STANDARD OPERATING PROCEDURES

FOR

THE JUNGLE RIVER CRUISE

		ISSUE NO.
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OPENING DATE: October 1, 1971

NUMBER OF BOATS: 16

MAXIMUM CREW: day

TRIP TIME: minutes

CAPACITY PER BOAT: 35

THEORETICAL CAPACITY PER HOUR:

TYPE OF ENGINE: Palmer

4 cylinders

Natural gas powered

LENGTH OF CHANNEL: 2,000 feet

TOTAL NUMBER OF ANIMATED FIGURES: 135

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OPENING PROCEDURE

A. Opening

- 1. Pick up keys and clocks at Operations Office.
- 2. Set up exit dock (proper placement of barrels and coconut carriers).
- 3. Set up rotations.
- 4. Prepare boats for operation:
 - a. Uncover smoke stacks.
 - b. Roll back canopies.
 - c. Place cushions.
 - d. Place ammunition box on each boat.
 - e. Plug in microphone and check sound.
 - f. Set up holster and lanyard.
 - g. Untie boat lines and coil on dock.
- 5. Set up crowd control, turnstiles and ticket box.
 - a. Set up microphone and test.
- 6. Check break area for cleanliness.
- 7. Record serial number of pistols on Maintenance Sheet.
- 8. Note water level (normal ; in case of deviation, call Ext.___).
- 9. Note malfunction of any animation, sound or lighting on Maintenance Sheet. Also note any boat defects.

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- Check all switches and locks. 10.
- As Hosts are assigned to boat, issue pistol and clock, and log 11.
- Check dock and boats to make sure they are safe, clean and ready 12. for operation.

Area В.

- Day 1.
 - Be sure queue ropes are set up.
 - Check trash cans if they are full, call Ext.4755. Ъ.
 - Check area lights if they are on, report to Ext.____.
 - 2. Night
 - Be sure queue lights are on.
- Opening and closing water levels are to be shown on Maintenance C. Report.

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OPERATOR POSITIONS

A. Crowd Control

- 1. Open queues as needed.
- 2. Give guests ticket information (ride, price, where tickets can be purchased, etc.).
- 3. Inform guests where strollers may be parked.
- 4. Keep queue lines even.

B. Turnstile Operator

- 1. Take tickets as instructed, and record hourly count.
 - a. "E" coupon and other acceptable admission media.
 - b. Blue I.D. and Blue/Gold I.D. are only I.D.s acceptable.
- Use crowd control microphone to give guests ticket information. (See approved narration)

C. Loader

- 1. Wait until boat comes to a complete stop before attempting to load.
- 2. When boat is in position and stopped, activate boat stabilizer.
- 3. Help guests into boats asking them to watch their heads and their step (see approved narration)
- 4. You should be <u>holding</u> the upper part of a guest's arm <u>until</u> his full weight is in the boat.
- 5. Give each guest individual attention, even if it means asking them to wait on the dock until you can assist them.
- 6. Direct guests to proper seat.
 - a. Front loader loads dockside.
 - b. Rear loader loads waterside.

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- c. Rear loader will assume dock responsibility in absence of attraction supervisor - telephone, questions, etc.
- 7. Front loader is responsible for releasing boat stabilizer and dispatching boat.

D. Unloader

- 1. Meets the boat at the end of the dock, and watches for hands and arms outside of the boat.
- 2. Waits until boat is in position, then activates boat stabilizer.
- 3. Helps guests onto dock, asking them to watch their step.
- 4. You should be holding the <u>upper part</u> of a guest's arm until his full weight is on the dock.
- 5. Deactivates boat stabilizer when the boat is unloaded.
- 6. If guests mistake the unload dock for the entrance, redirect them, in a courteous manner, to the correct entrance.

E. Boat Operators

- 1. Load Position
 - a. Use microphone to direct guests to proper seat (see approved narration).
 - b. Watch dispatch light and inform loader when it turns yellow (10 sec. remain before boat should be dispatched).
- 2. Unload Position
 - a. Pull boats to designated spot for boat stabilizer.
 - b. Use microphone to direct guests toward exits (see approved narration).
 - c. Reload pistol while boat is being unloaded.

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 - (1) Open shell chamber of revolver checking for fired shells.
 - (2) Remove all fired shells and shells that have misfired.
 - (3) Replace all empty shell holes with with new shells.
 - (4) While loading and unloading revolver NEVER point it toward a guest or fellow employee!

3. Driver

- Follow written narration and proper timing (see approved narration).
- No physical contact with guest during trip. Ъ.
- NEVER reverse direction while in Jungle. c.
- Observe slow speed on ALL curves. d.
- When firing pistol, fire low over the bow. e.
- Minimum distance between boats at dock is 18". f. should NEVER touch. (Subject to dismissal)
- Boat's gear shift should be in neutral position when loading g. and unloading.
- Timing check points: h.

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i. Notify supervisor of any strange noises, smells or operating irregularities.

- j. If a boat does not have a neutral gear position, it should be pulled off the line immediately (notify supervisor).
- k. Night Operation Lights
 - (1) Leaving Dock
 - (a) Turn off interior lights
 - (b) Turn on exterior lights
 - (2) Approaching Dock Lights
 - (a) Turn off exterior lights
 - (b) Turn on interior lights
 - (3) Spotlights
 - (a) When using spotlights shine light at the water and illuminate animation with reflection.

Closing C.

- Boat supplies:
 - Pistol, microphone, holster, lanyard, ammunition and boxes go in dock box.
 - Clocks and clock log go to the Adventureland Office in Operations.
 - Stack all cushions in boats and cover with plastic covers. 2.
 - Cover smoke stack. 3.
 - Roll down canopies. 4.
 - Secure boats with mooring ropes. 5.
 - Turn off safety main switch. 6.
 - Turn off sound system. 7.

 - Take keys, clocks and operational reports to Operations Office. 8. 9.

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BREAKDOWN PROCEDURES

A. Signals

- 6 consecutive shots boat out of trough or guide trouble.
- 2. 4 consecutive shots - emergency, all boats proceed at fast, but safe speed to dock.
- 3. 3 consecutive shots - mechanical breakdown.
- 4. 3 consecutive shots - fire
- 5. 2 consecutive shots - all clear**

**ALL CLEAR TO BE GIVEN ONLY UPON INSTRUCTION FROM MAITENANCE MAN'S DIRECTION

Upon hearing a 3 or 6 shot signal - all other boats stop NOTE: immediately and hold your position until all clear is given (exception: when stopped under falls). Never stop in narrow channel or close to another boat.

Call: В.

- Communication.......... 4777 1.
- Central Ticket Booth..... 2.
- Operations Office..... 4401 3.
- Guest Relations..... 4.
- Lock turnstiles. C.
- Be sure hoist is clear in the boat basin. D.
- Load all guests who have gone through turnstile. E.
- Have loaded boats pull out as far as rain forest. F.
- Wait for clearance from Maintenance. G.

