

**Operators' & Attendants'
Manual
for
Amusement Rides & Attractions**

Operator Training Manual

Purpose

The purpose of this booklet is to assist ride operators and attendants to do their jobs in a professional manner. To do so will lead to guests having a safe experience of amusement, pleasure, fun, excitement, or thrill, as intended through participation in our amusement rides and/or attractions.

As a ride operator or attendant, you play a **KEY ROLE** in the success we achieve. You **APPEARANCE, COURTESY, ATTITUDE, and PROFESSIONALISM** in general will have a bearing on whether guests have a pleasant experience here and whether they will return for other visits in the future.

Guest Relations

In addition to providing our guests with a **SMILE, ATTENTIVENESS, COURTESY** and a **PLEASING DISPOSITION**, we are often called upon to **THINK FOR THEM**. It is important to keep in mind that, upon entering our gates, guests are seeking to leave behind their daily routine, replacing it for a while with a pleasurable, carefree existence. It is our **DUTY** to **POLITELY** but **FIRMILY** advise them when they are violating **SAFETY RULES**.

Environment

Complementing our treatment of guests is the physical environment, which we provide them. If our guests' reaction to us is to be positive, we must surround ourselves with a **CLEAN, LITTER- FREE, ENVIORMENT**. Moreover, trash, litter, grease, and oil are **SAFETY HAZZARDS** when allowed to accumulate in ride areas or anywhere on the grounds. A part of everyone's daily routine would be to **CLEAN UP THE ENVIORMENT** by **PICKING** of **LITTER** and **TRASH**.

In summary, our philosophy becomes a reality when we bear in mind the equation: **COURTESY+ SAFETY +ATTITUDE + CLEANLINESS = PROFESSIONAL OPERATION**

Of these factors, however there is no question of the foremost importance of one: ***"TAKE AN EXTRA STEP FOR SAFETY"***

Ride Operator and Ride Attendant Responsibilities

It is the responsibility of all ride operators and attendants to insure an efficient ride operation by enforcing all regulations as well as those operating procedures dealing with the safe, efficient operation of the rides and/or attractions you are trained on. The only difference between a ride operator and an attendant is a ride attendant may **NOT OPERATE THE CONTROLS** of a ride. Other than this difference, the responsibilities will be the same and will include, but may not be limited to the following.

- Receive ride assignment from your supervisor and pick up the supplies needed for your ride.
- Report to work at the proper time. Be ready for work when you report.

- Make certain your personal appearance is in keeping with the accepted standards of company policy.
- Sweep ride areas, wipe cars and ride seats and clean and/or polish cars, boats, or trains so the ride has an appearance that you would compliment
- Make a final test run of your ride before opening for the day to make sure everything is ready.
- Check to be sure that everyone meets the admission requirements and height restrictions of your ride. When enforcing these restrictions, be tactful, courteous and consistent.
- Conduct yourself in a responsible manner.
- Be polite, treat your customers with the utmost courtesy.
- Load the ride, directing guests to their seats making sure that proper load balance is maintained. PAY SPECIAL ATTENTION to guests with special needs.
- Help the guest lock all SAFETY BARS, BELTS, CHAINS, STRAPS, etc. Make an ACTUAL SAFETY CHECK, before starting the ride.
- Inform the guests of the proper riding instructions. Direct them while loading and unloading, providing assistance to any guests, young or old who may benefit from such assistance.
- Make your instructions audible, and in a courteous and friendly manner, as guests respond more favorably to a polite request than to a blatant command.
- Position yourself at the ride as instructed and do not congregate at one area as this tends to distract your attention from the ride.
- Operate the ride according to the instructions given during your orientation period and those given in your operating manual. Do not over speed your ride or increase the ride time. (Note: Ride attendants are there to assist in loading, unloading and ushering guests. They are NOT ALLOWED TO OPERATE THE RIDE.)
- Keep a watchful eye on the ride while it is in motion, never turning your back to the ride, never leaving your position or talking to passing friends while operating the ride. Closely observe the reaction of CHILDREN who are riding.
- Keep your work areas as clean as possible during the day.
- STAY ALERT, SAFETY - CONSCIOUS and READY TO ACT should any unusual situations occur.
- Be prompt about returning from your break.
- Maintain a positive attitude at all times. If there is a problem, discuss it with your supervisor ONLY.
- Report any unusual activities or conduct to your supervisor IMMEDIATELY.
- No CELL PHONES, PAGERS, MP3's, ETC. while on duty.

