



OPERATED BY BEMBOM BROTHERS LTD

# STAFF HANDBOOK

# WELCOME TO DREAMLAND

As a new member of our staff either permanent or seasonal, full time or part time, we would like to welcome you.

As an expanding company our staff numbers are growing every year.

The purpose of this booklet is to help you to settle in quickly and to guide you so that you will enjoy your stay with us.

We hope that by following our rules and advice you will help to make this company a pleasant place to work.

A handwritten signature in black ink, appearing to read 'Bob B. de Boer', with a long horizontal stroke underneath.

**Bob B. de Boer**  
**Managing Director**

# INTRODUCTION

Make sure you read this booklet, it is your personal copy and is given to each member of staff at the start of their employment. The rules and regulations are for you to comply with and are to help guide you in the right direction during your employment with us.

During training and your early period at work, your Supervisor or Manager will instruct you in the detail of your particular operation.

However, what you will find throughout your stay with us is that we have three basic rules when working at Dreamland.

1. SAFETY
2. COURTESY
3. CLEANLINESS

and two words which you will find used often at Dreamland "COMMON SENSE".

Never be upset if anyone reminds you of the basic rules, because without them there would be no Dreamland, no guests, and for you, no job.

# SAFETY

It's listed number one and it is top priority at Dreamland.

You will be given full instructions by your Supervisor or Manager on the safety rules and regulations for your department, but we all follow:-

1. Report every accident or injury, no matter how slight, to your Supervisor or Manager. Do not discuss accidents with anyone other than your Supervisor or Manager unless instructed to do so. No one at any point should speak to the Media.
2. Take care when using machinery of any kind – all instructions must be followed and anything provided in the interest of health and safety must not be interfered with. Protective clothing is provided where necessary and must be worn.
3. Report any faulty equipment, hazards or dangerous work habits to your Supervisor or Manager, so that they can take appropriate action immediately.
4. Keep your work area tidy and clean up spills of grease/water/food immediately.
5. Never run or indulge in horseplay.
6. Always be alert to help protect our guests against possible hazards, ensure that they are informed of and that they comply with any safety regulations or warnings.

## FINALLY ON SAFETY

At Dreamland we are concerned with producing the safest possible working conditions for our staff and also with protecting the guests from possible accidents and mishaps.

Comprehensive training will be given on the operations and duties relating to your working area and also on all reporting procedures.

**IF IN ANY DOUBT WHATSOEVER, STOP, CHECK AND IF NECESSARY CALL FOR ASSISTANCE.**

# COURTESY

Courtesy plays an important part in all our departments at all times, no matter how busy you are always:-

- take time to help that elderly lady or gentleman going up the stairs.
- take time to help that person in a wheelchair.
- take time to help that child find his "lost" parent.
- take time to be pleasant with visitors and remember to smile (this does not mean encouraging the opposite sex to hover around your place of work).

Our personal experience, good or bad, often makes the deepest impression – the personal touch is therefore a vital ingredient in the success of our company.

Make your job fun and you will be surprised at how fast the hours flash by.

It always helps to use friendly words – "please" and "thank you", "have a good day", "enjoy yourself" are all words that make a happy place of work.

Never, never shout or abuse a guest in any way. Patience and tolerance under all sorts of conditions are a very important part of our tradition.

# CLEANLINESS

What we aim for is "cleanliness", both in the company itself and all its employees.

Your area of work has to be spotless at all times no matter how busy you are. Cleanliness is essential in all departments.

All employees are absolutely forbidden to eat, drink, chew gum, read or smoke whilst at their work place or in any public area.

**FOR EMPLOYEES** – the "LOOK" is an important combination of clothing and grooming. Anything which is offensive or detracts from the image we are trying to build is not allowed.

If you personally look smart you will get into the habit of keeping your work place and the area around it spotless as well.

**YOUR APPEARANCE AND ATTITUDE IS VITALLY IMPORTANT TO THE COMPANY – YOU ARE OUR IMAGE AND THE MEMORY OUR GUESTS TAKE HOME WITH THEM.**

# UNIFORM

Most employees are provided with a uniform, jacket dress or special clothing and you must keep this clean and in good repair at all times and return it to us on completing your employment.

If any part of your uniform becomes damaged or lost in any way the employee will be required to pay the value of such item.

## YOUR APPEARANCE

### 1. For Everyone

All employees are required to provide their own appropriate shoes. See that your shoes are clean, hair neatly arranged and hands are clean. Wear your badges at all times.

