

SMALL GESTURE HUGE IMPACT

MetroLagoons Quarterly Culture Newsletter



A Message from Leadership

I am thrilled to be joining the MetroLagoons team, and I wanted to take a moment to share my excitement with all of you. As someone who has been in the industry for nearly 30 years I have seen and experienced a lot, but I have to say that I have been truly impressed by the quality of people that make up our team and the properties that we manage.

Whether you are working behind the scenes or are guest-facing, at an open Lagoon or one under construction, or in the corporate office, each and every one of you plays a vital role in ensuring that we are able to take care of the hundreds of thousands of guests that visit us every year. From those who take care of the manicured lawns and beds, to those who prepare the meals or drinks, sell the tickets, and keep our walkways and

water immaculately clean, I am grateful for everything each and every one of you does.

As we move into 2023, I am excited about the strong start we have had, and the upcoming Spring Break and Summer seasons. The anticipation of Mirada and Brightwater is motivating, and I am confident that, together, we will continue to deliver exceptional experiences for our guests.

I am looking forward to working with each one of you and supporting you as you share your passion for our mission, our guiding principles, and our standards. Let's continue to work together to make MetroLagoons the best it can be!

— Bryan Nadeau, Vice President of Operations

STANDARDS SPOTLIGHTS

STANDARDS

LEADERSHIP

ACCOUNTABILITY

GREATNESS

OPTIMISM

OPEN-MINDED

NEIGHBORLY

SAFETY



GREATNESS

Katherine, Bartender

"Katherine continuously goes **above and beyond** to **exceed guest expectations**, and if she doesn't know the right answer to their questions, she will find it for them," says Joe, General Manager at Epperson Lagoon. Even if she's busy, Katherine slows down and gives each guest her time. She finds **connecting** with guests and making them feel cared for is essential to their experience.

FUN FACTS: Katherine does gymnastics and powerlifting, wants to travel the world and has a cat she calls Little Man.

LEADERSHIP

Hailey, Lifeguard Supervisor

"Hailey takes the **initiative** when assignments come up and she is always the first one to step up and take on new challenges," says Dane, General Manager at Southshore Bay Lagoon. Hailey continues to push herself to be a better **leader** for her team. Hailey says that **teamwork** is what gets her through even the most stressful days.

FUN FACTS: Hailey hopes to one day travel Europe, loves Christmas and always has chips in her kitchen.



FEATURED REVIEW

"THIS PLACE IS A LAND OF PARADISE! LOTS OF FUN THINGS TO DO, THE OBSTACLE COURSE AND WATERSLIDE IS ABSOLUTELY SO FUN. I PROBABLY GO ON IT A BILLION TIMES LOL. LOTS OF VERY FRIENDLY PEOPLE & STAFF, AND ALWAYS A PLEASURE TO COME AND HAVE FUN. I EVEN MADE SOME FRIENDS THE LAST TIME I WAS HERE! I WILL DEFINITELY BE BACK HOPEFULLY THIS SPRING OR SUMMER!"

Guest at Epperson Lagoon, February 23

GUIDING PRINCIPAL WAVE MAKERS

Jasmine

Kitchen Manager



SAFETY & PROFESSIONALISM

"Jasmine has been a sponge when it comes to daily life at the lagoon and has a constant drive to learn more and more about the operation and execution of the Lagoon Life," says Dane, General Manager at Southshore Bay Lagoon. Jasmine says **learning** and **understanding** how other team members operate is essential to keeping everyone at the Lagoon safe.

FUN FACTS: Jasmine can play the violin and clarinet, loves fruit snacks and wants to sky dive.

Pedro

Lifeguard Supervisor



SERVICE IS THE EXPERIENCE

Pedro believes that helping Lagoon guests goes beyond water activities. He **encourages** his team to approach any guest who looks confused and **help** them with whatever they might need. "Pedro's **leadership** in the lifeguarding department always makes his staff feel good about the service they provide at the Lagoon," says Joe, General Manager at Epperson Lagoon.

FUN FACTS: Pedro's favorite holiday is Thanksgiving, hopes to one day walk the Appalachian trail and loves to box.

Nina-Simone

Operations Supervisor



INFORMED EXPECTATIONS

"Nina-Simone has exceptional customer service skills, she is **attentive to detail** and **willing to help** guests as well as other staff with any concern they have," says Dane, General Manager at Southshore Bay Lagoon. Nina-Simone says **communication is the foundation** of being able to provide clear answers and expectations to the guests.

FUN FACTS: Nina-Simone loves to plan a vacation, always has mozzarella sticks in her kitchen and her favorite holiday is her birthday.

QUOTE OF THE QUARTER

"The strength of the team is each individual member. The strength of each member is the team."

— Phil Jackson