Unusual Situations

The following is a list of unusual situations you may encounter and the procedures you should follow in these situations.

Mechanical - Although the rides are inspected before each operating day, minor mechanical difficulties are bound to occur. Should this happen on your ride, immediately notify your RIDE SUPERVISOR ONLY. The supervisor will inform you as to what

procedure you should follow. The ride should be closed until the problem can be rectified. If, at any time, you hear any unusual NOISE or the ride does not appear to OPERATE PROPERLY, CALMLY, UNLOAD THE RIDE, and notify your supervisor IMMEDIATELY. Notify the guests waiting in line that the ride will be closing temporarily and will hopefully open again shortly. If you and your Supervisor anticipate a lengthy wait, please advise guests to return later in the day. Apologize for the inconvenience.

Weather - Weather conditions can interfere with your ride's normal operation. Some rides remain open during inclement weather; however, others must be closed for safety reasons. Your Ride Supervisor should be aware of storm procedures and inclement weather operations. If your Ride Supervisor is not immediately available, and you have a question about continuing your ride operation in the inclement weather, contact your supervisor before continuing operation. Generally, in heavy storms and heavy rain, all rides will close temporarily. Wait for clearance according to the ride owner's policy before reopening your ride.

Guest Complaints - Some of our guests may have problems or complaints, and you may be expected to handle these complaints. REMAIN COURTEOUS. Never ARGUE, with a guest. Attempt to answer the guest's complaint. If you don't know the answer, contact your Supervisor. If the problem cannot be resolved, you should POLITELY, direct the guest to the office. More often than not, however, a complaint can be resolved simply by politely listening to the guest.

Injury to Guest/Employee or Damage to Equipment - Another unusual situation that may occur on your ride is an injury to a guest or employee, or damage to ride equipment. No matter how hard we try to prevent them, these incidents do occur. DO NOT TAKE THESE INCIDENTS LIGHTLY; SPEAK ONLY TO YOUR SUPERVISOR ABOUT THE INCIDENT, AND NO ONE ELSE. Remember to handle these situations PROFESSIONALLY and in a CONFIDENTIAL manner. REMAIN CALM, and follow these 6 steps:

- Contact your Ride Supervisor.
- Give your name and exact location.
- Describe extent and nature of any injuries.
- Assist injured persons until FIRST AID arrives.
- Keep all spectators away from the scene.
- DO NOT MAKE ANY STATEMENTS OR COMMENTS to ANYONE, other than your supervisors or other persons authorized by the company.

Handicapped Guests - During the course of your work, you will meet and deal with many different types of people. Of particular importance are our many handicapped guests, who may require special attention and some extra help at times. Handicapped guests may feel insulted or hurt by phrases such as, "Put the wheelchair over there". When dealing with handicapped guests, deal with the guest and not the handicap. They will appreciate your efforts.

We set very high standards for all our of ride operators. We expect you to be courteous to all of our guests while providing them with the safest possible rides. Remember THE SAFETY OF OUR GUESTS IS IN YOUR HANDS. We expect you to provide our guests with the finest quality of service possible. Remember, you are in the business of providing entertainment for our guests. Go about your job in a positive frame of mind, complete your responsibilities as expected, and enjoy your role as one of the **MOST IMPORTANT MEMBERS OF OUR STAFF**, the operator or attendant of our amusement rides.

