and will have direct contact with the guests when explaining the rules of the game in which they are assigned. Volunteers must be able to work outdoors in a variety of conditions and standing is required for the entire shift. Sitting is not permitted unless approved by a supervisor or manager. Do not be afraid to ask questions if you do not understand.

Customer Service

The goal of the Games department is to build memories for all of our guests and employees. We want each and every guest interaction to be a positive experience. In order to make the quest experience memorable, we must meet and exceed their expectations. That means we must strive to provide a WOW moment. This does not mean we must do something extraordinary, it simply means we must provide quality service. Pay

attention to detail and do everything with a smile. Make contact with the guests by talking to them and assisting with their every need. If a guest has a question which you do not know the answer, you can call 3636 to speak with the “get the answer” line. For emergency situations call 3444 to contact park security (8988 for routine security calls). If the guest has a Games complaint, get an area supervisor or manager involved so the complaint can be resolved without a trip to guest services.

Breaks

Anyone working a single block (3, 4, or 5 hour block) will not receive a break. If a volunteer is scheduled for 2 consecutive blocks of time, they should be aware that it is their choice to sign up for multiple blocks and we are not required to give breaks.

End of Shift Procedures

A supervisor or foreman will come to your game with a replacement or to close your location. Your revenue will be placed in a bag and dropped in the game safe. Your red bag will be closed out as well. Once the supervisor dismisses you, proceed to the employee gate and report to the sign in location to meet with a Games representative. You will be given the sign in sheet to sign out and your temporary ID will be collected. If you were given a blue volunteer shirt, it should be returned to the Game representative before leaving for the day.

At this time, volunteers will be issued a voucher which can be redeemed for one of the choices on the rear of the voucher. Vouchers can be redeemed at the Hersheypark season pass office from 9 am to 8 pm when the park is open. To confirm the hours of the season pass office, you may call 717-534-3900. Note that there is an expiration date on the voucher. Once the date on the voucher has expired, you will not be permitted to redeem the voucher. If you are unable to complete your scheduled shift for personal reasons, you will not be issued a voucher.

Other Notes

- Eating, smoking, and tobacco or gum chewing are strictly prohibited while in uniform and inside Hersheypark.
- The use of electronic devices such as “iPhones”, iPods”, “Blackberries”, any cellphone or other similar devices are not permitted while in uniform. Everyone’s attention should be on their job and the guests.

NOTES

GAMES DEPARTMENT VOLUNTEER DATES FOR 2015

DAYS AND OPERATING HOURS

Friday, May 1	10:00 – 8:00	Monday, August 10	10:00 – 10:00
Friday, May 8	10:00 – 8:00	Tuesday, August 11	10:00 – 10:00
Friday, May 15	10:00 – 8:00	Wed., August 12	10:00 – 10:00
Thursday, May 21	10:00 – 8:00	Thursday, August 13	10:00 – 10:00
Friday, May 22	10:00 – 10:00	Friday, August 14	10:00 – 11:00
Tuesday, May 26	10:00 – 8:00	Monday, August 17	10:00 – 10:00
Wednesday, May 27	10:00 – 8:00	Tuesday, August 18	10:00 – 10:00
Thursday, May 28	10:00 – 8:00	Wed., August 19	10:00 – 10:00
Friday, May 29	10:00 – 10:00	Thursday, August 20	10:00 – 10:00
Monday, June 1	10:00 – 8:00	Friday, August 21	10:00 – 10:00
Tuesday, June 2	10:00 – 8:00	Monday, August 24	10:00 – 10:00
Wednesday, June 3	10:00 – 8:00	Tuesday, August 25	10:00 – 10:00
Thursday, June 4	10:00 – 8:00	Wed., August 26	10:00 – 10:00
Friday, June 5	10:00 – 10:00	Thursday, August 27	10:00 – 10:00
		Friday, August 28	10:00 – 10:00
		Monday, August 31	10:00 – 8:00
		Tuesday, Sept 1	10:00 – 8:00
		Wed., Sept 2	10:00 – 8:00
		Thursday, Sept 3	10:00 – 8:00
		Friday, Sept 4	10:00 – 8:00

Thursday, October 1 is Sukkot Day and the hours of operation are 11:00 – 7:00

Shifts may become available for weekends and additional dates. If necessary, these dates will be emailed to coordinators.