### 2. Males

Male employees are required NOT to wear earrings of any description. All tattoos must be covered by long sleeve garments. Men should be clean shaven at all times. Long hair is NOT permitted, all males must have short/neat hair no longer than the collar line.

### 3. Females

Only essential jewellery may be worn. Light make-up only and nails should be in appropriate condition, NO chipped nail varnish (none at all in catering areas). Tights or stockings to be worn at all times. No heavy perfumes. In other words we ask you to use common sense, to be sensibly turned out appropriate for your job with us.

# FIRST AID

Know where your first aid equipment is and who are the qualified first aid members of staff in your department, you will be advised of these by your department Supervisor or Manager at the start of your employment.

## FIRE PRECAUTIONS

You should be familiar with the emergency procedure for abandoning your place of work (building or site), the location of fire extinguishers and be aware how to use them and the different types for the various fires that are possible. Any misuse of fire extinguishers will result in instant dismissal.

## LOST PROPERTY OR MONEY

Any lost property or money found must be handed in to your Supervisor or Manager as soon as possible. If the item is obviously valuable please obtain a receipt to record the detail and where found. Any employee who is found to have retained an item of lost property or money, will be subject to instant dismissal.



## CLOCKING-IN

Employees are required to use the clock card machines provided, which will be allocated to you by your Supervisor or Manager at the start of your employment. Employees are required to "clock-in" on arrival and to "clock-out" at the end of each day only.

It is strictly forbidden to clock on or off for another person and will result in instant dismissal.

## PAY

Employees are paid four weekly in arrears by bank giro credit. A pay slip will be issued.

## MEAL BREAKS

Breaks will be taken as arranged by your Supervisor or Manager.

Tea breaks are to be taken in allocated areas only. (Staff are prohibited from using any public areas.)

Good time keeping is essential if you wish to maintain your position within the company.

## DRINKING, DRUGS & GAMBLING

Drinking, Drugs (including having drugs or alcohol in your possession) and gambling are strictly forbidden and will result in instant dismissal.

## PERSONAL EFFECTS

Employees are NOT allowed to bring with them or to any of the working areas:-

Transistor radios, tape players, portable stereo equipment, mobile telephones, two way radios or any other entertainment or communication equipment.

Confiscation will take place if any of these items are found being used.

## HONESTY

Every employee is expected to be completely honest in the handling of cash, tickets or any property whatsoever belonging to the company.

It is forbidden to have Dreamland used tickets, cash receipts or property on your person, or in any bags or clothing you have brought to work.

**STRICTLY NO HANDBAGS/SHOPPING BAGS/PURSES OR WALLETS MAY BE TAKEN TO ANY WORKING AREA.**

Badges will be issued to each member of staff and must be worn at all times.

If the badge is lost or stolen or has been defaced in any form, the employee will be required to pay the sum of £2.50 for a replacement.



# CUSTOMER INFORMATION

You should familiarise yourself with the main information that guests will require in your department – the nearest toilets, food areas, way out, opening and closing times, prices etc.

## LATENESS OR ABSENCE

If you discover you are going to be late or absent, it is essential that you or someone on your behalf telephone immediately and inform your department before 9.30am. Failure to do so could result in your dismissal.

## CARS & BIKES

Car Parking and Motor Bikes are not to be parked in the yard. Free parking is available in All Saints Car Park. Bicycles to be parked in designated area at owners' own risk.



# VISITORS....

**VISITORS** Are the most important customers in this business, in person, by post or on the telephone.

**VISITORS** Do not depend on us – we depend on them.

**VISITORS** Are not an interruption of our work – they are the purpose of it. We are not doing them a favour by serving them – they are doing us a favour by giving us the opportunity to provide a service for them.

**VISITORS** Are not outsiders to our business – they are part of it.

**VISITORS** Are not cold statistics – they are flesh and blood human beings with feelings, emotions, likes and dislikes.

**VISITORS** Are not people to argue or match wits with – nobody ever won an argument with a visitor.

**VISITORS** Are people with individual requirements. It is our job to satisfy them – to the profit and pleasure of both.

**VISITORS** Are the lifeline of the tourism industry.

## THE SECRET IS SIMPLE

Put yourself in their place.

Pretend you've gone through six months of saving, three months of planning, a few weeks of organising, hours of packing and driven 200 miles . . .

**A WARM WELCOME COULD DO  
WONDERS COULDN'T IT? . .**