

Reopening & Training Your Staff for COVID Challenges

Webinar will begin at 2:00 PM EDT,
please participate in the poll now.



Join us on
Wednesday,
July 8th at 2:00 PM
EDT for our next
webinar. Topic and
registration available
soon.

<https://www.gatewayticketing.com/community/>

Asking Questions

The screenshot displays the Cisco WebEx Event Center interface. The main window is titled "Cisco WebEx Event Center" and includes a menu bar with "File", "Edit", "View", "Communicate", "Participant", "Event", and "Help". The "Event Info" tab is active, showing details about the event, including the host (Conference Manager), audio connection instructions, and the event number.

On the right side, there is a sidebar with icons for "Participants", "Chat", and "Q&A". The "Q&A" icon is highlighted with a red box. Below the sidebar, a "Participants (7)" panel is visible, showing a list of participants: "Conference Manager (1 lost)" and "Joe Bloggs (mc)".

At the bottom of the interface, there is a "Q&A" section. A red box highlights the "Q&A" dropdown menu, which is labeled with a blue circle containing the number "1". Below this, there is a "Ask:" dropdown menu with "All Panelists" selected, labeled with a blue circle containing the number "2". A text input field for asking a question is labeled with a blue circle containing the number "3". A "Send" button is labeled with a blue circle containing the number "4". The "Send" button is disabled, indicating that a question must be typed first. A "Connected" status indicator is visible at the bottom right.

Reopening & Training Your Staff for COVID Challenges

Wednesday, June 24, 2020



The background is a solid blue color with a white circuit board pattern. The pattern consists of various lines, including straight horizontal and vertical lines, and more complex, stepped lines that resemble traces on a PCB. Small white circles are placed at various points along these lines, representing solder points or vias. The overall effect is a technical, digital aesthetic.

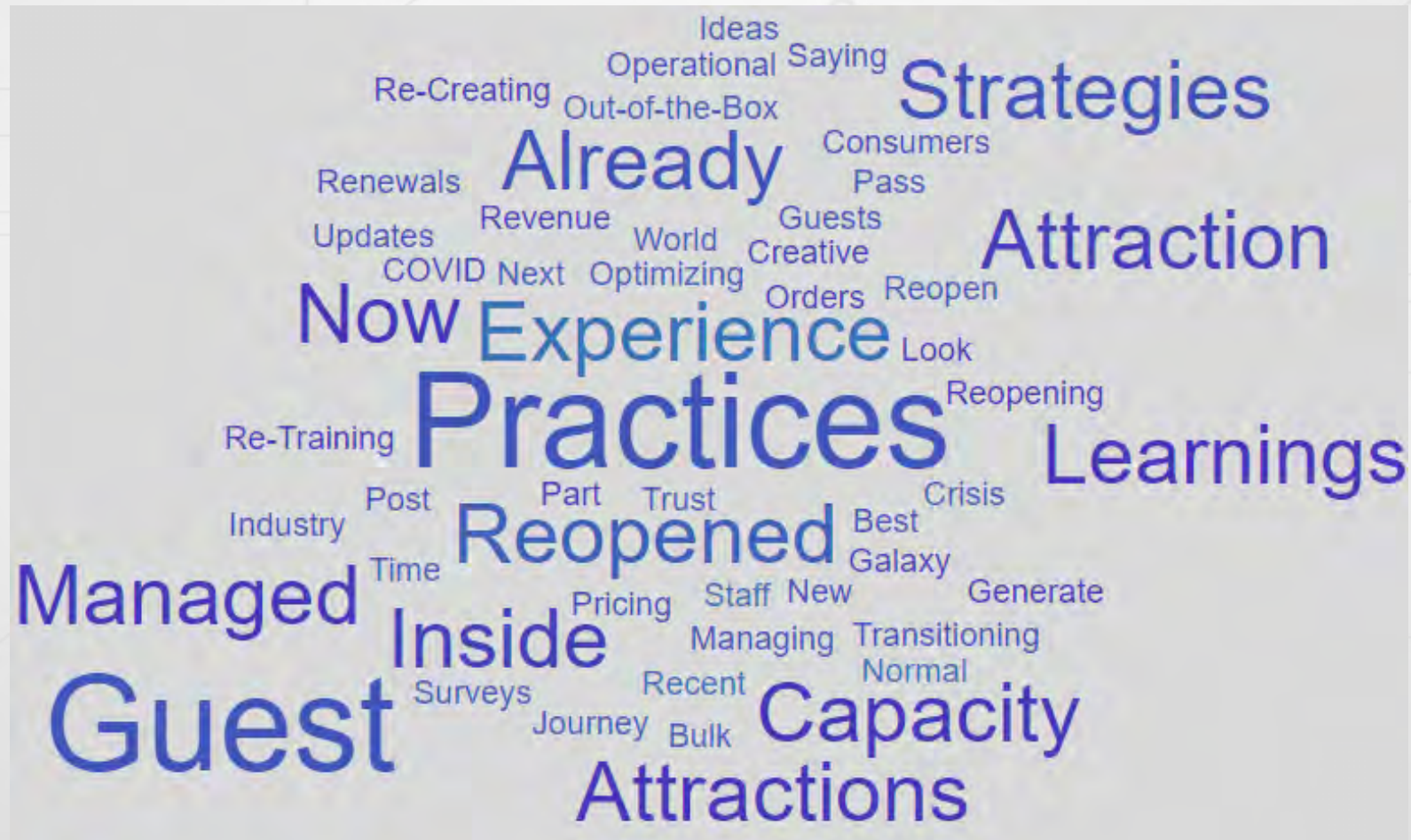
WEBINAR AGENDA

Webinar Agenda

- 90 Minutes in length
- Community discussion and presentation of best practices
- Question and answers from the community
- Press & Public Viewing

Webinar Wednesdays

Bi-weekly gathering of attraction industry experts to discuss the current challenges and position our attractions for success.



www.gatewayticketing.com/community



Gateway
TICKETING SYSTEMS

SOLUTIONS SERVICES SUPPORT STRATEGY MARKETS BLOG / COMMUNITY

COMPANY CAREERS CONTACT

LET'S GET STARTED

COMMUNITY

BLOG COMPANY NEWS CASE STUDIES VIDEO TUTORIALS WEBINARS EVENTS

CATEGORY: WEBINARS

Galaxy{connect}

Webinars

WEBINAR JUNE 17: UNDERSTANDING THE NEW GALAXY CONNECT UPDATES

Updated: June 18, 2020

Webinar on Wednesday, June 17 at 3:00 PM EST

READ MORE →

#TUESDAYTALKS (THURSDAY EDITION): ONLINE QUEUING & WEB STORE LOAD MANAGEMENT

Updated: June 11, 2020

READ MORE →

WEBINAR JUNE 10: ATTRACTIONS HAVE REOPENED PART 2: HERE'S WHAT WE'VE LEARNED SO FAR

Updated: June 15, 2020

READ MORE →

NEWSLETTER SIGN UP

Email *

First Name *

Last Name *

Company Name *

I am a current customer *

Yes

Moderator

Matthew Hoenstine

mhoenstine@gatewayticketing.com

Destinations Principal



Moderator

Randy Josselyn

rjosselyn@gatewayticketing.com

Wildlife and Conservation Principal

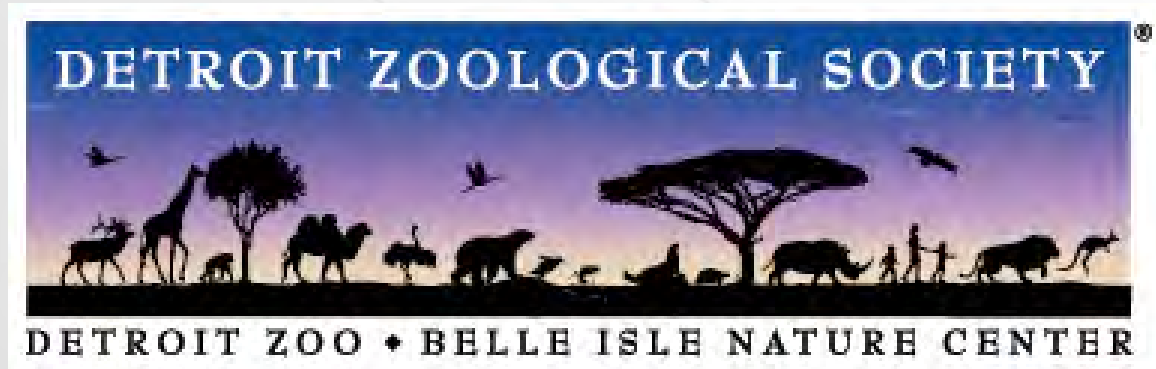


Panelist

Randi Hamilton

rhamilton@dzs.org

Assistant Director of Guest Relations



Panelist

Ida Haefner

idahaefner@fotzkc.org

Assistant Manager of Memberships



Panelist

Deborah Kunz

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President



Panelist

Janell Wood

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Guest Services and Experiences Manager



Panelists

Jarrid Vaughn

jarrid.vaughn@cincinnatiatizoo.org

Senior Manager of Visitor Experience & FUN



Panelists

Rachel Robertson

Rachel.Robertson@CincinnatiZoo.org

Manager of Visitor Experience & FUN



Host

Bill D'Angelo

bdangelo@gatewayticketing.com

Product Communications Manager





INDUSTRY UPDATE

Industry Update – Revenue Generation



Wild Wine, Beer & Food Safari

Don't miss out on the fun! Bring the party home with you featuring music, wine, beer, everyone's favorite Zoo Director Gregg Dancho, and more!



