

**2017**

# Gravesend Inn Haunted Hotel Attraction Operations Manual

BRING THIS MANUAL,  
FLASHLIGHT AND MULTI-TOOL  
WITH YOU TO YOUR WORK SHIFT

ATTIRE IS STAGE BLACKS

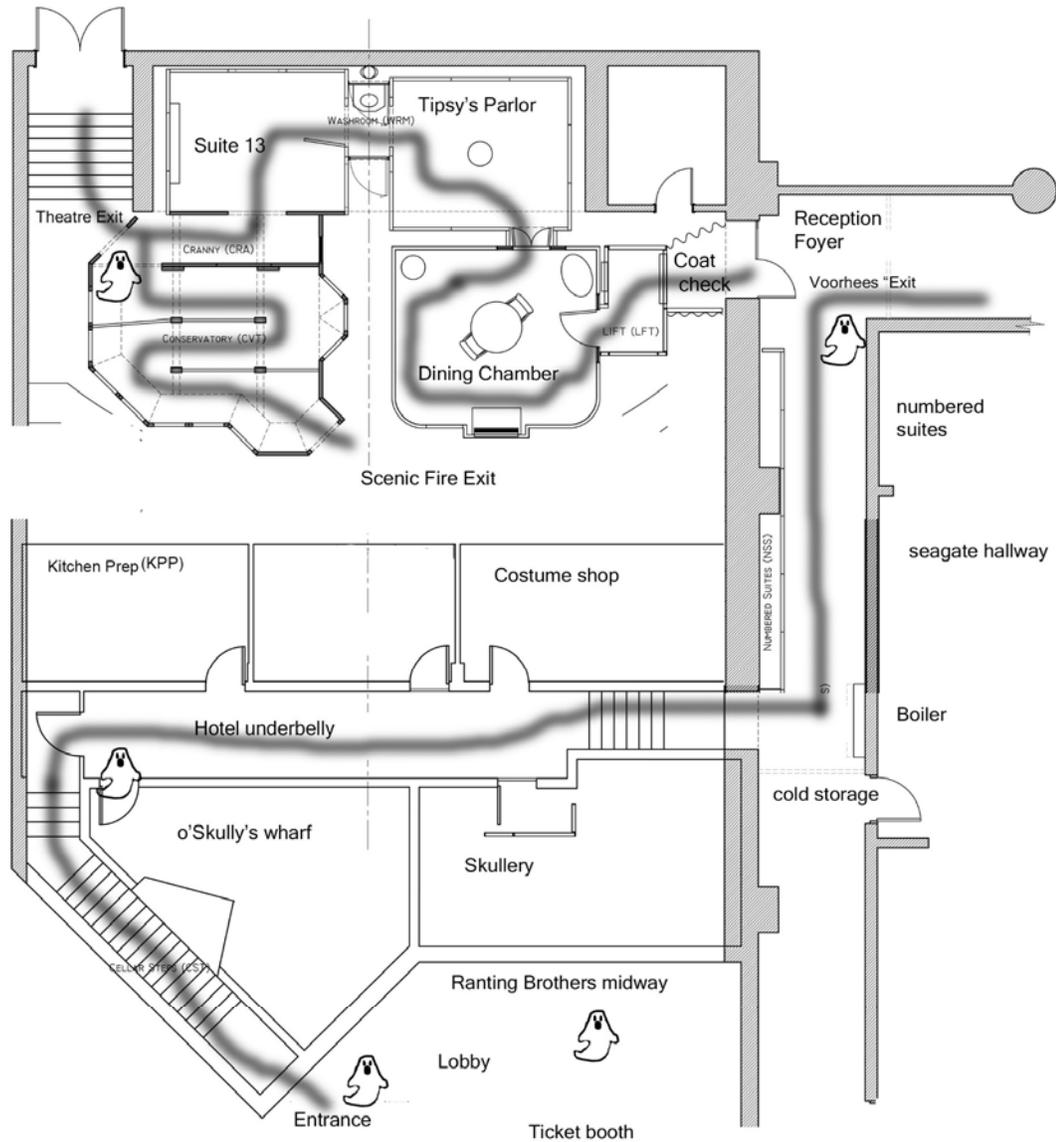
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Production Manager

Entertainment Technology

NYCCT

08/24/2017



Lobby exit

Attraction Operations  
 Emergency Egress Path  
 Aug 24, 2017

Actor location guide  
 Ghost: 

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## **General Operations information**

The Attraction Operations crew oversees the daily operation of *The Gravesend Inn, A Haunted Hotel* attraction. Your goal as an Attraction Operator is to provide our guests with a safe and enjoyable experience.

