

SMALL GESTURE

HUGE IMPACT

MetroLagoons Quarterly Culture Newsletter



A Message from Leadership

Since beginning in March, I have been fortunate to get to know many of our talented leaders and team members at all our lagoons. It quickly became clear to me our number one asset as a company is the people who serve every day and I feel fortunate to be a part of it. After spending more than twenty years in the hospitality industry, primarily theme parks, my goals are to share my experience and expertise, help develop our leaders and effectively serve the Operations team.

To continue to be successful, our focus on training, setting clear expectations and providing our team with the tools and resources they need will be critical. Our team members should be true ambassadors of MetroLagoons and we should challenge ourselves to help guide and support one another. We work in a dynamic and fast-paced environment so the need to effectively communicate cannot be overstated. We must hold ourselves accountable for our individual performance and always seek out ways to improve. As we continue to learn and grow in our roles my hope is that we can incorporate all the great ideas coming from you, so please don't hesitate to share your thoughts with me or your leadership team.

We all have a unique opportunity to make MetroLagoons the premier daycation destination and our efforts to provide exemplary service will strengthen our reputation and ensure our future success. I want to share my sincere thanks and gratitude for everything that you do to support our team.

— David Heaton, Director of Operations

STANDARDS SPOTLIGHTS

STANDARDS

LEADERSHIP

ACCOUNTABILITY

GREATNESS

OPTIMISM

OPEN-MINDED

NEIGHBORLY

SAFETY



ACCOUNTABILITY

Landyn, Admissions Team Lead

"Landyn is always ready to **support** her team in any way she can. "Not only does Landyn show up for every shift, but we can always **count on her** to take the lead on special projects around the Lagoon," says Hannah Pierle, Operations Manager at Epperson Lagoon, "she goes above and beyond every time she is here."

FUN FACTS: Landyn's favorite memory at the Lagoon is testing the bumper boats with her co-worker Grace, she wants to travel to Bora Bora and loves Christmas.

OPEN-MINDED

Adrianna, Grounds Team Member

"She is **always willing to help**, even with tasks outside of her job description," says the leadership team at Mirada Lagoon, "and she is always having a good time while doing it." Adrianna's favorite part of her job is stepping in where needed to keep the Lagoon running at its best.

FUN FACTS: Adrianna loves soccer, always has cookies and chips in her kitchen and has 3 pit bulls: Blue, Shorty and Shadow.



FEATURED REVIEW

"GREAT EXPERIENCE HERE. WE HAD A BLAST AND THE WATER WAS AMAZING. THE STAFF WAS FRIENDLY AND HELPFUL. WOULD DEFINITELY RECOMMEND VISITING HERE."

Southshore Bay Lagoon, May 5

GUIDING PRINCIPAL WAVE MAKERS

Jen

VIP Supervisor



SERVICE IS THE EXPERIENCE

Working in Cabana Cove gives Jen a better opportunity to **connect** with each guest and she strives to make the day feel like a true vacation. "Jen has taken Cabana Cove to the next level," says Amanda Richardson, Assistant General Manager at Epperson Lagoon, "her **consistency and leadership** have brought the level of service to a better standard."

FUN FACTS: Jen has one cat named Ocean, she wants to one day travel to Hawaii and has a huge collection of Opal.

Melanie

VIP Supervisor



INFORMED EXPECTATIONS

Through **communication**, Melanie and her team make sure everyone leaves happier than when they first arrived. "Our residents and guests alike have always raved about Melanie's **fun attitude** and demeanor behind the bar," says Dane Engle, General Manager at Southshore Bay Lagoon. Melanie is always transparent and **understanding** with the guests to ensure they have a great daycation.

FUN FACTS: If Melanie's team had a theme song it would be "I'll Be There For You" by The Rembrandts, her favorite snack is Gushers and she loves the Golden State Warriors.

Andrea

Lifeguard Supervisor



SAFETY & PROFESSIONALISM

With a positive attitude, Andrea works hard alongside her **team** and is always teaching them new things. "Andrea takes pride in supporting her team," says Dane, General Manager at Southshore Bay Lagoon, "she communicates well with them and her number one concern is everyone's **safety**. By making sure her team is always learning, they are able to keep employees and guests safe."

FUN FACTS: Andrea collects sneakers, loves Hershey Kisses and Fruit Roll-Ups and is a great basketball player.

QUOTE OF THE QUARTER

"If your actions inspire others to dream more, learn more, do more and become more, you are a leader."

— John Quincy Adams