Wild
Wine, Beer & Food Safari
A Wild Night In

Presenting Sponsors

Spend Saturday, June 27th partying with the Zoo!

Each carefully crafted box has everything for your wild night, including: three bottles of wine (1 red, 1 white, 1 rose), two 4-packs of beer, two Zoo logo wine glasses featuring the Zoo's logo, two wine glass lanyards, two individual Zoo passes (good for 2021), music to entertain you and a pre-recorded Zoo tour to watch while you sip. Whether it's for date night or a weekend social-distanced safari with friends, this is one wild night you don't want to miss! Cost is \$200 per party box. Additional wine glasses and lanyards may be purchased.

All boxes must be pre-ordered and picked up at the Zoo beginning Thursday, June 25th. An email with more details will be sent prior to the beginning of pick-up.

Please note that we are unable to make alcohol substitutions for your box.

Support the Zoo

Select Registration

Virtual Wild Wine, Beer & Food Safari

Party Box (1 per household)

\$200.00

Select Quantity

Ending 06-23-2020 @ 12 am EST

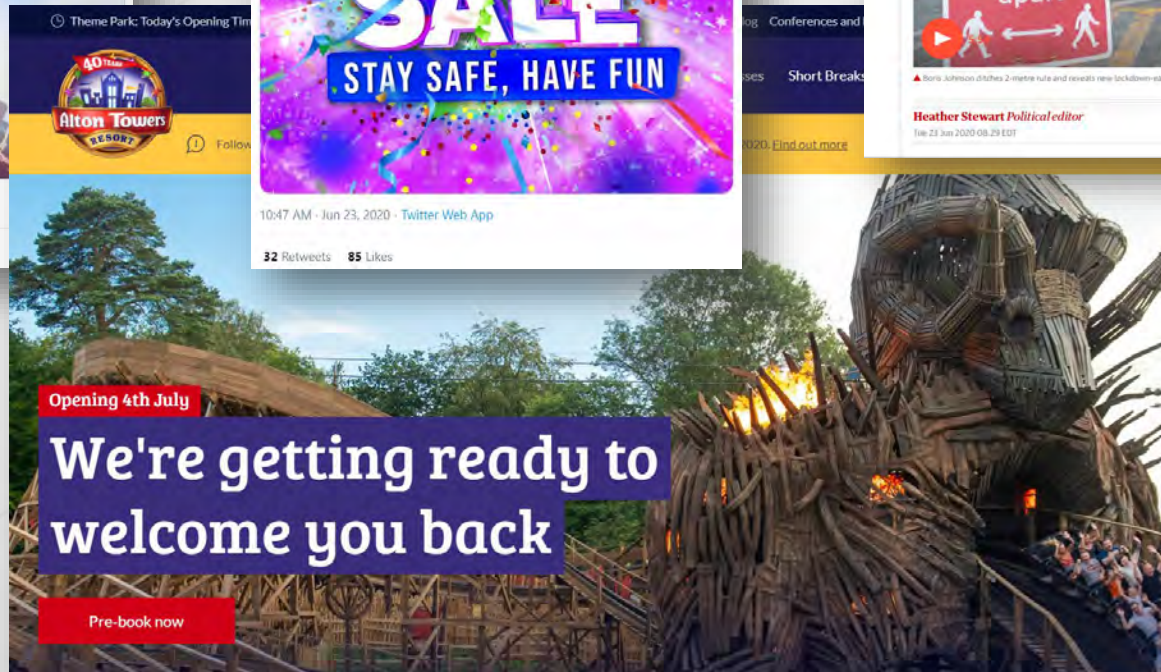
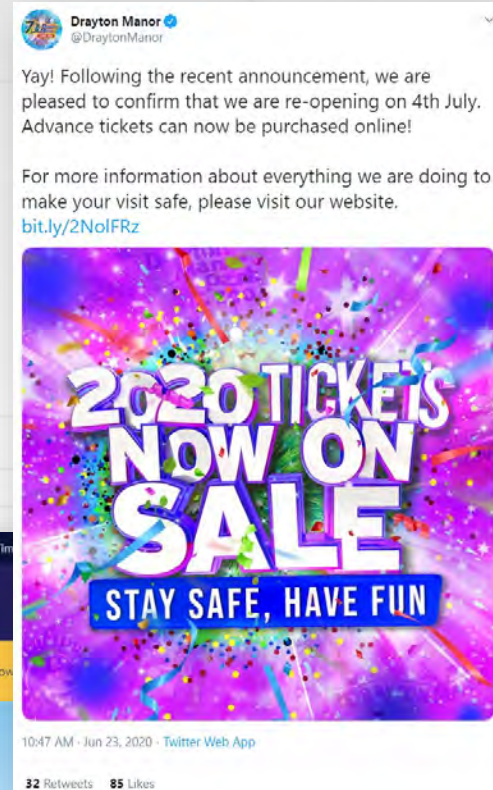
Additional Wine Glasses

\$5.00

Select Quantity

<https://www.beardsleyzoo.org/wild-wine-beer--food-safari.html>

Industry Update – UK Attractions Reopening



Industry Update – Spotlight On At Reopening



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JUNE 11, 2020 • THARIN WHITE

94 COMMENTS

SeaWorld Orlando re-opens with loose rules and limited rides

After going to Universal Orlando's reopening last Friday, we were eager to go to SeaWorld Orlando. While Universal wowed us with clear signage, compliant guests, short waits and an updated app, SeaWorld appeared unprepared.



Numerous attractions, like the Manta roller coaster, were down for multiple hours. Many guests did not listen to mask or social distancing rules, and the rules were not enforced. In addition, the SeaWorld Orlando app contained broken links and incorrect information.

We went today hoping to jump on a few rides, grab some food and see a show. While, yes, we did

New Issue

Summer 2020

- Closed for Covid: Empty Theme Parks From Above
- The Little Mermaid Land That Never Was
- Give Kids The World Village Offers Hope
- Q&A: Julie Kainer, the voice of Marge Simpson
- Top 10 Things We Miss About Going to Theme Parks
- Toledo at Disney's Coronado Springs Resort
- Universal's Dockside Inn and Suites

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11 COMMENTS

SeaWorld Orlando majorly improves COVID-19 operations

Last week we went to the reopening of SeaWorld Orlando after its temporary closure due to COVID-19. We were not impressed, and **noticed loose rules and limited things to do**. We went back this week to see if things had changed, and we can say that the original social distancing and mask plans are now being upheld.



SeaWorld Orlando has done a full-180 on how it operates compared to their opening last week. Today, we were met with quick lines, helpful employees and rules being enforced. It was a much more pleasant experience that aligns closer to what was normal at SeaWorld prior to the temporary closure.

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PLUS News, Rumors, Games and More!

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E-MAIL

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https://www.youtube.com/watch?v=L6i4w6_MJ7s&feature=youtu.be

<https://attractionsmagazine.com/seaworld-orlando-reopens-loose-rules-limited-rides/>

<https://attractionsmagazine.com/seaworld-orlando-majorly-improves-covid-19-operations/>

Industry Update

SECTIONS


SEARCH

NEW YORK POST


TIPS

SIGN UP


RECOMMENDED




Beet friend of Madeline McCann suspect: 'I know he did it'




Woman caught online shopping during hearing to change Confederate-named...



Family of woman who portrayed Aunt Jemima opposes move to rebrand



Remains found believed to be woman who vanished during hike with boyfriend




...