### ***Identification***

Each Attraction Operator will be wearing an Attraction Operations T-shirt. Once you put the shirt on, you are on duty.

### ***Attendance Policy***

All operators are expected to be dressed and ready to work at the beginning of their show call. Remember poor attendance creates a hardship for your fellow operators and will result in a lower grade for you.

Operators will be considered tardy if they are not at their assigned position at the scheduled time. Operators who know they will be late must notify their supervisor prior to their scheduled call time. Advanced notice does not excuse a tardy.

### ***No Show***

Failure to report to work or notify your supervisor of your expected absence before the call time will be consider a no-show.

### ***On Call***

If you would like to be on call to cover for a missing crew member please let your supervisor know during the attraction training. To be “on call” you must be able to arrive at the venue within 30 minutes of being called.

### ***Schedule***

No schedule changes without prior approval of supervisor.  
Schedules are prepared before opening day of the attraction.

### ***Professional Demeanor***

All crew members are required to be courteous, congenial, helpful, and must present a positive professional image to our guests. No eating, drinking or gum chewing inside the attraction or in guest areas. When on break, the best place to eat is in the crew room. There are lockers, microwave and refrigerator for your use. See an Entertainment CLT to obtain a locker.

## ***Guidelines for Guest Services***

Remember: all patrons of our attraction are considered our guests. From the time they enter the front doors of Voorhees and finally exit, each patron is our guest.

As an Attraction Operator you are visible to all the guests whether or not they attend the attraction. You are now a front line employee; you are the first contact of the guest to the attraction.

Each time a guest asks you a question, answer in a positive enthusiastic manner. Courtesy and kindness can go a long way with a frustrated, stressed out guest. A guest should never feel they are a burden when you are helping them solve a problem. It is not easy to continuously answer the same questions in a patient friendly manner. But you must remember that the guest is asking the question for the first time. Generally guests do not read signs; they are officially on vacation when they walk through the front doors. It is our responsibility to make sure their vacation is fun while we are providing the entertainment.

## ***Attire***

As an operations team member you are expected to maintain a neat appearance. Remember you are representing CityTech and the Entertainment Technology Department. Good grooming demonstrates pride in CityTech and yourself. Wear black clothing without any logos visible.

## **General standards**

Personal hygiene: all crew members must be clean and practice healthy hygiene. Avoid perfumes, colognes and cosmetics with scents. You are working in an environment in close proximity to the audience.

## **Clothing**

Wear loose fitting comfortable clothes that allow you to work in comfort. Proper under garments are required. Black clothing is best. No identification of other productions or events.

## **Shoes**

Please wear closed-toed shoes that are comfortable to navigate crowds and stairs. Please wear socks.

## ***Rules of Conduct***

1. Never touch a guest.
2. If you see a guest acting inappropriately notify your team leader.
3. Never approach an unruly guest alone.
4. If you see a crew member acting inappropriately notify a faculty member.

## ***Tips for Dealing with Guests***

1. Always initiate contact with a guest. Welcome them to the attraction.
2. Smile.
3. Greet the guest.
4. Be helpful; "How may I assist you?"
5. Remain available; stay in your assigned area.
6. Become the information expert; know the location of the ATM, restrooms, lounge area, food service, security, water fountain and exits in your area.
7. Be understanding.
8. Use good language such as: "please" and "thank you".
9. Call for assistance when it is a problem you cannot handle. Do not use the statement "I don't know". This tells the guest they are not important; instead tell them "I do not have that information, but I will attempt to find out for you". Find your supervisor or a faculty member to be your support team.

## ***Guest Complaints***

1. Ensure you understand the problem before you attempt to solve it.
2. Privacy: move the guest away from the crowded area; you can hear better and they can explain in privacy.
3. Wait until the guest has finished with their entire complaint before responding.
4. Empathize with the guest, put yourself in their shoes.
5. Remain calm, do not get in a shouting match with the guest, tempers can escalate. Your attitude can set the tone. By remaining calm you are in control of the conversation.
6. Apologize for the inconvenience.
7. Be confident.
8. Refer the guest to a faculty member in the lobby if they seek more compensation than the apology.
9. Do not be afraid to ask for assistance from your team leader or faculty member.  
Situations that require support:
  - a. Abusive language
  - b. Personal property damage or theft.
  - c. Irate guests
10. Do not offer free tickets, reimbursement or rain checks--these can only be authorized by a faculty member.