Ride Operator and Attendants General Rules

1. All employees must be in proper attire at all times when inside the ride areas. This includes the time involved in reporting to and leaving work.
2. Keep your ride and surrounding area clean.
3. Smoking, eating or drinking is not permitted on any ride; this applies to the OPERATOR, ATTENDANT, and GUESTS.
4. For SAFETY reasons, all guests are required to wear shoes and shirts while riding.
5. No one except operators or maintenance personnel is allowed in work areas. Watch closely to see that guests do not wander into these areas.
6. Operators on duty in uniforms are not allowed to ride.
7. Pets of any description are not allowed on rides.
8. Do not permit any running or horseplay by guests while on a ride. Politely ask guests to walk to and from the ride.
9. Operators should watch closely for anyone throwing objects out of cars on the ride.
10. Always keep as many cars on the rides as needed in striving for safety and capacity, bearing in mind that proper load balances must be maintained.
11. Pay attention to all gauges on your ride for correct reading. Never run your ride faster than design speed. If a discrepancy occurs, close the ride and contact your Supervisor.
12. While your ride is in motion, if a strange noise develops, shut the ride down immediately, unload, and contact your Supervisor.
13. Do not alter the pre-set audio levels.
14. Do not overload your ride at anytime. For example, when cars are designed for two people, never put a third person in.
15. DO NOT take CASH for ride passage.
16. Before starting your ride, check all safety straps, chains, and bars to make sure they are correctly fastened.
17. DO NOT ALTER the LENGTH of the ride.
18. Absolutely no loitering is permitted.
19. Do not sit on hand railings or ride fences.
20. Breakdowns must be reported whenever your ride is shut down during normal operating hours.
21. Be especially ALERT whenever small CHILDREN are on your ride, as their actions are often sudden and unpredictable.

22. STAY at your ride at all times. Leave ONLY when taking ASSIGNED BREAKS.
23. WATCH YOUR RIDE at all times, USE COMMON SENSE.
24. NO CELL PHONES, PAGERS, MP3, s, ETC. are to be used while on duty.
25. ALL RIDE OPERATORS must perform a daily PRE-OPENING INSPECTION of their ride. This inspection must consist of a visual check of all CARS, SAFETY DEVICES, BELTS, CHAINS, STRAPS, RAMPS, GATES, and the GENERAL APPEARANCE of the ride. ALSO the ride must be OPERATED a COMPLETE RIDE CYCLE before OPENING TO THE PUBLIC as required by ASTM and the COMMONWEALTH of PENNSYLVANIA. This action must be DOCUMENTED and a COPY OF THIS MUST BE KEPT ON SITE.

Your Attitude Matters

In today's world, SAFETY AND ATTITUDE are two words that need to be emphasized because they are important and affect our way of life. In exploring the meaning of the two words, SAFE means having escaped injury or damage; unharmed; free of doubt or error. ATTITUDE is a state of mind, behavior or conduct. These two words can affect almost every person, regardless of lifestyle.

Whether a person participates in a sporting event, labors at a trade or works in the amusement ride industry, job performance and quality of workmanship depend on the person's outlook and reflect on the performance of the job.

The difference between winning and losing a sporting event can depend upon a person's mental attitude. As for the operator, not only does his mental outlook decide his future, but is also affects the people who ride the machine his is operating. A bad attitude leads to poor workmanship, which could result in a malfunction and possible personal injury to the patron or employee.

The amusement ride industry's role in handling and transporting people depends upon the operator and attendant's attitudes. Operating a ride in a safe manner protects the customer and could save a person from serious harm. The operator's role in transporting the patron certainly plays an important part; not only is he responsible for the patron, but his safe working habits and attitude can affect the safety of others as well as his own safety.

A safe attitude can play a BIG role in all our lives. By staying in the right frame of mind, we can accomplish all things we attempt in a safe manner. Safe attitudes do protect lives. Think safe with a good attitude. Remember – your attitude matters.

Skill Leaves Nothing to Chance

A professional ride operator develops skills by learning all the characteristics of the machine he/she is operating.

1. Read the operation manual and pay close attention to the instructor.
2. Learn the sound and feel of the machine.
3. Learn what to do if there is a change in its sound or performance, such as shutting down the ride immediately and determining the causes or calling your Supervisor to determine the causes.
4. Know the maximum speed and loads of the ride and do not exceed them.
5. Be ready for work at call time.

6. Be polite and courteous to the patrons.
7. Observe the techniques of other professional operators. Remember skill leaves nothing to chance and neither does a professional operator. **DO NOT DEPEND ON LUCK**; develop the knowledge and skill to be a **PROFESSIONAL OPERATOR**.

What Affects Your Job Performance

Alcohol - There is no doubt about it: Alcohol is the most abused drug in America today. Drinking is involved in a large percent of all accidents in this state. A lot of people have wrong ideas about alcohol. We'll mention three of them.