BUSINESS

Disneyland unions push back against reopening amid pandemic

By Alexandra Steigard June 23, 2020 | 11:30am | Updated



Disneyland in California
WireImage

Join the New York Post and Mansion Global for a live conversation on how COVID-19 has affected top real estate markets in the US, Friday, 6/26 @ 12 p.m. EST. [Register here.](#)

MORE ON: DISNEY

Spotify's next podcast stars: Superman, Batman and Wonder Woman

Here's when you can see Disney's upcoming movies

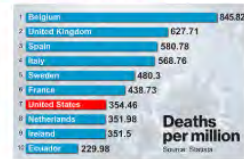
'Artemis Fowl' review: Disney movie destroys

Unions representing Disneyland workers are pushing back on plans to reopen the theme park next month as cases of coronavirus surge across the country.

The Coalition of Resort Labor Unions sent an open letter last week to California Gov. Gavin Newsom that cited health concerns for workers and park guests alike as Disney seeks state clearance to reopen.

Disney, which closed its US parks in late March,

CORONAVIRUS



Country	Deaths per million
Belgium	645.82
United Kingdom	627.71
Spain	580.78
Italy	568.76
Sweden	480.3
France	438.73
United States	354.46
Netherlands	351.98
Ireland	351.5
Ecuador	229.98

Deaths per million
Source: Our World in Data


Total cases globally: 7,766,952
Recovered: 3,698,304
Deaths: 429,736

Stay informed with our **Coronavirus Daily Update** newsletter.

SUBSCRIBE NOW

READ LATEST UPDATES

TRENDING NOW



Man refusing to wear mask fights his way into Walmart in Florida

New details revealed in family of three's swimming pool death

Denise Richards' daughter Eloise learns to say 'dad' in time for Father's Day

Coalition of Resort Labor Unions



SENT VIA E-MAIL ONLY
June 17, 2020

Governor Gavin Newsom
1303 10th Street, Suite 1173
Sacramento, CA 95814

RE: Reopening of Disneyland Resort

Dear Governor Newsom:

We are the Coalition of Resort Labor Unions (CRLU): a dozen Unions of the Disneyland Resort, representing approximately 17,000 service workers. Our member Unions have bargained contracts with Disney spanning the Resort's entire 65-year history, and we are proud of our fights to win increased wages and benefits for our diverse memberships. The COVID 19 pandemic is the greatest challenge our Unions and our members have ever faced. Our first priority is our members' health and safety.

Disney wants clearance from the government to reopen the Disneyland Resort in July. Unfortunately, despite intensive talks with the company, we are not yet convinced that it is safe to reopen the parks on Disney's rapid timetable.

Since the beginning of the pandemic, we have been actively engaged with Disney, agreeing on terms to furlough members while guaranteeing their health benefits and job security, and determining the small fraction of employees who would keep the resort clean and safe during the closure period. Disney took the leadership to pay employees during the first month of the parks' closure, and then continued to pay for their health benefits after placing them on furlough status on April 18. We applaud the company for that position: it gives us confidence that we can work together to accomplish the next task, which is to reopen the Resort when it can be done safely, and to agree on conditions that will protect the health and safety of the employees ("cast members") as well as the guests.

However, we are not yet satisfied that it is safe to reopen the Resort. Each member Union of CRLU has met with the Company to discuss terms for reopening. Although Disney has provided some information and accommodated some of our concerns, such as the need for the company to take temperatures of all cast members as they enter the worksite, there are numerous questions about safety which Disney has not yet answered, including any serious discussion of "testing" - which has been the cornerstone of plans for other areas of the entertainment industry reopening. Moreover, Disney has rejected or not yet responded to important safety proposals made by CRLU member unions. Therefore, at this point we do not know if the resort can be operated safely.

We will continue to dialogue with the Company and to seek agreement on safe conditions, and we intend to update you on our progress. In the meantime, we stand ready to answer any questions you have or provide any information that would help your administration make the critical decision as to when to allow these parks to reopen.

Sincerely,


Christopher Duarte
Workers United Local 50


Randy Sayer
I.A.T.S.E. Local 706


Steve Rosen
AGVA


Edmund Velasco
AFM Local 7


Ryan Hoover
I.E.S.A


Mark Sharwood
SEIU USWW


Sam Bowers
I.A.T.S.E. 504


Karrie Setters
BCTGM Local 83


Austin Lynch
Unite Here Local 11


Andrea Zinder
UFCW 324

Cc: Task Force on Business and Jobs Recovery
Orange County Board of Supervisors

<https://nypost.com/2020/06/23/disneyland-unions-push-back-against-reopening-parks-amid-pandemic/>

<https://www.facebook.com/pages/category/Cause/CRLU-798509413625353/>

Industry Update

COVID-19 forces Give Kids the World to lay off staff as village remains closed until further notice

Layoffs take effect June 27, CEO says



Image: Give Kids The World Village. (WKMG)

KISSIMMEE, Fla. – Give Kids The World will remain closed until further notice, forcing the organization to lay off most of its staff, according to officials with the Kissimmee nonprofit.

Give Kids the World Village is a nonprofit resort in Central Florida that relies on the theme parks and its partnership with The Make-A-Wish-Foundation to make the dreams of children with critical illnesses come true, according to its website.

Give Kids The World Village

Help families make memories that last a lifetime

When a child visits Give Kids The World Village, memories of needles, hospitals, and pain are replaced with laughter, joy, and ice cream.

Make a tax-deductible donation today to create joyful moments for critically ill children and their families.

Select an amount

DONATE ONCE

DONATE MONTHLY

\$500

\$100

\$50

\$25

[Donate custom amount](#)

<https://www.gktw.org/help/give.php>

<https://www.clickorlando.com/news/local/2020/06/09/covid-19-forces-give-kids-the-world-to-lay-off-staff-as-village-remains-closed-until-further-notice/>

Industry Update



<https://www.gktw.org/help/give.php>

<https://www.clickorlando.com/news/local/2020/06/09/covid-19-forces-give-kids-the-world-to-lay-off-staff-as-village-remains-closed-until-further-notice/>

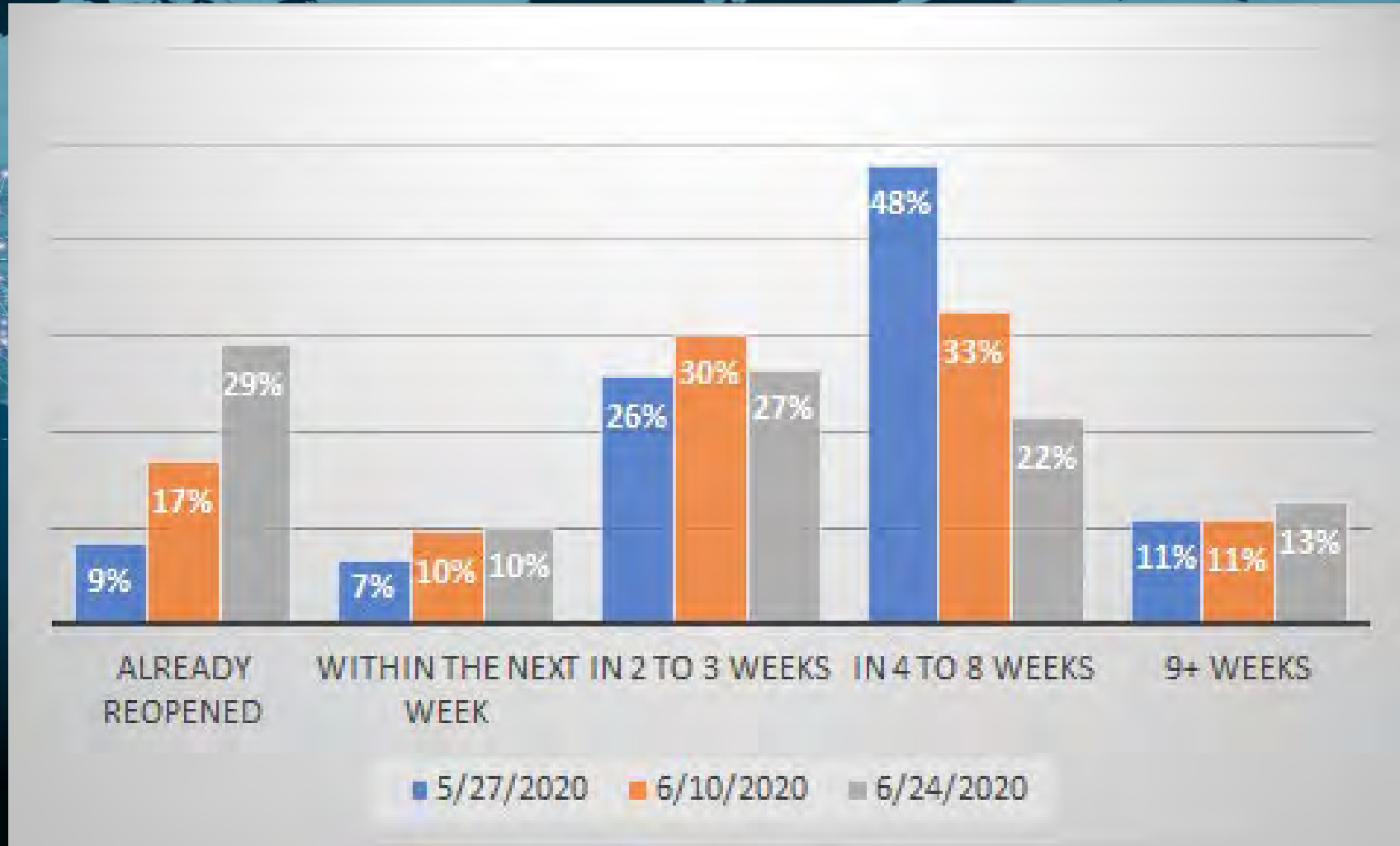
Industry Update



The background is a solid blue gradient, darker at the edges and lighter in the center. Overlaid on this are thin, white, stylized circuit lines that meander across the frame. Small white circles, resembling solder points or nodes, are placed at various intersections and endpoints of these lines.