## ***Guest with Disabilities***

Guide guest to the house manager who is trained to support all guests with disabilities.

Important phone numbers:

Production Manager: Professor Sue Brandt 718-260-5595

Theatreworks Information Line: 718-260-5592

Security: Lobby desk Voorhees: 718-260-6573

## ***The Gravesend Inn, A Haunted Hotel scene breakdown***

*The Areas of our Haunted Hotel, relating to it's Backstory, are:*

### ***"Ranting Bros. Midway"***

#### ***Lobby***

Guests go to box office tables to purchase tickets.

#### ***Queue***

Guests enter the line across the lobby into the queue.

#### ***Preload***

Guests are preloaded into groups of 4 or 6 in preload area. *Lawrence Lackey*, the bellhop, helps answers questions and entertains the line of guests.

### ***"Service Entrance" (Entrance Door, left of lobby entrance doors)***

Guests move as a load group to the loading area in front of the entrance.

They are greeted by the *Derek Van Sickley*, the doorman. He opens the door when he gets a green cue light. The door must be closed behind the load group after they enter the attraction.

### ***"Cellar Steps"***

Guests walk down a decorated stairway leading to the basement level of the building.

### ***"Hotel Underbelly"***

Hallway leading to sensor cued effects

### ***"O'Skully's Wharf" (pirate room)***

The guests are invited into the pirate room by a housekeeper, *Sophie Sweeper* or *Daniel Dingey*, to hear the Pirate Captain's story. The story is approximately 2 minutes long. It is the actor's job to make sure the guests trigger the sensor to start the animated scene.

### ***"Service Hall"***

Lights and sound effects in hallway.

### ***“Kitchen Prep”***

Sensor triggers when guest leans into the room on the left. While viewing tonight’s dinner “*Chekhov*”, they experience a rumble floor effect. Guests can enter but must exit out the same door back to the service hall.

### ***“Scullery”***

Sensor triggered when guest walks along right-hand side of the hallway. A corpse, *Bonnie Haggard*, drops down from above inside a doorway. Guests cannot enter the room.

### ***“Boiler”***

Guests continue down hallway, up a short set of stairs. At the end they see the boiler. When they reach the boiler they will trigger the boiler effects and continue left.

### ***“Seagate Passage” and “Numbered Suites”***

Guests then turn left and proceed down Seagate passage. A series of doors are on the left hand side. The first doorway is a fake door. The second doorway will contain the telephone booth props and sound effects. The third doorway will contain the latex wall and hands. The fourth doorway can be a hide for an actor or remain shut.

### ***“Reception Area/Foyer” (event continues to entrance on left)***

At this end of Seagate Passage, there may be a live actor, *Lily Lackluster*, maid, or *Maxell Porter*, steward, at this location.

### ***“Coat Check”***

Guests turn left and enter a propped “Check-in” room. They will set off a sensor for an animated “bear head” trophy hanging on the wall.

### ***“Dining Chamber”***

Guests will proceed through a door and into the dining chamber. They will set off a sensor that starts a series of effects including a portrait with a journal below it, that tells a story of the original hotel owner, *Lord Jasper deGore*, and invites them to continue to the next room.

### ***“Tipsy’s Parlor” (upside down room)***

No sensor effects, but the room is upside down. Guests must walk across a mirrored floor to enter the next room.

### ***“Washroom”***

There is a mirror effect triggered in this small area.

### ***“Suite 13”***

Opening the door triggers a series of effects. Sliding candle, lighting and sound effects, dresser drawers opening, and a cadaver, (wife of *Lord Jasper de Gore*), *Lady Virginia Ghostly de Gore*, jumps up in the bed.

### ***“Cranny” with Gardener***

A gardener, *Bartholomew Rash*, pops up on the left when guests trigger a sensor.

### ***“Conservatory”***

Guests enter the conservatory. The unwedded bride, *Tina Terminal*, is lurking at the fire exit door. Video effect in three panes of a bay window. Guests are to follow the attraction route through the conservatory.

### ***“Check-out”***

Air blow effect on ankles and a pop-up trashcan, *Howard Stump*, effect.