JUNGLE CRUISE

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Natural Gas Boats

160

Regular Gas Boats

120 Temperature

With natural gas boats, your gauge should read approximately 160 degrees.

With regular gas boats, your gauge should read approximately 120 degrees.

There can be up to a 20 degree variance.

- 1. If you experience a buzzer (overheating signal) as you assume command of a boat, notify your supervisor IMMEDIATELY without informing guests in the area -- do not operate the boat.
- If you come into a boat rotation and the temperature is 2. more or less than the normal temperature or the allowable variance, again notify your supervisor IMMEDIATELY -- do not operate the boat.
- If your boat overheats on the Jungle, stop your boat and fire three shots. Operators should continuously watch their temperature gauge.

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FIRE PREVENTION

Fire prevention is everybody's responsibility. We have the finest engineered fire protection system for a project, community of this size in our country, and possibly the world today.

All of this is of limited value if <u>all</u> of our employees are not aware that they are a vital part in this never-ending operation. The first three prime points are:

- A. The safety of our guests.
- B. The safety of ourselves and fellow employees.
- C. The physical properties of the Company investment our investment.

Seven basic steps in Fire Prevention are:

- 1. Fire Prevention is the responsibility of each and everyone of us at Walt Disney World.
- 2. It is the responsibility of every employee to know the location of all extinguishers in his area of responsibility and be proficient in the use of them.
- 3. One of the most important factors, should you be involved in a fire, is to remain calm bearing in mind that our guests will look to you for guidance and the safety of our guests is paramount at all times.
- 4. One of the first things to do, should a fire occur, is to report it (Extension____) and then attempt to extinguish it with first aid fire fighting appliances.
- 5. Report all fire hazards to your supervisor or, if supervision is not available, to the Fire Prevention Section, Extension 4698 or Security, Extension 4781.
- 6. There is a sin in using a fire extinguisher and that is to use it and not report it. Report all fires and all uses of extinguishers no matter how small or trivial they may seem.
- 7. Practice good fire prevention methods every day. Keep your area of responsibility clean and free of unneeded combustibles.

 Observe no smoking and other safety regulations. To report a fire, call Extension

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GUEST SAFETY

Safety is the most important thing we can offer our guests. NEVER sacrifice it for any reason. Report immediately to your supervisor all safety hazards that come to your attention.

I. Guest Accident

- A. REMAIN CALM You can and will influence those around you.
- B. Make the guest involved as comfortable as possible.
- C. If a guest is unable to move, call:

First Aid - Extension 4703 - giving:

- 1. Your name
- 2. The location of the incident (be specific)
- 3. The nature of the illness or injury
- D. Stand by until the nurse arrives and follow instructions.
- E. If injury is minor, ask the guest if he or she would like to go to First Aid. If guest refuses to go, a John Doe Accident Report must be filed.
- F. If the injured guest elects to go to First Aid, he or she should always be escorted.
- G. If your immediate supervisor asks you to escort an injured guest to First Aid, DO NOT DISCUSS THE ACCIDENT. Be pleasant and sociable (e.g., ask the guest what attractions he or she has enjoyed most, where he or she is from, etc...)
- H. When you arrive at First Aid, give the nurse or secretary your name and the name of the attraction or location. Do not discuss the accident with the nurse or the guest, but leave immediately.
- I. When you return to your attraction all injuries are to be reported to the attraction supervisor. Give the attraction supervisor the exact details of the accident. Do not assume anything as to what happened.

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GUEST SAFETY

- J. An accident report must then be filed.
- K. The attraction supervisor must report all injuries and property damages to his area supervision.

II. Property Damage

1

In case of property damage such as wet or torn clothing, torn hose, wet hair, cameras or purses dropped in water, escort the guest to First Aid. DO NOT PROMISE REIMBURSEMENT FOR DAMAGED CLOTHING OR PROPERTY.

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EMPLOYEE SAFETY

I. ON THE JOB INJURIES OR ILLNESS

- A. Employees must report all on-the-job injuries to First Aid.
- B. An Employee Accident Report form must be filed.
- C. Employees who receive injuries, or become ill on the job and are sent home, will be given a Release from Shift slip by First Aid.
- D. Employees returning to work from on-the-job injuries must obtain from First Aid, a Return to Work slip.

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"CLEANLINESS"

At Walt Disney World we feel that "CLEANLINESS" is next to "SHOWMANSHIP". That's the way Walt Disney wanted it and that's the way we try to keep it!

- (1) Allow no food or beverages on the attraction.
- (2) Pick up boxes or cups on the attraction or ground rather than step over them.
- (3) Push down trash in any overflowing trash can.
- (4) Help keep employee's break areas clean so that we can devote more time to the guest areas.
- (5) If a guest should have an accident of personal nature, cover with compound (located on all attractions) then call the Custodial Department at Ext. 4755 .

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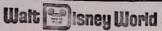
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TIPS FOR HOSTS & HOSTESSES

All of the following procedures are the result of past experience and careful thought. They represent at present the best possible way of preserving guest and employee safety, as well as putting on a good show.

- 1. Courtesy is the key to Walt Disney World's success. The most critical element of doing a successful job is the close contact we have with our guests. Remember, every guest is a V.I.P.
- 2. Use smiling phrases -- "Please" and "Thank you". When pleasantly spoken, they make people want to do what you want them to do. This enhances the Walt Disney World's "Magic".
- 3. Have patience with guests; you're expected to keep the operation running as smoothly as possible. If any serious complications arise, call your attraction supervisor or a security host in the area.
- 4. Be prepared to answer questions concerning hotels, recreation, and the Theme Park. Many guests are curious about our operation and expect you to have the answers.
- 5. Teamwork is essential for an efficient operation.
- 6. Maintain wardrobe standards at all times, i.e., proper name tag on outer garment, shoes shined, neat hair cut, make-up, etc.
- 7. Horseplay and practical jokes often meet with disciplinary action.
- 8. Never leave your position unless properly relieved or in case of emergency.
- 9. BE ON TIME! This means for the beginning of your shift and also when returning from your breaks and lunch, remember when you are late from a break or lunch it will either delay or prevent one of your fellow hosts from taking their break or lunch.
- 10. Always call a supervisor as far in advance as possible, if you will be late or unable to work your scheduled shift.



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TIPS FOR HOSTS & HOSTESSES

- Always bring your time card to the attraction supervisor in your work area and handle it with care; remember, IT IS YOUR PAY CHECK!
- 12. Do not enter other "on stage" areas while in costume. Use the tunnel to and from Wardrobe and the cafeteria.
- 13. Phone when answering the phone, give the name of the attraction and your name. The phones on the attractions are for business use only.
- 14. Miscellaneous Put jackets, books, lunches in assigned places.