REOPENING

WHEN IS YOUR ATTRACTION PLANNING ON REOPENING?

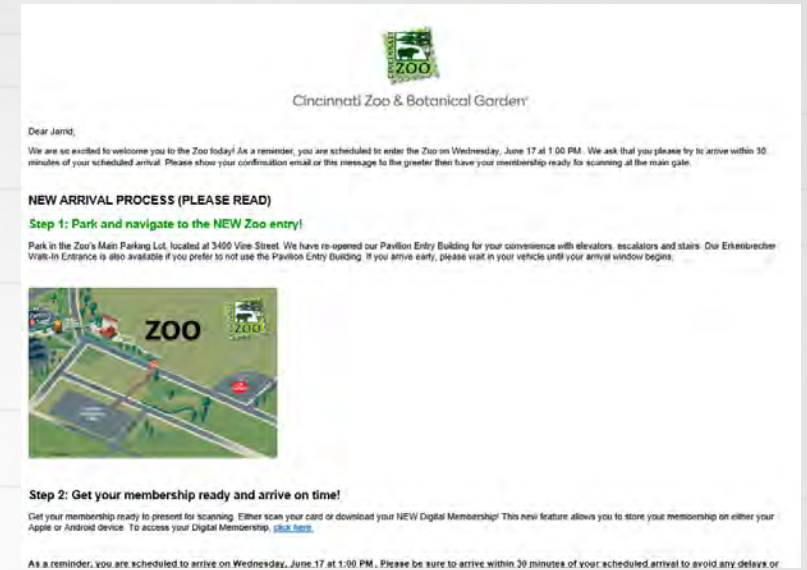
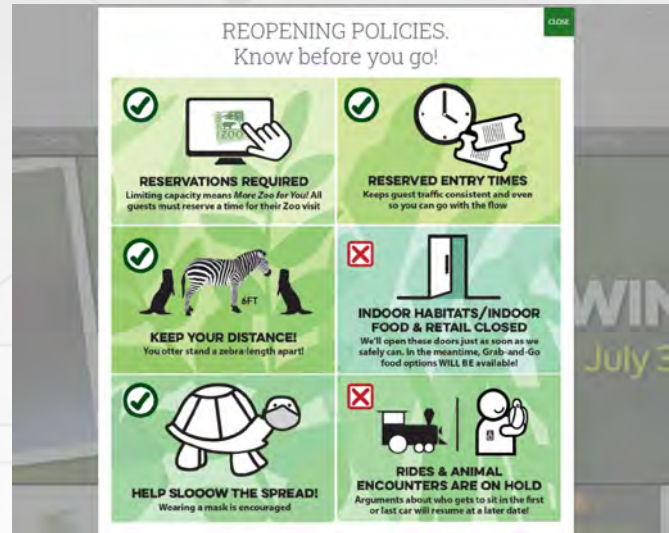




Visitor Experience at the Cincinnati Zoo & Botanical Garden

Know Before You Go!

- Lots of pre-visit preparation to set the stage for what to expect during the visit.
 - Website
 - Video included in our Z-Mail
 - Reservation confirmation materials
 - Pre-Visit Email



Visitor Experience at the Cincinnati Zoo & Botanical Garden



Welcome Back!

- Big focus on signage and messaging that welcomes our visitors back and lets them know we missed them and appreciate their continued support!

Surveys

- Over 1,700 surveys collected in less than 2 weeks!
- Results show that our visitors are having an amazing experience, even with limited operations, and feel safe during their visit.









ENTRANCE

GENERAL ADMISSION

FOTZ MEMBERS ONLY

FRIENDS OF THE ZOO MEMBERS

Please have your membership card and photo ID ready

Thank you for your support



FRIENDS OF THE ZOO MEMBERS

Please have your membership card and photo ID ready

Thank you for your support



Line forms here to
ENTER ZOO

Line forms here to
ENTER ZOO

BEASTRO CAFE

on the back of the Map

FREE

BIRD SHOW

on the back of the Map

PLEASE HAVE YOUR PHOTO ID READY

PLEASE HAVE YOUR PHOTO ID READY

PLEASE HAVE YOUR PHOTO ID READY

PLEASE HAVE YOUR PHOTO ID READY

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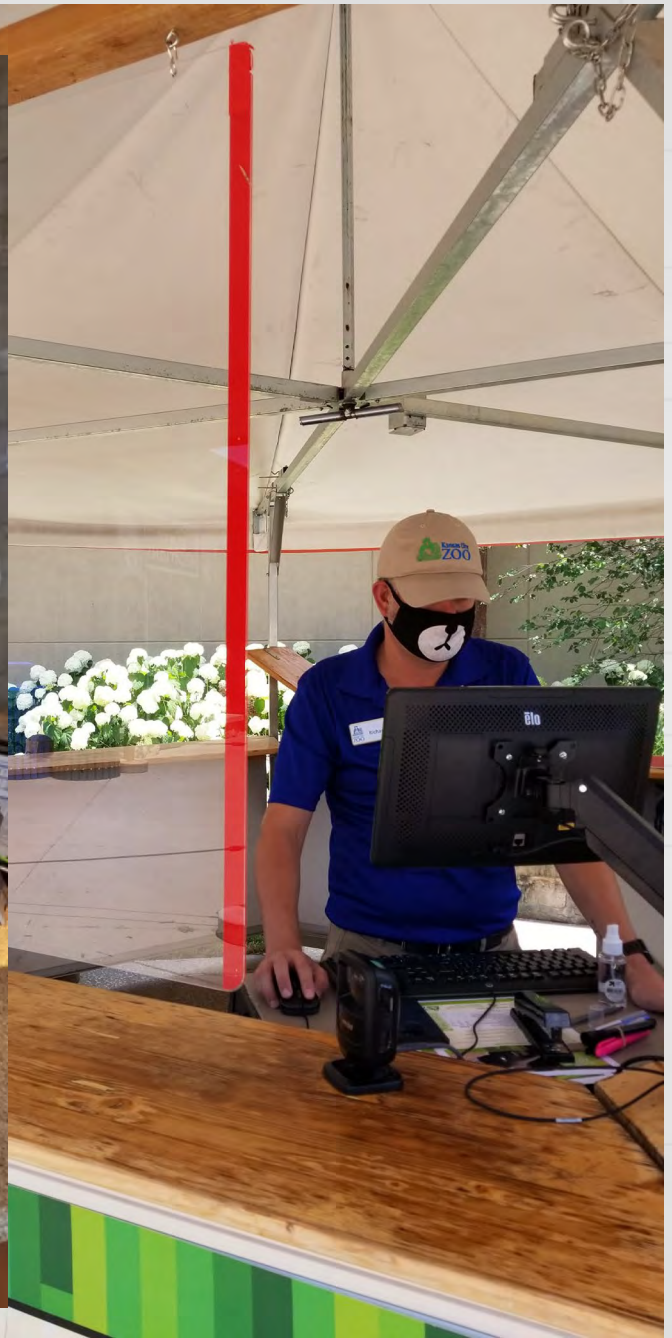
PLEASE HAVE YOUR PHOTO ID READY

PLEASE HAVE YOUR PHOTO ID READY

PLEASE HAVE YOUR PHOTO ID READY

PLEASE HAVE YOUR PHOTO ID READY









SEA LION CHAT

Scan this QR Code with your
mobile device to access
our virtual Zookeeper Chat!