- “**DRINKING ALCOHOL INCREASES EFFICIENCY**”. Alcohol is not a stimulant. It is a depressant. Alcohol hits you first in two places: in the brain (dulling your judgment) and in your reflexes (making them unreliable).
- “**IF YOU HAD TOO MUCH TO DRINK, COFFEE, MILK OR FOOD WILL SOBER YOU.**” This is also a wrong notion. Only time will sober you. Alcohol leaves the body at the rate of about one ounce per hour. Once the alcohol is in your body there is nothing you can do to hurry the process.
- “**IF YOU STICK TO BEER OR WINE**” you won't get drunk.” Untrue, it's alcohol that causes the problem, not the form in which you take it whether liquor, wine or beer.

That old saying, “**IF YOU DRINK, DON'T DRIVE**” is still true. It is especially true if your livelihood depends on your ability to **OPERATE** any **MACHINERY**. If you are **OPERATING** a ride while under the **INFLUENCE** and have an **ACCIDENT**, your troubles are multiplied and could very easily **CHANGE THE REST OF YOUR LIFE ...** for the worse.

Drugs - Americans use a lot of drugs; many of them are prescribed by physicians. Others are bought over the drugstore counter. There are medicines for colds, fatigue, tension, depression and many other conditions. Many of the drugs we take carry a warning that dizziness, drowsiness or sleepiness may be a side effect. We are warned not to drive a vehicle or operate machinery if any of these effects are present. Often we don't read labels and therefore we don't know the dangers. Medication can have effects that severely interfere with your ability to operate a ride.

Operating a ride is a full-time job. You need to be at your best: physically, mentally, and emotionally. Medications, both non-prescription and prescription, can be extremely dangerous. You may suffer side effects and therefore become less alert and less in control of your reflexes than you would be under normal circumstances.

It is especially dangerous to operate a ride when you mix drugs with alcohol or other drugs. If you take medications for such conditions as nervousness, being overweight, high blood pressure, hay fever and asthma, and then take only one ounce of alcohol, the mixture of these can become many times more dangerous. They are dangerous enough by themselves.

Remember these things when you are getting ready to operate the ride. Don't endanger YOUR OWN LIFE and the LIVES OF OTHERS by OPERATING A RIDE OR ATTRACTION, when you are not at your BEST.

Fatigue - Operating a ride is work. It is tiring. It takes specialized skills. A person must be in good physical, mental, and emotional condition to be a good operator. Many safety experts believe that an operator's mental and emotional state has something to do with almost every incident.

Most people think of a person being unfit to operate a ride when he or she has been DRINKING. But fatigue can be just as dangerous to an operator. Extreme fatigue may lead to a dream state, or moment of dozing at the controls. Operating a ride under these conditions can be disastrous.

Boredom is common among ride operators, especially on days requiring long hours of operation. Your senses become dull, your eyes become fixed and you are not alert to situations around you. You may become "hypnotized" and unable to react. Before you know it, you can be involved in an incident. Inattention can kill or injure if you're operating a ride. It is important to keep your eyes moving – checking every aspect of the ride. If you feel boredom or fatigue slipping up on you, see if you can take a short break. At least, walk around and stretch your legs. This could save a life.

Professional Operators Keep Their Cool

It is a dangerous practice to take Amusement ride integrity and operator responsibility for granted. When companies select ride operators, they consider the competence, dependability, mental, and physical fitness of the individuals. It is then up to you, the professional operators, to live up to the responsibility that is placed upon you. Professional operators must know how to operate the rides properly and safely and react correctly to every situation.

- Professional operators, check their machines thoroughly before opening them and document their inspection.
- If there is a problem a professional operator, will report it immediately to the proper person(s).
- Before and after each shift, professional operators check the brakes, controls, hoist, warning devices and lights.
- Common hazards, such as co-workers working in the area, are known to the professional operators.
- Professional Operators avoid quick starts and jerky stops, and bring rides to a complete stop before reversing direction or unlatching safety restraints for patron unloading.
- Professional operators know the company rules and are courteous.
- Professional operators know their machine and the conditions of the job. They have a sense of safety, operating the machines properly, efficiently and alertly.
- Professional operators know their jobs and perform them properly and effectively.

Slips and Falls

A slip or loss of footing happens about as suddenly as anything you can imagine. It comes totally unexpected – a complete surprise – and the fall that follows is just

as sudden. A slip and fall can happen almost any place and can be caused by a number of things – like spilled liquid on a deck or platform on which you suddenly step and away you go. Be careful. Watch your step. Be alert to possible causes of slips and falls for yourself and the patrons. WE DON'T WANT ANYONE HURT.