 Do not have them on the attraction. Be alert at all times. Be on the lookout for children wandering away from parents.
- 15. Wheelchairs All guests in wheelchairs and their party will be admitted on the unload dock. Operators should:
 - 1. Notify attraction supervisor
 - 2. Do not lift guest into boat; only assist the party.
- 16. Defacing of Company property is subject for dismissal.
- 17. Anyone involved in swimming or being thrown in the river is subject to immediate dismissal.

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Walt **Solution** World

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INTRODUCTION

The Adventureland Jungle River is one of the most talked-about Disney attractions. It has been refined, expanded, changed in some areas, and generally improved with new and more sophisticated animation. Yet in spite of all these changes, one of the most important elements has remained intact ... the role of the "skipper." There is no other attraction in the Magic Kingdom where the performance is so closely entwined with the rest of the show. You must be friendly yet alert ... articulate yet spontaneous ... fluent and humorous ... all at the same time while guiding a 35-passenger launch on a journey down the "Rivers of Adventure." And, once you've mastered all of these elements, you must then come to grips with the most difficult task facing any performer. You must realize that you are part of the entire show ... you are not by yourself the whole show. The script you will learn has been painstakingly designed to help you maintain your part properly and consistently. All we expect is that you do your best to make each trip appear as if it were your first.

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FACT SHEET

OPENING DATE:

October 1, 1971

NUMBER OF BOATS:

16

MAXIMUM CREW:

26 day

TRIP TIME:

9% minutes

CAPACITY PER BOAT:

31

THEORETICAL CAPACITY

PER HOUR:

2,232

TYPE OF ENGINE:

Palmer, 4 cylinder, natural gas powered

LENGTH OF CHANNEL:

2,000 feet

TOTAL NUMBER OF ANIMATED FIGURES:

135

JUNGLE CRUISE SUBJECT

OPENING PROCEDURE

A. Opening

- 1. Pick up keys and clocks at Operations Office.
- 2. Set up exit dock (proper placement of barrels and coconut carriers).
- 3. Set up rotations.
- 4. Prepare boats for operation:
 - a. Place cushions.
 - b. Place ammunition box on each boat.
 - c. Plug in microphone and check sound.
 - d. Set up holster and lanyard.
 - e. Untie boat lines and coil on dock.
- 5. Set up crowd control, turnstiles and ticket box.
 - a. Set up microphone and test.
- 6. Check break area for cleanliness.
- 7. Record serial number of pistols on Maintenance Sheet.
- 8. Note water level (normal; in case of deviation, call extension 4278).
- 9. Note malfunction of any animation, sound or lighting on Maintenance Sheet. Also note any boat defects.
- 10. Check all switches and locks.
- 11. As Hosts are assigned to boat, issue pistol and clock, and log same.
- 12. Check dock and boats to make sure they are safe, clean and ready for operation.

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OPENING PROCEDURE

В. Area

1. Day

Be sure queue ropes are set up.

- Check trash cans if they are full, call extension Ъ. 4754.
- Check area lights if they are on, report to c. extension 4278.

2. Night

- a. Be sure queue lights are on.
- Opening and closing water levels are to be shown on Maintenance C. Report.

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OPERATOR POSITIONS

A. Crowd Control

- 1. Open queues as needed.
- 2. Give guests ticket information (ride, price, where tickets can be purchased, etc.).
- 3. Inform guests where strollers may be parked.
- 4. Keep queue lines even.

B. Turnstile Operator

- 1. Take tickets as instructed, and record hourly count.
 - a. "E" coupon and other acceptable admission media.
 - b. Blue I.D. and Blue/Gold I.D. are only I.D.'s acceptable.

C. Loader

- 1. Wait until boat comes to a complete stop before attempting to load.
- 2. When boat is in position and stopped, activate boat stabilizer.
- 3. Help guests into boats asking them to watch their heads and their step (see approved narration).
- 4. You should be holding the upper part of a guest's arm until his full weight is in the boat.
- 5. Give each guest individual attention, even if it means asking them to wait on the dock until you can assist them.
- Direct guests to proper seat.
 - a. Front loader loads dockside.
 - b. Rear loader loads waterside.

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OPERATOR POSITIONS

- c. Rear loader will assume dock responsibility in absence of Attraction Supervisor - telephone, questions, etc.
- 7. Front loader is responsible for releasing boat stabilizer and dispatching boat.

D. Unloader

- 1. Meets the boat at the end of the dock, and watches for hands and arms outside of the boat.
- 2. Waits until boat is in position, then activates boat stabilizer.
- 3. Helps guests onto dock, asking them to watch their step.
- 4. You should be holding the upper part of a guest's arm until his full weight is on the dock.
- Deactivates boat stabilizer when the boat is unloaded. 5.
- If guests mistake the unload dock for the entrance, redirect 6. them, in a courteous manner, to the correct entrance.

Boat Operators Ε.

1. Load Position

- Use microphone to direct guests to proper seat (see approved narration).
- Watch dispatch light and inform loader when it turns vellow (10 sec. remain before boat should be dispatched).

Unload Position 2.

- Pull boats to designated spot for boat stabilizer.
- Use microphone to direct guests toward exits (see Ъ. approved narration).

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OPERATOR POSITIONS

- c. Reload pistol while boat is being unloaded.
 - (1)Open shell chamber of revolver checking for fired shells.
 - (2) Remove all fired shells and shells that have misfired.
 - (3) Replace all empty shell holes with new shells.
 - (4) While loading and unloading revolver NEVER point it toward a guest or fellow employee!

3. Driver

- Follow written narration and proper timing (see approved a. narration).
- No physical contact with guest during trip. Ъ.
- NEVER reverse direction while in Jungle. c.
- d. Observe slow speed on ALL curves.
- When firing pistol, fire low over the bow. e.
- Minimum distance between boats at dock is 18". f. should NEVER touch. (Subject to dismissal)
- Boat's gear shift should be in neutral position when g. loading and unloading.
- Timing check points: h.

1	minute	Broadside	to	inspiration	fully
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Broadside to canoe beach 2 minutes

Entering Veldt 3 minutes

Broadside Old Smilie 4 minutes

Entering Hippo's pool 5 minutes

Broadside rising natives 6 minutes

Broadside entering Shrine 7 minutes Middle of Elephant pool

8 minutes Trader Sam 9 minutes

End of catwalk 9½ minutes

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OPERATOR POSITIONS

- i. Notify supervisor of any strange noises, smells or operating irregularities.
- If a boat does not have a neutral gear position, it j. should be pulled off the line immediately (notify supervisor).
- Night Operation Lights
 - (1) Leaving Dock
 - Turn off interior lights (a)
 - Turn on exterior lights (b)
 - Approaching Dock (2)
 - (a) Turn off exterior lights
 - Turn on interior lights (b)
 - Spotlights (3)
 - When using spotlights shine light at the (a) water and illuminate animation with reflection.