No Shows
Today
due to social
distancing
guidelines



CALIFORNIA SEA LION

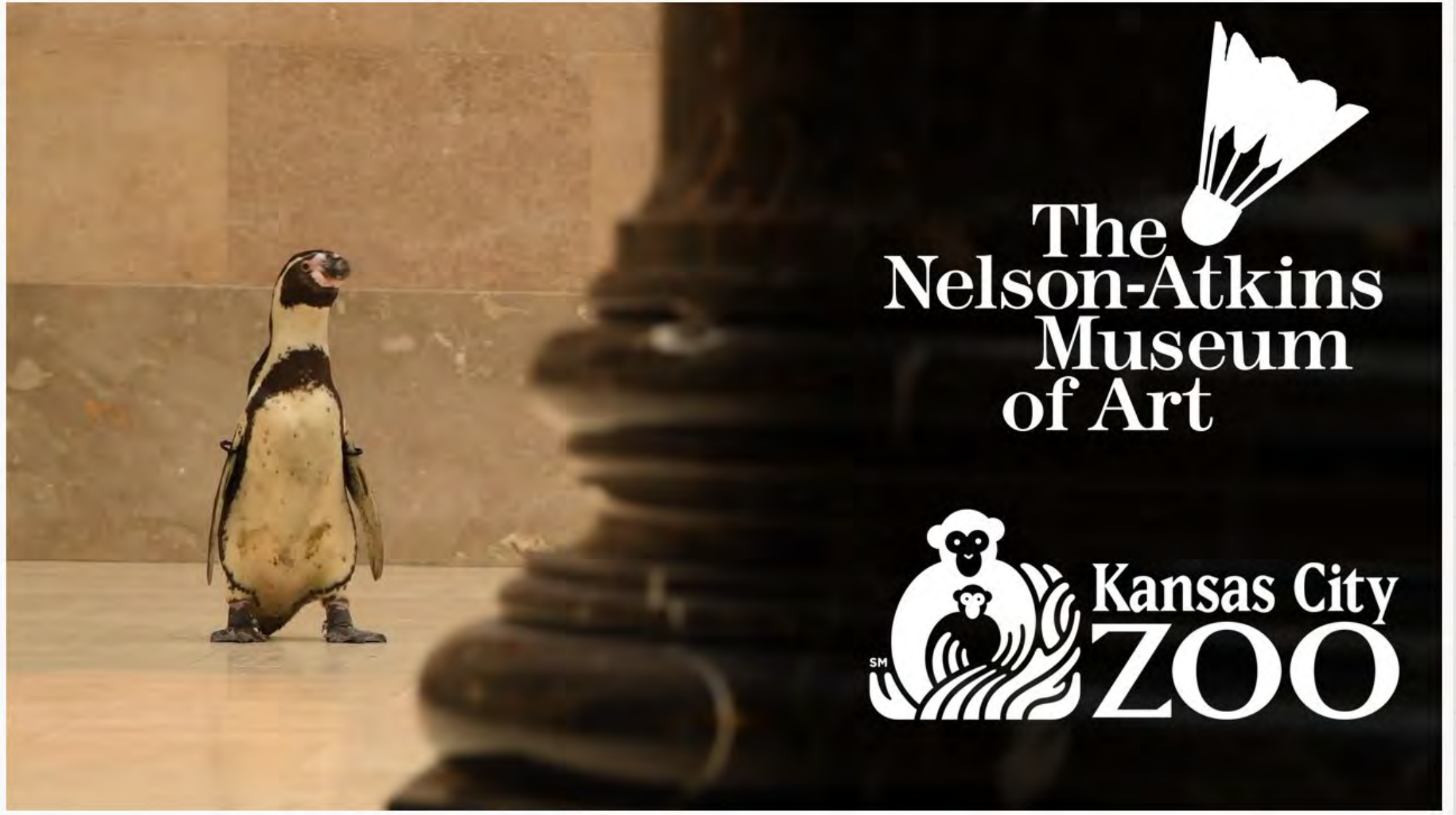
Otaria californiensis

• Lives along the Pacific coast of North America
• It's a very playful, social animal that is curious
• While they can breathe up to 10 minutes at a time, they
• and sleep 10-12 hours
• They build up to 1000 lbs. and can swim up to 10 miles
• They are very playful and love to play with each other
• They are very social and love to be around people
• They are very curious and love to see what's going on
• They are very playful and love to play with each other
• They are very social and love to be around people
• They are very curious and love to see what's going on
• They are very playful and love to play with each other
• They are very social and love to be around people
• They are very curious and love to see what's going on









<https://www.youtube.com/watch?v=C6buz-qJsNQ>









Rydables



DETROIT ZOOLOGICAL SOCIETY®



DETROIT ZOO ♦ BELLE ISLE NATURE CENTER

Out of Hibernation!



Out of Hibernation!



Basics of Reopening

- Date and time entry
- Member reservations
- Call Center support
- Limited capacity
- Some indoor spaces closed
- Digital maps only
- Modified retail and concessions



Thank You!

DETROIT ZOO

**Stay one tiger away
from each other.**

Keep Nikolai between you.

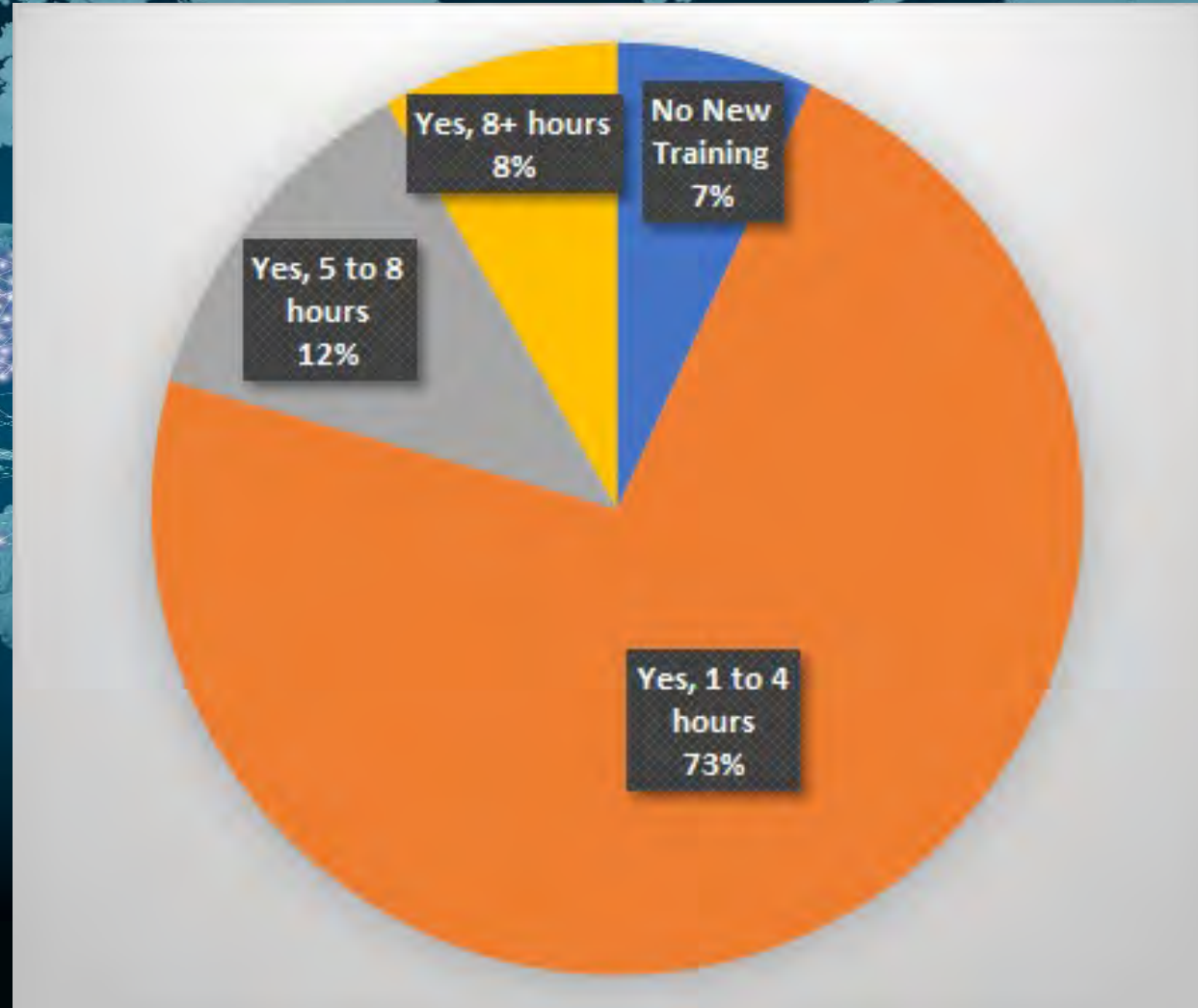
Nikolai is a 3-year-old Amur tiger living in the Devereaux Tiger Forest at the Detroit Zoo. Amur tigers are endangered in their native region of eastern Russia and northeastern China.