Protect Yourself – Prevent Fires

Fire can destroy your job, your income and even you life. Fires can be prevented. It's a fact that most fires are caused by poor housekeeping, poor judgment, carelessness, ignorance and failure to follow instructions. Fire prevention is everybody's job. Don't be a litterbug. Don't smoke in "No Smoking" areas. It's your job to see that you and your co-workers don't become litterbugs. Litter that piles up becomes a fire hazard. Throwing trash and litter under the ride is an act of poor housekeeping.

If a fire or emergency occurs. DO NOT PANIC – STAY CALM – follow the plan. Know where the fire extinguishers are located. Do you know the proper extinguisher for each type of fire? For example, don't use water type extinguisher for on electrical fires. Remember, direct your extinguisher or hose at the base of the fire. Keep low, out of the heat and make sure you always have a clear path to the exit. Your life comes first.

Class A Ordinary combustibles, such as fire burning in wood, cloth, paper, and rubbish, rags, shavings and packing materials.

Class B Flammable liquids and gases, such as fires fueled by gasoline, oil, grease, paint, and paint thinner, propane and others.

Class C Electrical equipment fires, occurring in motors, controls, wiring, or those caused by electrical current.

Class D Combustible metal fires, such as those caused by zirconium, lithium and sodium.

There are basically six types of fire extinguishers.

- Water
- Chemical foam
- Compressed gas
- Dry chemical
- Multipurpose dry chemical
- Dry powder

Water-type extinguishers include pump tanks, stored pressure or those propelled by cartridge. They work by cooling the fire: use on Class A fires only. Type 2 – chemical foam – smothers the fire with foam: used on Class A and B fires. Type 3 – compressed gas (carbon dioxide) works by smothering the fire with gas: this type can be used on Class B and C fires. Type r – dry chemical – (stored pressure or

cartridge operated) smothers fires with a blanket of powder: use this on Class B and C fires. Type 5 is multipurpose dry chemical, which also works by smothering the fire with a blanket of powder: this extinguisher is the most versatile and can be used on Class A, B and C fires. Type 6, the dry powder type, is for different combustible metals and can be used on Class D fires. Check the extinguishers at your area. Are they the proper type? Are they checked regularly?

In conclusion, let's make a checklist to see if we are practicing fire prevention.

- Trash and litter – no unnecessary accumulation
- Housekeeping – rides and area neat and clean
- Fire Extinguishers – well-marked and the right types
- Hazardous materials – stored in designated area
- Exits – unobstructed
- Wiring – Good connections, good grounds
- Smoking – only in designated areas
- Equipment – keep clean and use properly
- Flammable materials – handle with care
- Evacuation plan – practice – know your exit

GENERAL INFORMATION

Ride Assignments

Once you have checked in with your Supervisor, please get to your assigned ride as soon as possible. When you arrive at your assigned ride, begin your PRE-OPENING INSPECTION. After your inspection, complete the proper documentation. Clean and tidy up your ride and area.

Ride Closing Procedure

At the end of each operating day, ALL rides must be turned off at the main circuit breaker or disconnect for that ride. The panel containing the main circuit breaker or the main disconnect must be locked. On some rides, maintenance will perform the closing procedures. If in doubt about who closes your ride, check with your Supervisor. Strict adherence to this procedure is mandatory.

Property Damage

At times, guests will report damage to articles of clothing or personal property. In these situations, give your complete attention to the guests and refer them to your Supervisor.

Grooming and Personal Appearance

To ensure that all employee impressions on our guests are positive, appearance is important. It is every Supervisor's responsibility to enforce all policies pertaining to correct wardrobe attire and to enforce the grooming standard for all employees.

Grooming guidelines for ride operators and ride attendants follow:

HAIR – Hair must be neatly trimmed and well-groomed.

BEARDS AND MUSTACHES – Male employees may wear neatly trimmed beards and/or mustaches, which **MUST** be mature at hire date. They should not be grown during season if you begin working without one.

COSMETICS – All should be conservative regarding amount and color.

JEWELRY – Personal jewelry like rings, watches, necklace, should not worn around machinery.

