

GLENSHEEN

Four Keys to Customer Service

Safety

I practice safe behaviors in everything I do
I take action to always put safety first.
I speak up to ensure the safety of Others

Courtesy

I project a positive image and energy
I am courteous and respectful to Guests of all ages
I go above and beyond to exceed Guest expectations

Show

I stay in character and perform my role in the show
I ensure my area is show-ready at all times

Efficiency

I perform my role efficiently so Guests get the most out of their visit
I use my time and resources wisely