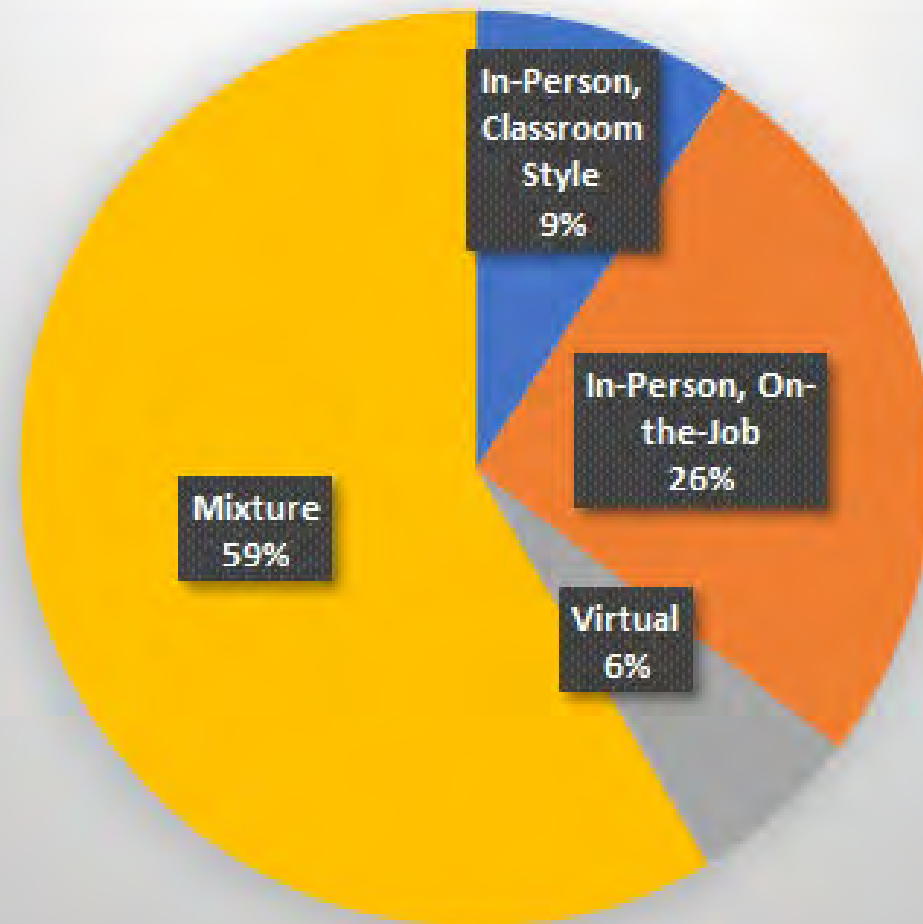
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TRAINING

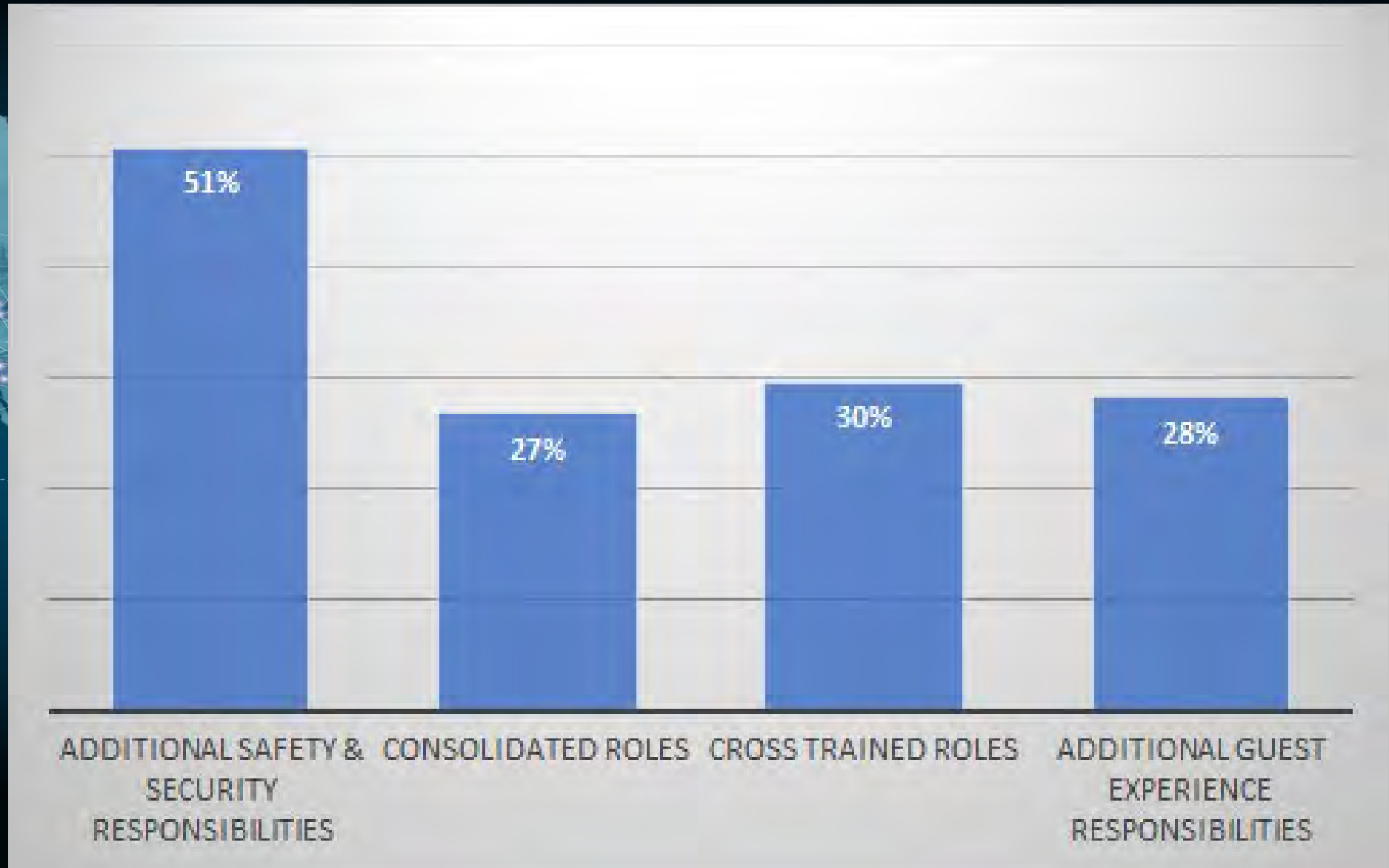
HAVE YOU DEVELOPED ANY NEW SPECIFIC TRAINING FOR COVID-19?



HOW ARE YOU DELIVERING YOUR COVID-19 TRAINING?



HOW HAS YOUR STAFF'S ROLES CHANGED?





Leading Teams to Successful Guest Engagement

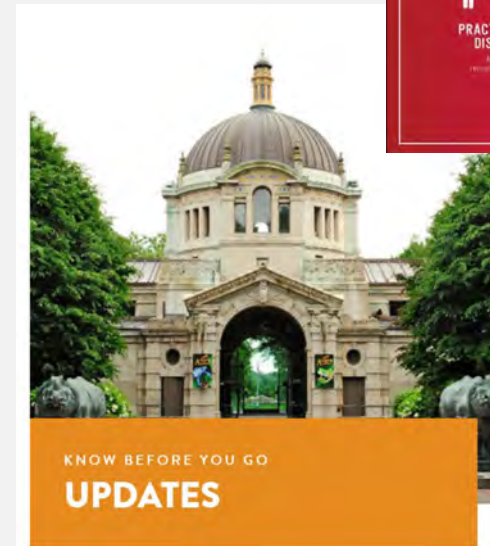
Preparing For New COVID-19 Guest Experiences

Reopening: Lessons Learned

*Re-evaluating your business:

- *Staffing
- *Operations (indoor/outdoor exhibits; bathrooms; guest flow)
- *Food and Beverage ops
- *Ticketing (shift to on-line sales/ capacity management)
- *Revenue generation
- *Health and safety rules/guidelines (state/local/site specific)
- *Addressing staff and guest concerns
- *Communication
- *Maintaining site standards/Mission/culture
- *Out-of-the-box solutions such as drive-thru zoo's!