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CLOSING PROCEDURE

1. Boat Supplies

- a. Pistol, microphone, holster and lanyard go in dock box.
- b. Clocks and clock log go to the Adventureland Office in Operations.
- 2. Stack all cushions in boats.
- 3. Secure boats with mooring ropes.
- 4. Turn off safety main switch.
- 5. Turn off sound system.
- 6. Complete paper work.
- 7. Take keys, clocks and operational reports to Operations Office.
- 8. Return weapons to Area Maintenance Office.

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BREAKDOWN PROCEDURES

A. Signals

- 1. 6 consecutive shots boat out of trough or guide trouble.
- 4 consecutive shots emergency, all boats proceed at fast, but safe speed to dock.
- 3. 3 consecutive shots mechanical breakdown.
- 4. 3 consecutive shots fire
- 5. 2 consecutive shots all clear**

**ALL CLEAR TO BE GIVEN ONLY UPON INSTRUCTION FROM MAINTENANCE MAN'S DIRECTION

NOTE: Upon hearing a 3 or 6 shot signal - all other boats stop immediately and hold your position until all clear is given (exception: when stopped under falls). NEVER stop in narrow channel or close to another boat.

B. <u>Call:</u>

- 1. Central Communications 4777
- 2. Central Ticket Booth 4354
- 3. Operations Office 4401
- 4. Guest Relations 4500
- C. Lock turnstiles.
- D. Load all guests who have gone through turnstile.
- F. Have loaded boats pull out as far as they can.
- G. Wait for clearance from Maintenance.

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STANDARD OPERATING PROCEDURE

BREAKDOWN PROCEDURES

Natural Gas Boats

160 Water Temperature

With natural gas boats, your gauge should read approximately 160 degrees.

NOTE: There can be up to a 20 degree variance.

- 1. If you experience your boat overheating, as you assume command of a boat, notify your supervisor IMMEDIATELY without informing guests in the area -- do not operate the boat.
- 2. If you come into a boat rotation and the temperature is more or less than the normal temperature or the allowable variance, again notify your supervisor IMMEDIATELY -- do not operate the boat.
- If your boat overheats on the Jungle, stop your boat and 3. fire three (3) shots. Operators should continuously watch their temperature gauge.

INTRODUCTION

"Welcome aboard unwary travelers and please sit close together. It is safer, and the gorillas won't be able to pull you out of the boat." The Jungle Cruise is a unique experience—the closest to a true life adventure that one can have here at Disneyland. It is the only attraction that was

completed on opening day.

Here, a guest can actually live and feel the beauty of a rain forest, the dangers of charging hippos, and thrill to excitement of Sweitzer Falls. You will be living all the aspects of a Jungle Cruise guide as you take your guests through the rivers of adventure. "Home of the Champions", a phrase long upheld by the operators of the Jungle Cruise. On this attraction you will come in contact with just about every operating procedure, plus giving a live spiel.

To help you live this true life adventure, we have prepared this manual. An operator can usually master the loading unloading techniques, taking tickets, and other phases of the Jungle. The spiel is an all important part of the show. We will go into this aspect of the attraction later on. "So watch your step and keep your arms and hands inside the boat, as the crocodiles are always looking for

a hand out."

UNIVERSITY OF DISNEYLAND

JUNGLE CRUISE

Fact Sheet

I. <u>Distress Signals</u>

A. Out of Trough

1. Six (6) consecutive shots by Operator of boat involved.

NOTE: $\frac{\text{Do}}{\text{of}} \frac{\text{not}}{\text{the}}$ attempt to move boat if it is believed to be out of the trough, or if shots have been fired.

2. All other boats on line immediately stop and hold their position.

NOTE: Move boats only if necessary to allow emergency boats (skifs) to pass. Turn off motor when diver is in water.

- 3. All boat operators with passengers notify guests of mechanical failure, then proceed to keep guests entertained. A question and answer session on Disney World is recommended.
- 4. Two (2) consecutive shots are to be fired by the operator of the boat inovlved when the boat is back in the trough and ready to operate. The operator must get maintenance approval before giving the "all clear" signal. When the two shots are heard all other boats are to resume normal operation.

B. Mechanical Breakdown

- 1. Three (3) consecutive shots by operator of boat involved.
- 2. All procedures listed for off rail will be followed.
- 3. Three (3) consecutive shots are also to be fired if something is blocking the river and obstructing the passage of the boats.

- C. Medical or other emergencies.
 - 1. Four (4) consecutive shots are to be fired when incidents requiring immediate attention occur on board, for example: medical emergencies such as heart attack victims or security problems such as fighting etc.
 - 2. When four shots are fired all boats should not stop but continue to move. Those boats in front of the boat involved should proceed as quickly as possible (safely) so that the boat involved may reach the dock.
 - 3. Upon reaching the dock, the operator of the boat involved should immediately notify the attraction supervisor the exact nature of the emergency.

II. Breakdown Procedure at the Dock.

- A. When a distress signal is heard, all operators in the immediate area, whether on break or going on break, should report to the dock immediately to assist in ride evacuation, etc.
- B. All operators other than those working dock positions should wait for further instructions in the unloading area and assist with unloading the boats.
- C. Front and rear loaders: Front and rear loaders should inform guests in line of the breakdown and be prepared to assist the unloaders.
- D. The unloaders: The unloaders should remain in position and be ready to assist the attraction supervisor in removing a damaged boat from the line. They should also be prepared to pass out re-admission tickets if necessary.
- E. Ticket taker: The ticket taker should announce the breakdown over the crowd control mike. He should also notify those who are just getting in line that the ride is down and suggest that they take another attraction until we resume operation.

III. Accidents

- A. All accidents should be reported to the attraction supervisor immediately.
 - 1. Whenever any guest sustains an injury, the operator should inquire as to the guest's condition and ask the guest if he or she wishes to be taken to First Aid.
 - 2. The operator should make no other comments to the guest nor attempt to treat the injury. He should notify the attraction supervisor of any statements made by the guests.

B. Loading-Unloading Accidents

- 1. Should a guest fall between the boat and the dock, the boat operator should immediately turn off the engine and ask the guests sitting on the water side to stand so as to tip the boat away from the dock.
- one of the loaders or unloaders should assist in tipping the boat away from the dock while the other assists the guests.
 - 3. Once the guest is clear, the operator should follow the procedure listed under "A" above.
- C. Any guest who is injured or who faints in or near the area of the Jungle Cruise should be made as comfortable as possible and the attraction supervisor should be notified immediately.

TV. Driving Notes

- A. Trip time is from start to stop. Check points <u>must</u> be observed. Any deviation by one or more boats affects <u>all</u> other boats on the line, and may affect animation. Check points are:
 - 1. 1 minute
 - 2. 2 minutes
 - 3. 3 minutes
 - 4. 4 minutes

- 5. 5 minutes
- 6. 6 minutes
- 7. 7 minutes
- 8. 8 minutes
- 9. 9 minutes
- 10. 10 minutes
- B. Caution will be exercised at all 90 degree curves: 1. at falls; 2.