### ***Exit into “Patchen’s Picture Palace”***

Guests exit the maze through the center aisle of the theatre. They are given a program and encouraged to take a seat and watch the movie screens stage right and left.

## Actors:

*The Gravesend Inn, A Haunted Hotel* casts five actors who live within the attraction. They add important ambiance to the attraction. Students from CityTech are cast as character actors for the attraction. These are volunteers who love Halloween. It is important we are eyes and ears for them as they work throughout the attraction.

Please learn and use the following **personal names**, titles and **position numbers** for all live actors. This will help the actor, especially the one “thrown in” at the last minute, to easily become and relate to the backstory, even if they know nothing of the attraction’s background. Giving them a personal name, rather than just “maid” will help benefit their performance. Making sure they have their props will help them stay in character and give them something to do aka “their business.” If there is a shortage of actors, it is essential to run the hotel event with Position #1 and Position #3 always filled at the very least. It is always preferable to have all 5 positions filled, for ease of moving the guests through, as well as providing the best experience for them.

**POSITION #1 DEREK** (Van Sickley) is a doorman/once a concierge for the hotel. Derek opens the *Service Entrance* door on-cue to let our guests in. It could be cast male or female. Not a friendly character. Derek could sit on a stool. Prop: pet rat or similar.

**POSITION #2 LAWRENCE** aka “**LARRY**” (Lackey) is a bellhop. A very friendly character, who entertains guests while they wait in line. A bellhop can be cast male or female. Prop: a small suitcase

**POSITION #3 SOPHIE** (Sweeper) if female, or **DANIEL** (Dingey) if male. Both are called housekeepers for this position at the bottom of the *Cellar Steps*, to encourage guests into *O’Skully’s Wharf* and *The Kitchen Prep*.  
Prop: a broom and rags

**POSITION #4 LILY** (Lackluster) a maid if female, or **MAXWELL** (Porter) a steward if male. MAID or STEWARD for this position at the end of *Seagate Passage*, aka *Reception /Foyer* to help direct guests. Prop: a broom and rags

**POSITION #5 TINA** (Terminal) unwedded bride if female, **GUNTHER** (Graves) unwedded groom if male, at entrance of *The Conservatory*. She and her groom died on their wedding day due to a freak storm. Prop: handkerchief to cry into, dried wedding bouquet, wedding invitation

## **Ride restrictions**

### ***Guests***

1. Main entrance: must be strong enough to walk down a flight of stairs.
2. Be able to walk for 15 minutes.
3. Disabled guests will be assisted by house management and enter the basement through an elevator and join the tour at the *Reception/Foyer* area. The guest will be accompanied throughout the attraction by house management.
4. Children must be accompanied by an adult.

### ***Guests with disabilities***

1. Our house manager is trained to assist guests with disabilities.
2. Ushers will lead guests utilizing a wheel chair or any other assistive mobility device to an elevator taking them to the lower level to enjoy the experience.
3. If any guest needs extra guidance please let your team leader know so he or she can accommodate them to the best of our abilities.

### ***Actors***

1. We cast City Tech students as character actors who are deployed throughout the attraction.
2. Their job is to help guide and entertain the guests traveling through the attraction.
3. They will never touch a guest.
4. Please advise guests “do not touch the actors, they will not touch you”.

### ***Scenes and Effects***

1. Please advise guests to enjoy all the scenery and effects throughout the ride.
2. Please advise guests to not touch or climb on the scenery, props, or furniture.
3. Please advise guests this is a safe family environment, be aware of the people around you who are also having fun.

# **Operations Procedures**

## ***Opening Procedures***

### **Attraction Cleaning**

Inspect lobby, queue area, load area and exit. Be sure queue stanchions are in place.

### **Show Area Walk-Through**

Before opening and after closing, two Attraction Operators will be assigned to inspect the entire length of the show area. The operators will pick up all trash and items not related to the production. At the end of the walk-through deliver all found items to the Attraction Operations team leader.

### **Queue Attendant**

This is a mobile position. This operator is continuously circulating throughout the assigned queue area. Responsibilities include:

1. Greeting guests.
2. Screening guests for appropriateness to go through the attraction.
3. General set-up of main queue area and overflow areas.
4. Communicating with team leader.
5. Ensuring guests have no food or drink prior to entering the load area.
6. Maintain cleanliness of the queue area.
7. Overall safety of guests and fellow employees.
8. Length of time guests will be in line is noted on signs along the wall of the queue line.
9. Reassure guests the ghost character actors will not touch them and are part of the ambiance of the attraction.