Overall, we were just as busy CLOSED as OPEN!



Preparing For New COVID-19 Guest Experiences

*New Health and Safety Training

- *In-house training vs. purchased courses*

*Operational Training

- *New guest flow patterns, new entry procedures, new cleaning procedures*

*Staff Re-Hire/ New-Hires

- *Most teams had re-hires or absorbed from areas that were not in use (admissions cashiers, events, group sales, F&B)*
- *Modified training to 'bare bones' for some positions*

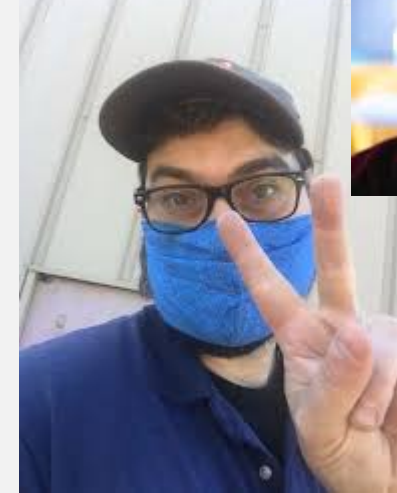
*Communication

- *Use existing meetings (AM/pre-shift) to communicate daily*
- *Constant re-evaluation, adjusting, communicating*
- *The importance of staying on message of your MISSION*



Preparing For New COVID-19 Guest Experiences

- *Communicating 'What to Expect' to Guests
- *Know the Rules, and know when they change!
 - Masks required vs. recommended
- *How to be 'Welcoming/Friendly' while wearing a mask
 - Body language/ hand gestures
 - Being expressive with your eyes
 - Signage/ ground markings
- *How to 'Engage' while wearing a mask
 - Practice (role playing) engagement and having the right words to use
 - "Welcome to ... thanks for coming today!"
 - "Just a reminder... you must have your mask on at this time!"
- *Training/Coaching doesn't stop after training!





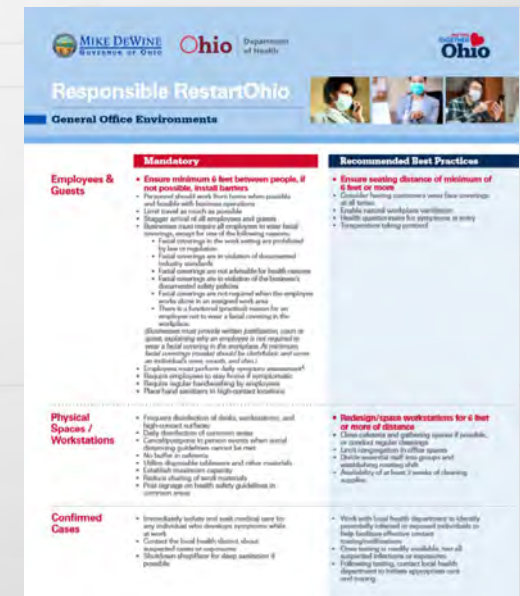
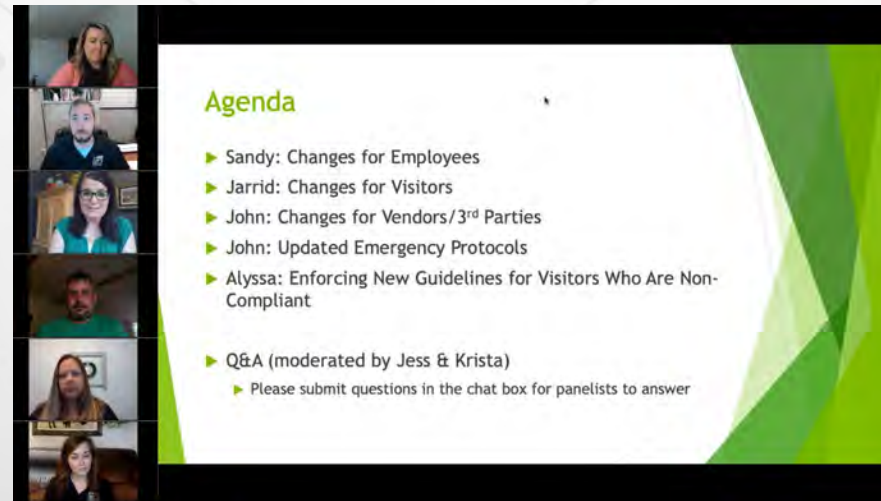
Staff Training at the Cincinnati Zoo & Botanical Garden

All Staff Update

- Held an “All Employee Webinar” to serve as the main update for all Zoo staff. (Zoo Way – COVID Edition)
 - Contained key information about changes inside the Zoo and how they would be affected.
 - Recorded to allow viewing for those who couldn’t attend as well as those we gradually bring back on board.

Specific Role Training (Front Lines)

- Step-by-Step guides for each Visitor Experience role. Provided in a number of formats to accommodate each learning style.
- Focus on bare necessities to survive the role, plus the importance of providing the best visitor experience possible within that role.
 - These folks are critical cogs of the Zoo and our success (Executive Director, CFO, VPs, etc. all playing parts in front-line roles).





phoenixzoo

ARIZONA CENTER *for* NATURE CONSERVATION

Training



Specialized Training and Operation Policies / Procedures from HR related to how to wear masks, what to do if you are sick, etc.



All training has been on-the-job training.

Training documents were created
Cross-Trained staff with no exposure to Order Entry were given one-on-one training with a more experienced Ambassador
For the most part, our processes and policies have remained the same, except for using Order Entry for all ticket sales.



Some specialized training on how to use new disinfecting chemicals have occurred.



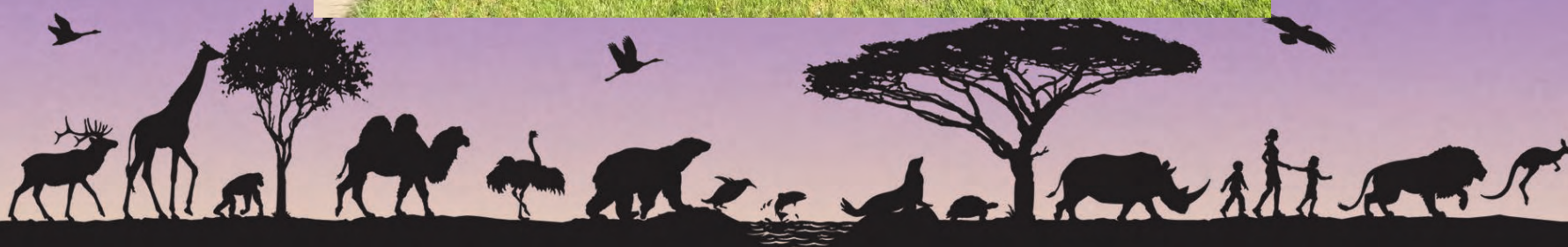
Re-established Norms

Pre-Shift / Morning Meetings occur daily
Operational Updates
Positive affirmation
Share the WINS
Have FUN
Empowerment

HR Specific Training

- PowerPoint Presentation sent to all staff via email.
 - Contained information about face masks and the do's and don't for wearing them.
 - Positive Guest Interactions with them on
 - Smile with your eyes
 - Exaggerate your movements in a positive way to encourage engagement
 - Wave and say hello
 - Speak clearly and upbeat
 - Use laughter to express a positive attitude
 - Be mindful of your tone; sarcasm can be lost while wearing a mask.
 - Creative ways to greet others while limiting exposure
 - Footshake
 - Air Hug
 - The “Classic” wave

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DETROIT ZOO ♦ BELLE ISLE NATURE CENTER

Out of Hibernation!

DETROIT ZOO

If you can
see someone's
whiskers...

you are
too close.