 3. leaving hippo pool; 4.

 5. Particular attention must be paid to boat speed approaching these points. Excessive speed at these points followed by a marked decrease in speed will allow the wake to catch up with the boat causing the boat to be lifted out of the trough.
- C. Never shift gears when the engine is running at more than idle speed. Observe at least slight pause in neutral before proceeding to opposite gear.
- D. At no time will boats come in contact with each other.
- E. When loading, driver will be alert to maintain boat in loading position (in neutral gear) so boat won't drift forward or backward. Humor guests into sitting close together.
- F. When coming into unloading dock, proceed at moderate speed and stop as far forward as possible (bow at whiteline) to allow another boat access to the dock.
- G. When pulling away from loading, use full speed until clear of dock to allow next boat to move in to loading area without delay, then proceed at normal operating speed.
- H. When using timing light with a boat operation seconds are allowed for boat to move into position and load. When first light comes on, loaders have 10 seconds to "button up". When the second light comes on, the front loader will signal the operator to begin trip.
- I. Drivers at all times will operate boats with as <u>even</u> a throttle setting as possible. "Gunning" and letting off entirely on the throttle is not proper driving procedure.

- J. At all times, keep in mind the position of the two fire extinguishers on every boat. 1. control knob on forward deck at left side of instrument console is for fire extinguisher located in engine compartment. In case of fire within engine enclosure, pull retaining pin and lift knob as high as it will go. This will smother engine compartment with CO2. A small hand extinguisher is located under and in front of the center passenger seat in the boat. In using this extinguisher—pull pin and aim at base of fire nearest you—press lever and direct contents of extinguisher toward center of fire.
- K. Report any irregularities of animation or boat operation immediately to the attraction supervisor.
- L. When pistol is not in use, it should be hooked on the lanyard and left uncocked in the holster. When firing, fire low over cleat of bow.

V. Ticket Taker

- A. It is the ticket takers responsibility to maintain an even flow of guests down one or both lanes to the boats, as the waiting line permits.
- The audience control microphone is the most important tool В. the ticket taker has to assist him in maintaining this even flow of guests. Frequent announcements should be made to the waiting guests informing them of the ticket(s) required and instructing them to have their tickets torm out of the books before they reach the turnstile. This will reduce delays at the turnstiles to a minimum. A reasonable and proper use of phrases about "this exciting Jungle Cruise," etc., used in conjunction with ticket instructions will help to get the guests in a proper mood and frame of mind for the ride, and therefore, will assist the boat operators in getting good reactions from their passengers. Any material used, of course, must be in good taste -- and remember, a constant flow of talk only goes in one ear and out the other and serves no purpose. Also refrain from using the microphone when a boat is departing from the dock, so as not to drown out the boat operator's spiel.

- C. The ticket taker will be alert to the use of the audience control areas and will open larger areas as the waiting line requires. At no time will an outside line be allowed to develop as long as more inside area can be used.
- D. The ticket taker will also be responsible for recording the hourly count.

VI. Loading

- A. All guests will be assisted into the boat by grasping them under the arm above the elbow with both hands.
- B. The first four or five guests loaded in the front will be directed to the end of the cushion on the dock side of the boat. The next two or three will be directed to sit on the dock side nearest the operator. This is done to prevent the first guests from going to the water side of the boat, and thus tipping the boat away from the dock.
- C. All guests loaded in the rear will be asked to watch their heads and will be instructed to go around the engine and all the way forward. In instructing guests don't forget the frequent use of the word "please."
- D. The two loaders must work together by keeping each other informed if they need extra seats to accommodate a party, or if they will have extra seats available.
- E. Both loaders and the operator should talk to the guests as much as possible and humor them in order to have them sit in the desired places. If the guests refuse to do so, do not insist! Remember, they paid to ride.

VII. Unloading

A. If two unloaders are working, each one will take an exit. If there is only one unloader, he will lift out the front cushion, placing it in the rack and blocking the exit. He will then unload from the rear and the boat operator will unload from the front.

B. The front loaders and front unloaders will indicate that the boat is ready to move by shouting "roll it" to the operator. The operator will then move the boat up promptly.

VIII. Narration

A. The written narration will be adhered to. Any deviations must be approved. Additions to or subtractions from the written narration will change the trip timing and affect all the boats on the line.

IX. Schedules

A. All operators should check and initial each new weekly schedule. Any changes or conflicts should be brought to the attention of the attraction supervisor immediately. Any shift that is written in the box corresponding to a particular day is the shift that is to be worked that day. If the box is blank, look at the line indicated shift to the far right of your name. Days off are indicated by boxes containing X's. Check schedule several times during the week for any changes. If there are any questions or doubts --ask.

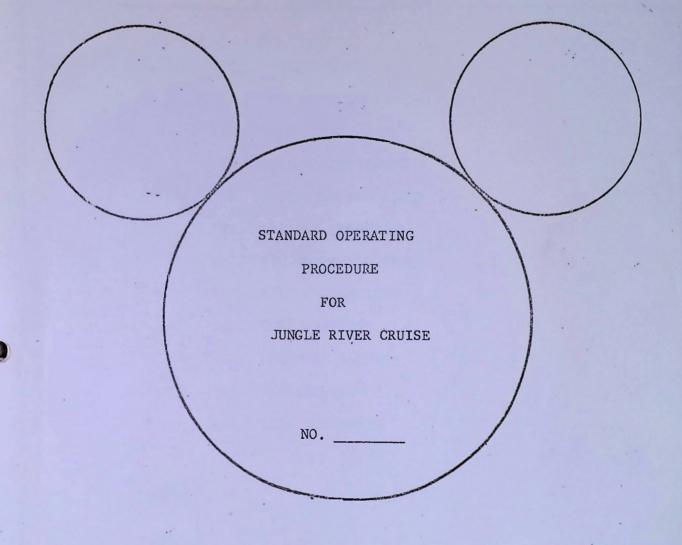
X. Conduct

A. No horseplay of any kind will be tolerated. Operators working dock positions will not sit down or lean on railings. Conversation with guests is recommended but not with young female guests or female employees.

Socializing is to be done only in break areas or in the cafeteria or on your own time. Repeated infractions of this sort will lead to disciplinary action. Remember, you are on stage at all times.

XI. Grooming

A. Hair should be neat and well-trimmed at all times. Shoes should be polished and costumes should be changed every other day. Name tages must be worn at all times and should be worn above left-breast shirt pocket. On especially hot days, dock workers may remove their hats after obtaining permission from the attraction supervisor. Boat operators must wear their hats at all times.