### **Pre-load**

This is not a mobile position. This operator is assigned to the front 15 feet of the queue area. Responsibilities include:

1. Inform guests of event restrictions.
2. Screening guests for appropriateness to go through the attraction.
3. Communicating with team leader.
4. Ensuring guests have no food or drink prior to entering the load area.
5. Maintain cleanliness of the queue area.
6. Overall safety of guests and fellow employees.
7. Advise guest of event warnings and restrictions.
8. Assign groups of 4 or 6.
9. Load groups to pre-load area.
10. Keep entrance to the Voorhees Theatre clear of guests for safe fire egress.

## **Load**

This is not mobile position. This operator is assigned to the load portion of the queue area. Responsibilities include:

1. Greeting guests.
2. Screening guests for appropriateness to go through the attraction.
3. Advise guest of attraction warnings and restrictions.
4. Load group onto load area.
5. Communicating with team leader.
6. Ensuring guests have no food or drink prior to entering the attraction.
7. Maintain cleanliness of the queue area.
8. Overall safety of guests and fellow employees.
9. Encourage group to enter the attraction.
10. Ensure attraction entrance door is shut between groups.

## **Closing Procedures**

Inspect lobby, queue area, load area and exit. Be sure queue stanchions are in place.

## **Evacuation Procedures**

Good communications between Attraction Operations, House Management and the Technical Control Team is essential for smooth and safe evacuations.

The Lead Attraction Operator is in contact with the Show Control Booth and House Manager via a wireless headset system. The Lead Attraction Operator will instruct you as to the type and level of the evacuation.

### ***Level 1 Evacuation***

The ride is having technical difficulties. All guests inside the attraction are to be evacuated out of the show area and taken back to the front of the queue area to get a fresh tour of the attraction. During this level guests will be permitted to wait in the queue area for the attraction restart.

### ***Level 2 Evacuation***

Evacuation of the attraction for safety or medical reasons. Evacuate all patrons from the show area to a designated exit area. During this level guests will be permitted to wait in the queue area for the attraction restart.

### ***Level 3 Evacuation***

Complete evacuation of all guest areas. All guests will also be escorted out of the attraction, queue line, Voorhees audience area and lobby. They cannot return until security designates the building is safe.

### ***Important Notes***

1. All delays and evacuations are considered “technical difficulties” Never state a problem or use the words “evacuation”, “accident”, and “fire” to any guests or in any guest areas.
2. Only the Lead Operator will give the guests readmission passes to bypass the queue line for that day or any other day the attraction is running.

### ***Evacuation Assignments***

<u>Position</u>	<u>Assignment</u>
1. Lead Operator	lobby
2. Queue Line Attendant	onstage maze
3. Pre-load	onstage maze
4. Load	entrance through Seagate Passage
5. Floater	entrance through Seagate Passage

### ***Lead Operator:***

All levels

1. Notify all Operators of evacuation level and assignment.
2. Stay in lobby and coordinate with House Manager and Show Control.

### **Level 1**

1. No guest entrance into Voorhees Theatre or attraction area.

### **Level 2**

1. No guest entrance into Voorhees Theatre or attraction area.

### **Level 3**

1. No guest entrance into Voorhees Theatre or attraction area.
2. Assign Attraction Operators their attraction area to evacuate and the designated meeting area.
3. Coordinate with House Manager; ushers to direct guest out of Voorhees building.

Typical Order of evacuation

1. Lobby
2. Queue Line
3. Voorhees Theatre

## ***Queue Line Attendant***

### **Levels 1 and 2**

1. Stay in position.
2. Reassure guests: “Technical difficulties”.
3. Do tasks assigned by Lead Operator.

### **Level 3**

When instructed by Lead Operator:

1. Enter the attraction at the *Reception/Foyer*; near the stairwell below the scene shop. Walk through the basement area to the *Coat Check* stage entrance.
2. Proceed to *Coat Check* entrance, with one other Attraction Operator and walk the entire event area from the *Coat Check* room to the exit.
3. Evacuate the guests out of the upstage left emergency exit.
4. Guide the guests around the building back to the lobby entrance.
5. Go to designated area to check in with the Attraction Operations Lead.