Visit the Amur tigers
in the Asian Forest

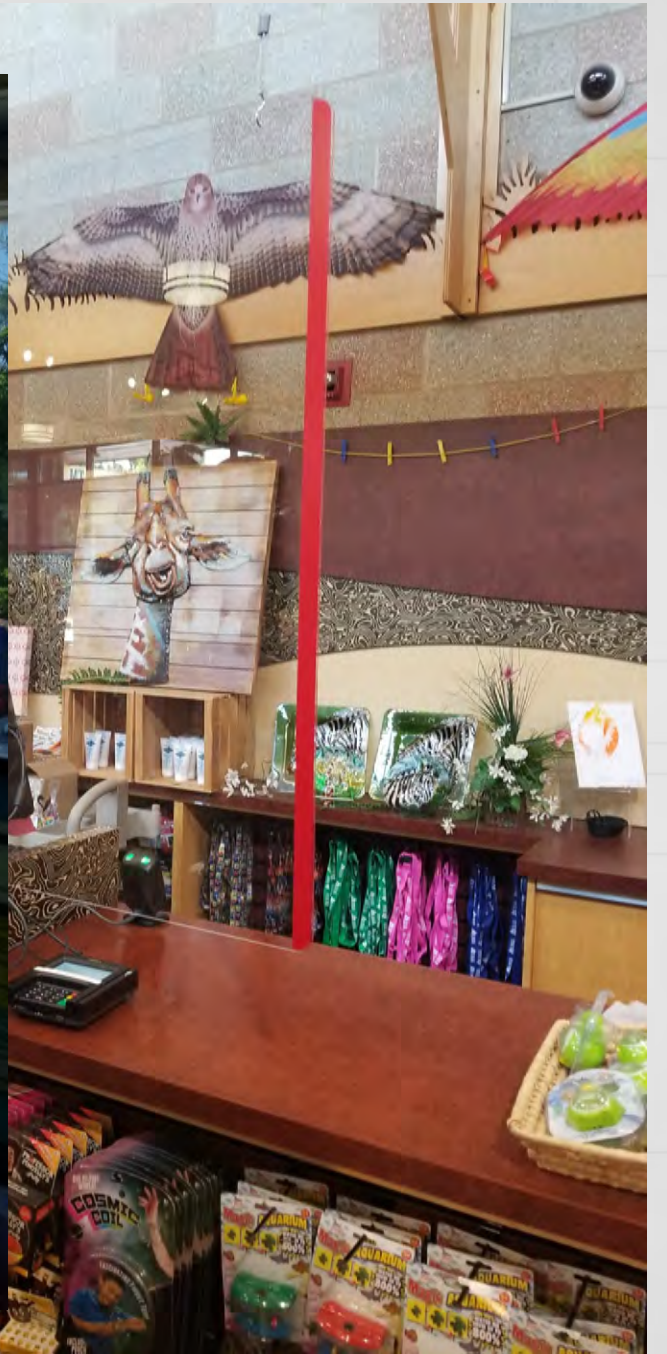
Thank you for
doing your part to keep
the pack safe!

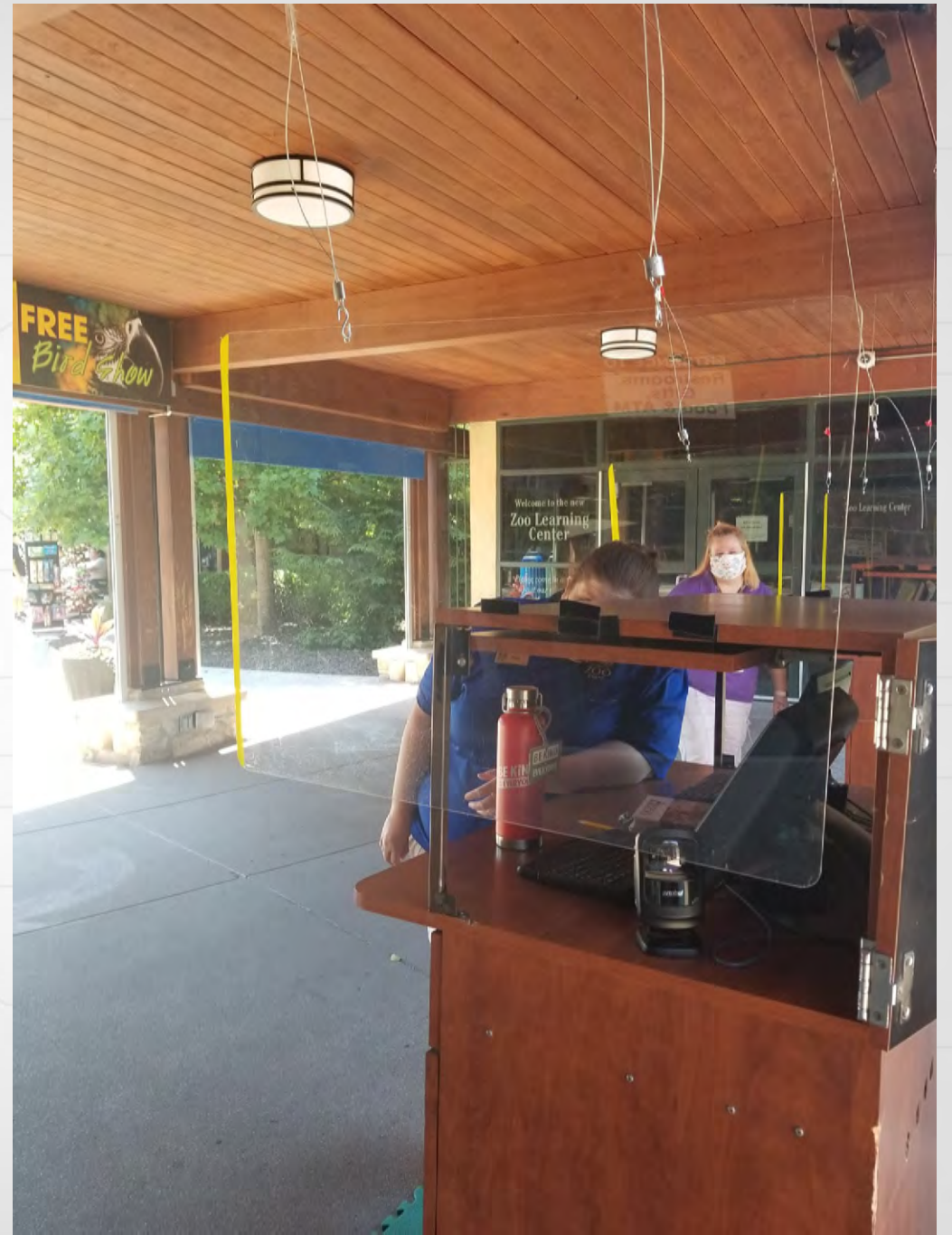


Daily Training

- Staff Day
- Soft Open
- DZ Daily
- Pocket Concierge
- Water Tower Intranet
- Learning Zen
- Opening FAQ
- Experience Surveys

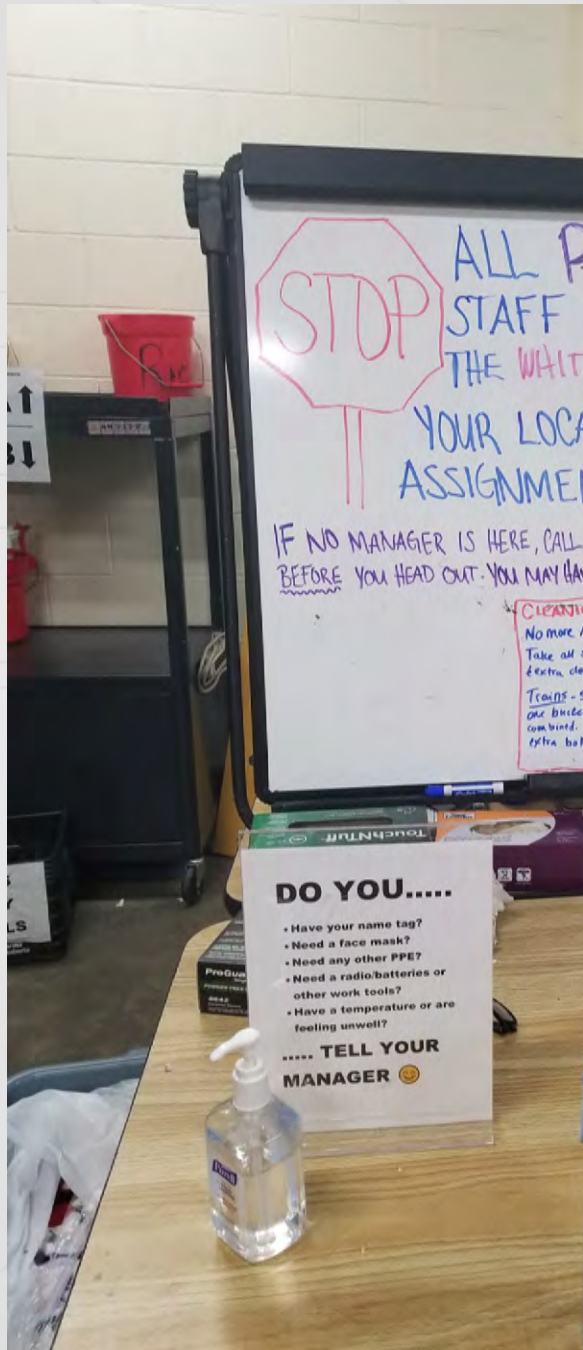












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