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STANDARD OPERATING PROCEDURE

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INTRODUCTION

The Adventureland Jungle River is one of the most talked-about Disney attractions. It has been refined, expanded, changed in some areas, and generally improved with new and more sophisticated animation. Yet in spite of all these changes, one of the most important elements has remained intact ... the role of the "skipper." There is no other attraction in the Magic Kingdom where the performance is so closely entwined with the rest of the show. You must be friendly yet alert ... articulate yet spontaneous ... fluent and humorous ... all at the same time while guiding a 35-passenger launch on a journey down the "Rivers of Adventure." And, once you've mastered all of these elements, you must then come to grips with the most difficult task facing any performer. You must realize that you are part of the entire show ... you are not by yourself the whole show. The script you will learn has been painstakingly designed to help you maintain your part properly and consistently. All we expect is that you do your best to make each trip appear as if it were your first.

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THE STORY BEHIND THE STORY

As in every attraction here at Walt Disney World, authenticity has always been a must. Walt Disney was a perfectionist. When he built Disneyland, he captured the imagination of the public and that effort has been duplicated at Walt Disney World. Nowhere in the world will a guest find shows and entertainment like they do here. The Jungle Cruise captures the imagination of the people like no other attraction in the park.

The original idea for this type of show came from the filming of the African Lion. Several years were spent in the making of this true-life adventure in the wilds of Africa. Walt and his staff got the idea of a Jungle motif attraction when they began developing Disneyland.

The Jungle is real. It is not a fake or replica. Many guests who have traveled or lived in Africa comment on the realism and authenticity of the plants and animals. When it was devised originally, they thought of having real animals; however, this would have been difficult to do. Consistency of the show would have been affected due to the animals being asleep or in back of an area. At Disneyland there were live alligators, however, in the waiting area for guests to view.

The Jungle Cruise includes three basic areas of the World. The rain forest of South America; Africa and Asia. The Jungle Cruise "rivers" are actual rivers in these areas: The Amazon of South America, the Congo and Nile of Africa and the Irawaddy river located in Asia.

Each of the scenes in the Jungle Cruise was taken from true-life adventure films. All plants and trees are real except those in the rain forest and are native to the area being depicted. The jungles of the world were researched in order to reconstruct them authentically. Over a year was spent building and landscaping the Jungle Cruise with its over five hundred varieties of plant life.

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FACT SHEET

OPENING DATE:

October 1, 1971

NUMBER OF BOATS:

16

MAXIMUM CREW:

26 day

TRIP TIME:

PER HOUR:

9½ minutes

CAPACITY PER BOAT:

31

THEORETICAL CAPACITY

2,232

TYPE OF ENGINE:

Palmer, 4 cylinder, natural gas powered

LENGTH OF CHANNEL:

2,000 feet

TOTAL NUMBER OF ANIMATED FIGURES:

135

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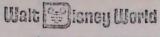
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OPENING PROCEDURE

A. Opening

- 1. Pick up keys and clocks at Operations Office.
- 2. Set up exit dock (proper placement of barrels and coconut carriers).
- 3. Set up rotations.
- 4. Prepare boats for operation:
 - Place cushions. a.
 - Ъ. Place ammunition box on each boat.
 - c. Plug in microphone and check sound.
 - d. Set up holster and lanyard.
 - Untie boat lines and coil on dock. e.
- 5. Set up crowd control, turnstiles and ticket box.
 - Set up microphone and test.
- 6. Check break area for cleanliness.
- 7. Record serial number of pistols on Maintenance Sheet.
- Note water level (normal; in case of deviation, call 8. extension 4278).
- Note malfunction of any animation, sound or lighting on 9. Maintenance Sheet. Also note any boat defects.
- Check all switches and locks. 10.
- As Hosts are assigned to boat, issue pistol and clock, and 11. log same.
- Check dock and boats to make sure they are safe, clean and 12. ready for operation.

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OPENING PROCEDURE

B. Area

1. Day

a. Be sure queue ropes are set up.

b. Check trash cans - if they are full, call extension 4754.

c. Check area lights - if they are on, report to extension 4278.

2. Night

- a. Be sure queue lights are on.
- C. Opening and closing water levels are to be shown on Maintenance Report.

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OPERATOR POSITIONS

A. Crowd Control

- 1. Open queues as needed.
- 2. Give guests ticket information (ride, price, where tickets can be purchased, etc.).
- 3. Inform guests where strollers may be parked.
- 4. Keep queue lines even.

B. Turnstile Operator

- 1. Take tickets as instructed, and record hourly count.
 - a. "E" coupon and other acceptable admission media.
 - b. Blue I.D. and Blue/Gold I.D. are only I.D.'s acceptable.

C. Loader

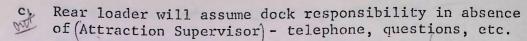
- 1. Wait until boat comes to a complete stop before attempting to load.
- 2. When boat is in position and stopped, activate boat stabilizer.
- 3. Help guests into boats asking them to watch their heads and their step (see approved narration).
- 4. You should be holding the upper part of a guest's arm until his full weight is in the boat.
- 5. Give each guest individual attention, even if it means asking them to wait on the dock until you can assist them.
- 6. Direct guests to proper seat.
 - a. Front loader loads dockside.
 - b. Rear loader loads waterside.

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7. Front loader is responsible for releasing boat stabilizer and dispatching boat.

D. Unloader

- 1. Meets the boat at the end of the dock, and watches for hands and arms outside of the boat.
- 2. Waits until boat is in position, then activates boat stabilizer.
- 3. Helps guests onto dock, asking them to watch their step.
- 4. You should be holding the upper part of a guest's arm until his full weight is on the dock.
- 5. Deactivates boat stabilizer when the boat is unloaded.
- If guests mistake the unload dock for the entrance, redirect 6. them, in a courteous manner, to the correct entrance.

Boat Operators E.

1. Load Position

- Use microphone to direct guests to proper seat (see a. approved narration).
- Watch dispatch light and inform loader when it turns ъ. yellow (10 sec. remain before boat should be dispatched).

Unload Position 2.

- Pull boats to designated spot for boat stabilizer.
- Use microphone to direct guests toward exits (see Ъ. approved narration).

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OPERATOR POSITIONS

- c. Reload pistol while boat is being unloaded.
 - (1) Open shell chamber of revolver checking for fired shells.
 - (2) Remove all fired shells and shells that have misfired.
 - (3) Replace all empty shell holes with new shells.
 - (4) While loading and unloading revolver NEVER point it toward a guest or fellow employee!