## ***Pre-load Operator***

### **Levels 1 and 2**

1. Stay in position.
2. Reassure guests; “Technical difficulties”.
3. Do tasks assigned by Lead Operator.

### **Level 3**

When instructed by Lead Operator:

1. Enter Voorhees Theatre through main entrance.
2. Proceed to *Coat Check* entrance, with one other Attraction Operator and walk the entire ride area from the *Coat Check* room to the exit.
3. Evacuate the guest out of the upstage left emergency exit.
4. Guide the guests around the building back to the lobby entrance.
5. Go to designated area to check in with the Attraction Operations Lead.

## ***Load Operator***

### **Levels 1 and 2**

1. Stay in position.
2. Reassure guests; “Technical difficulties”.
3. Do tasks assigned by Lead Operator.

### **Level 3**

When instructed by Lead Operator:

1. Proceed to the main entrance, with one other Attraction Operator and walk the entire ride area from the main entrance to the *Coat Check*.
2. Evacuate the guests out of the closest emergency exit.
3. Guide the guests around the building back to the lobby entrance.
4. Go to designated area to check in with the Attraction Operations Lead.

### ***Floater***

#### **Levels 1 and 2**

1. Stay in position.
2. Reassure guests; “Technical difficulties”.
3. Do tasks assigned by Lead Operator.

### **Level 3**

When instructed by Lead Operator:

1. Proceed to the main entrance, with one other Attraction Operator and walk the entire ride area from the main entrance to the *Coat Check*.
2. Evacuate the guest out of the closest emergency exit.
3. Guide the guests around the building back to the lobby entrance.
4. Go to designated area to check in with the Attraction Operations Lead.

## **Thank you**

Thank you for your interest in being an Attraction Operator. In order to qualify you must complete the quiz on the last page and attend one session of Attraction Operator training.

# Attraction Operations quiz

Name \_\_\_\_\_

## ***General information***

1. All Attraction Operators will be identified by
  - a. Wearing all black
  - b. Wearing all black with a ride operation t-shirt
  - c. Wearing brightly colored clothing
  - d. Wearing a Halloween costume
  
2. To be considered on time an Attraction Operations crew member must be:
  - a. On time, with their t-shirt on at assigned work area
  - b. In the lobby door
  - c. Call in that he or she is on their way
  - d. Have a friend cover the shift

## ***Guest Relations***

3. Is it never appropriate to touch a guest.  
True or false \_\_\_\_\_
  
4. You have an unruly guest in line. They push another guest.  
You should:
  - a. Notify your supervisor
  - b. Step into the middle of the fight
  - c. Throw a towel
  - d. Yell at them to stop
  
5. You are approached by an unhappy guest. He is disrupting the queue line.  
You should:
  - a. Invite him to step away from the crowd and listen to his problem
  - b. Give him a pass to the front of the line
  - c. Tell him to leave
  - d. Ignore him
  
6. The guest asks you a question you do not know the answer to; your reply is:
  - a. "I do not know"
  - b. "I do not have that information, but I will attempt to find out for you"; Find your supervisor or a faculty member to be your support team
  - c. "I can find it in my manual"
  - d. Walk away

7. A disabled guest arrives in the lobby in a walker, you should:
  - a. Notify the house manager and discreetly direct him/her to the guest
  - b. Identify yourself and roll the guest to the elevator
  - c. Give the guest a free ticket
  - d. Walk away

### ***Ride Evacuation***

8. The ride has shut down at level 1, you should:
  - a. Stay in position and wait for further instructions
  - b. Evacuate everyone in eyesight
  - c. Yell “emergency”
  - d. Leave
9. It is a level 2 evacuation. A guest in line asks you what the problem is. You answer:
  - a. We are experiencing technical difficulties
  - b. A patron had a heart attack
  - c. I do not know
  - d. Leave the building
10. The power has gone out. Your team supervisor tells you we are having a level 3 evacuation. You are working the load position. What are your two responsibilities?
  - a. Evacuate the guests from the attraction area from the *Entrance* to *Coat Check*.
  - b. Go to designated area to check in with the Attraction Operations Lead
  - c. Evacuate the lobby
  - d. Evacuate the queue line

# **The Gravesend Inn A Haunted Hotel**

## **ATTRACTION OPERATIONS MANUAL**

**Fall 2017**

I have attended an attraction operations training session. I have read and understand the attractions operations manual.

Name \_\_\_\_\_ Date: \_\_\_\_\_

Signature \_\_\_\_\_

Stage Manager \_\_\_\_\_

Attractions Operations Manager \_\_\_\_\_