Serious Illness or Injury to a Guest of Employee

1. REMAIN CALM – do not move any injured person unless absolutely necessary.
2. Assist injured persons until FIRST AID arrives.
3. Keep all spectators away from the scene.
4. NEVER DISCUSS THE INCIDENT WITH ANYONE, other than your SUPERVISOR, or other persons authorized by the company.
5. Never make comments, even in jest, regarding the cause of the accident.

Loss of Area Lighting or Power

1. Reassure all guests and ask them to REMAIN where they are until emergency lighting or power is restored.
2. Call the Ride Supervisor.
3. Assist guests exiting dark areas of the rides.
4. Remain at your work area unless otherwise directed by management or security.

Evacuation

1. In an orderly fashion, direct all persons to the nearest exit.
2. Secure and lock rides.
3. Leave the area immediately. Do not return to get any items.
4. Do no make comments or statements.
5. Follow the directions or management or security.

During Storms

Most summer storms tend to pass quickly. If you must leave your ride for shelter during the storm, you should return as soon as the bulk of the storm has passed. At this time, everyone can start to wipe and dry rides, pick up any debris in the ride area and prepare to open. **An operator should never reopen a ride without receiving clearance from maintenance or the ride supervisor.** While you are drying the rides, **DO NOT FORGET** about the guests waiting to ride. In a courteous manner, try to inform them of the probable opening time of the ride.

After the Storm

After an electrical storm with extreme wind and rain, completely check your ride BEFORE RE-OPENING. If you have any problems contact your supervisor before putting your ride back in service. **IF YOU ARE NOT SURE, ASK?**

Maintaining our Standards

Throughout this manual, three ideas have been stressed repeatedly – SAFETY, COURTESY, AND CLEANLINESS. These are key factors necessary to maintain a consistent quality of entertainment. Any action or appearance which might jeopardize the quality of our operation is unacceptable. If mistakes are made, our primary concern is to correct them. We need to know and encourage you to report

an error if one is made. Attempting to conceal an error or mistake accomplishes nothing, and can create a UNSAFE situation

We all want to have fun while working. We must never lose sight, however, of the fact that we are to do a job – namely to provide each of our guests with the highest quality of entertainment.

Finishing Touches

1. Always be aware of how your look and appear to our guests. Please do not slouch prop your feet, or lean; and avoid talking at length or loudly with another operator about your social concerns.
2. Remember that our guests ALWAYS come first. You may never insult, argue, be discourteous or use profane language in the presence of our guests.
3. A SMILE is the most important part of your attire. Always smile and maintain a pleasant speaking voice when asking for cooperation from our guests. You will find it is much easier when you do not yell or scream.
4. When a ride shuts down, our guests do not need to know the technical problems, but should be informed of the possible waiting time. Someone from the ride should stand at the ride entrance to inform the guests and to offer possible alternatives if the wait will be lengthy. Alternatives would include going to another ride or show and returning later in the day when they see the ride in operation. It is always a good idea to overestimate ride downtime rather than to underestimate it.
5. During the day, try to keep the guest waiting area clean as possible by picking up large cups and paper. This can be done on the way to and from breaks. It makes for a more pleasant appearance to the ride.
6. If you do not know the answer to a guest's question or are unable to handle a situation or resolve a problem, tell the guest you will put him/her in contact with someone who can.
7. A basic rule to remember is this: **PUT YOURSELF IN THE SHOES OF OUR GUESTS, DO YOU LIKE WHAT YOU SEE.**

Receipt of Ride Operations Manual – Confirmation

Please Read:

I hereby acknowledge that I have received and read a copy of the Ride Operators Manual. I have agreed to abide by all company rules and regulations contained in the manual.

EMPLOYEE NAME (Please Print)_____

DATE_____

EMPLOYEE SIGNATURE_____

Your first few days with new responsibilities are extremely important. Feel free to ask questions regarding anything you are not sure of. Proper training and effective communications will assist you in doing your job well and feeling positive about it.

Please answer the following questions, as they are indicators of your progress.

Thank You.

Answer Yes or No:

A. Do you know who your supervisor is?

B. Do you know the chain of command?

C. Do you feel that you have been given an adequate introduction and training for your job?

D. Were you properly trained on how to perform a Pre-opening ride inspection?

E. Were you shown how to document your opening inspection?

F. Do you know where the nearest fire extinguisher is located?