3. Driver

- a. Follow written narration and proper timing (see approved narration).
- b. No physical contact with guest during trip.
- c. NEVER reverse direction while in Jungle.
- d. Observe slow speed on ALL curves.
- e. When firing pistol, fire low over the bow.
- f. Minimum distance between boats at dock is 18". Boats should NEVER touch. (Subject to dismissal)
- g. Boat's gear shift should be in neutral position when loading and unloading.
- h. Timing check points:

1 minute Broadside to inspiration fully

2 minutes Broadside to canoe beach

3 minutes Entering Veldt

4 minutes Broadside Old Smilie

5 minutes Entering Hippo's pool

6 minutes Broadside rising natives

7 minutes Broadside entering Shrine

8 minutes Middle of Elephant pool

9 minutes Trader Sam

9% minutes End of catwalk

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OPERATOR POSITIONS

- i. Notify supervisor of any strange noises, smells or operating irregularities.
- j. If a boat does not have a neutral gear position, it should be pulled off the line immediately (notify supervisor).
- Night Operation Lights
 - (1)Leaving Dock
 - Turn off interior lights (a)
 - Turn on exterior lights (b)
 - (2) Approaching Dock
 - (a) Turn off exterior lights
 - Turn on interior lights (b)
 - (3) Spotlights
 - When using spotlights shine light at the water and illuminate animation with reflection.

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CLOSING PROCEDURE

1. Boat Supplies

- a. Pistol, microphone, holster and lanyard go in dock box.
- b. Clocks and clock log go to the Adventureland Office in Operations.
- 2. Stack all cushions in boats.
- 3. Secure boats with mooring ropes.
- 4. Turn off safety main switch.
- 5. Turn off sound system.
- 6. Complete paper work.
- 7. Take keys, clocks and operational reports to Operations Office.
- 8. Return weapons to Area Maintenance Office.

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BREAKDOWN PROCEDURES

A. Signals

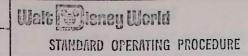
- 1. 6 consecutive shots boat out of trough or guide trouble.
- 4 consecutive shots emergency, all boats proceed at fast, but safe speed to dock.
- 3. 3 consecutive shots mechanical breakdown.
- 4. 3 consecutive shots fire
- 5. 2 consecutive shots all clear**
 - **ALL CLEAR TO BE GIVEN ONLY UPON INSTRUCTION FROM MAINTENANCE MAN'S DIRECTION

NOTE: Upon hearing a 3 or 6 shot signal - all other boats stop immediately and hold your position until all clear is given (exception: when stopped under falls). NEVER stop in narrow channel or close to another boat.

B. Call:

- 1. Central Communications 4777
- 2. Central Ticket Booth 4354
- 3. Operations Office 4401
- 4. Guest Relations 4500
- C. Lock turnstiles.
- D. Load all guests who have gone through turnstile.
- F. Have loaded boats pull out as far as they can.
- G. Wait for clearance from Maintenance.

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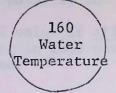
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BREAKDOWN PROCEDURES

Natural Gas Boats



With natural gas boats, your gauge should read approximately 160 degrees.

NOTE: There can be up to a 20 degree variance.

- 1. If you experience your boat overheating, as you assume command of a boat, notify your supervisor IMMEDIATELY without informing guests in the area -- do not operate the boat.
- 2. If you come into a boat rotation and the temperature is more or less than the normal temperature or the allowable variance, again notify your supervisor IMMEDIATELY -- do not operate the boat.
- 3. If your boat overheats on the Jungle, stop your boat and fire three (3) shots. Operators should continuously watch their temperature gauge.

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FIRE PREVENTION

Fire prevention is everybody's responsibility. We have the finest engineered fire protection system for a project, community of this size in our country, and possibly the world today.

All of this is of limited value if <u>all</u> of our employees are not aware that they are a vital part in this never-ending operation. The first three (3) prime points are:

- 1. The safety of our guests.
- 2. The safety of ourselves and fellow employees.
- 3. The physical properties of the Company investment our investment.

Seven basic steps in Fire Prevention are:

- 1. Fire Prevention is the responsibility of each and everyone of us at Walt Disney World.
- 2. It is the responsibility of every employee to know the location of all extinguishers in his area of responsibility and be proficient in the use of them.
- 3. One of the most important factors, should you be involved in a fire, is to remain calm bearing in mind that our guests will look to you for guidance and the safety of our guests is paramount at all times.
- 4. One of the first things to do, should a fire occur, is to report it (extension 4777) and then attempt to extinguish it with first aid fire fighting appliances.
- 5. Report all fire hazards to your supervisor or, if supervision is not available, to the Fire Prevention Section, Extension 4698 or Security, Extension 4781.
- 6. There is a sin in using a fire extinguisher and that is to use it and not report it. Report all fires and all uses of extinguishers no matter how small or trivial they may seem.

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FIRE PREVENTION

Keep your area Practice good fire prevention methods every day. of responsibility clean and free of unneeded combustibles. 7. To report a Observe no smoking and other safety regulations. fire, call Extension 4777.

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GUEST SAFETY

Safety is the most important thing we can offer our guests. NEVER sacrifice it for any reason. Report immediately to your supervisor all safety hazards that come to your attention.

A. Guest Accident

- 1. REMAIN CALM. You can and will influence those around you.
- 2. Make the guest involved as comfortable as possible.
- 3. If a guest is unable to move, call:

First Aid - Extension 4703 - giving:

- a. Your name
- b. The location of the incident (be specific)
- c. The nature of the illness or injury
- 4. Stand by until the nurse arrives and follow instructions.
- 5. If injury is minor, ask the guest if he or she would like to go to First Aid. If guest refuses to go, a John Doe Accident Report must be filed.
- 6. If the injured guest elects to go to First Aid, he or she should always be escorted.
- 7. If your immediate supervisor asks you to escort an injured guest to First Aid, DO NOT DISCUSS THE ACCIDENT. Be pleasant and sociable (e.g., ask the guest what attractions he or she has enjoyed most, where he or she is from, etc...)
- 8. When you arrive at First Aid, give the nurse or secretary your name and the name of the attraction or location. Do not discuss the accident with the nurse or the guest, but leave immediately.
- 9. When you return to your attraction all injuries are to be reported to the attraction supervisor. Give the attraction supervisor the exact details of the accident. Do not assume anything as to what happened.

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- 10. An accident report must then be filed.
- The attraction supervisor must report all injuries and property damages to his area supervision. 11.

Property Damage В.

In case of property damage such as wet or torn clothing, torn hose, wet hair, cameras or purses dropped in water, escort the guest to/First Aid. DO NOT PROMISE 1. REINBURSEMENT FOR DAMAGED CLOTHING OR PROPERTY. city Idell-

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EMPLOYEE SAFETY

On The Job Injuries or Illness A.

- Employees must report all on-the-job injuries to First Aid. 1.
- An Employee Accident Report form must be filed. 2.
- Employees who receive injuries, or become ill on the job and are sent home, will be given a Release from Shift 3. slip by First Aid.
- Employees returning to work from on-the-job injuries must obtain from First Aid, a Return to Work slip. 4.

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CLEANLINESS

At Walt Disney World we feel that "CLEANLINESS" is next to "SHOWMANSHIP." That's the way Walt Disney wanted it and that's the way we try to keep it!

- 1. Allow no food or beverages on the attraction.
- 2. Pick up boxes or cups on the attraction or ground rather than step over them.
- 3. Push down trash in any overflowing trash can.
- 4. Help keep employee's break areas clean so that we can devote more time to the guest areas.
- 5. If a guest should have an accident of personal nature, cover with compound (located on all attractions) then call the Custodial Department at extension 4574.

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TIPS FOR HOSTS & HOSTESSES

All of the following procedures are the result of past experience and careful thought. They represent at present the best possible way of preserving guest and employee safety, as well as putting on a good show.

- 1. Courtesy is the key to Walt Disney World's success. The most critical element of doing a successful job is the close contact we have with our guests. Remember, every guest is a V.I.P.
- 2. Use smiling phrases -- "Please" and "Thank you." When pleasantly spoken, they make people want to do what you want them to do. This enhances the Walt Disney World's "Magic."
- 3. Have patience with guests; you're expected to keep the operation running as smoothly as possible. If any serious complications arise, call your attraction supervisor or a security host in the area.
- 4. Be prepared to answer questions concerning hotels, recreation, and the Theme Park. Many guests are curious about our operation and expect you to have the answers.
- 5. Teamwork is essential for an efficient operation.
- 6. Maintain wardrobe standards at all times; i.e., proper name tag on outer garment, shoes shined, neat haircut, make-up, etc.
- 7. Horseplay and practical jokes often meet with disciplinary action.
- 8. Never leave your position unless properly relieved or in case of emergency.
- 9. BE ON TIME! This means for the beginning of your shift and also when returning from your breaks and lunch, remember when you are late from a break or lunch it will either delay or prevent one of your fellow hosts from taking their break or lunch.
- 10. Always call a supervisor as far in advance as possible, if you will be late or unable to work your scheduled shift.

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- 11. Always bring your time card to the attraction supervisor in your work area and handle it with care; remember, IT IS YOUR PAY CHECK!
- 12. Do not enter other "on stage" areas while in costume. Use the tunnel to and from Wardrobe and the cafeteria.
- 13. Phone - when answering the phone, give the name of the attraction and your name. The phones on the attractions are for business use only.
- 14. Miscellaneous - Put jackets, books, lunches in assigned places. Do not have them on the attraction. Be alert at all times. Be on the lookout for children wandering away from parents.
- 15. Wheelchairs - We will accommodate wheelchairs whenever possible.
 - Put them in the show first. a.

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FOR

THE JUNGLE RIVER CRUISE

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INTRODUCTION

The Adventureland Jungle River is one of the most talked-about Disney attractions. It has been refined, expanded, changed in some areas, and generally improved with new and more sophisticated animation. Yet in spite of all these changes, one of the most important elements has remained intact ... the role of the "skipper." There is no other attraction in the Magic Kingdom where the performance is so closely entwined with the rest of the show. You must be friendly yet alert ... articulate yet spontaneous ... fluent and humorous ... all at the same time while guiding a 31-passenger launch on a journey down the "Rivers of Adventure." And, once you've mastered all of these elements, you must then come to grips with the most difficult task facing any performer. You must realize that you are part of the entire show ... you are not by yourself the whole show. The script you will learn has been painstakingly designed to help you maintain your part properly and consistently. All we expect is that you do your best to make each trip appear as if it were your first.

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THE STORY BEHIND THE STORY

As in every attraction here at Walt Disney World, authenticity has always been a must. Walt Disney was a perfectionist. When he built Disneyland he captured the imagination of the public and that effort has been duplicated at Walt Disney World. Nowhere in the world will a guest find shows and entertainment like they do here. The Jungle Cruise captures the imagination of the people like no other attraction in the park.

The original idea for this type of show came from the filming of the African Lion. Several years were spent in the making of this true-life adventure in the wilds of Africa. Walt and his staff got the idea of a Jungle motif attraction when they began developing Disneyland.

The Jungle is real. It is not a fake or replica. Many guests who have traveled or lived in Africa comment on the realism and authenticity of the plants and animals. When it was devised originally, they thought of having real animals; however, this would have been difficult to do. Consistency of the show would have been affected due to the animals being asleep or in back of an area. At Disneyland there were live alligators, however, in the waiting area for guests to view.

The Jungle Cruise includes three basic areas of the world. The rain forest of South America; Africa and Asia. The Jungle Cruise "rivers" are actual rivers in these areas: The Amazon of South America, the Congo and Nile of Africa and the Irawaddy river located in Asia.

Each of the scenes in the Jungle Cruise was taken from true-life adventure films. All plants and trees are real except those in the rain forest and are native to the area being depicted. The jungles of the world were researched in order to reconstruct them authentically. Over a year was spent building and landscaping the Jungle Cruise with its over five hundred varieties of plant life.

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The Jungle River Cruise FACT SHEET

Opening Date: October 1, 1971

Theoretical Capacity: 2,232 guests per hour

Trip Time: 95 minutes

Dispatch Interval - 50 seconds

Capacity per boat: 31 guests

Maximum Number of boats to be used at one time: 13

Total Number of Boats for Attraction: 16

Average Water Depth in Channel: 3½ to 4 feet (contoured bottom)

- 1. Hippo Pool 65 feet
- 2. Guide Trench 6 feet

Length of Channel: 2,000 feet

Type of Engine: Palmer, 4 cylinder, 22 horsepower, natural gas powered

Total Number of Animated Figures: 135

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The Jungle River Cruise

OPENING PROCEDURES

A. General Attraction

- 1. Pick up re-ad box from Admissions
- 2. Pick up guns from Area Maintenance
- 3. Check water level of Jungle River if low call DACS, Ext 4670.
- 4. Check attraction log for any information left from the previous night's lead.
- 5. Set up general area of attraction:
 - a. All umbrellas put up (unless it is too windy)
 - b. Check all trash cans call Custodial Ext. 4754 if not emptied.
 - c. Position all barrels and props
 - d. Set up queue area ropes
 - e. Take all strollers to Frontier Trading Post
 - f. Sweep out all water puddles
- 6. Set up the turnstile area:
 - a. Unlock the turnstiles and check movements (directionally)
 - b. Set the veeder-root counters back to zero
 - c. Close up and position the ticket box
 - d. Record the opening turnstile readings
 - e. Plug in and test the crowd control microphone

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OPENING PROCEDURES

- 7. Set up the daily paperwork:
 - a. Op Sheet
 - b. Rotation Sheet
 - c. Maintenance Sheet
- 8. Check the spur track and boat storage switches
- 9. Take a boat out and take an animation check notify DACS Ext. 4670 of any problems.
- 10. Assign incoming operators to their rotations note their costumes and grooming as they report.
- B. Boats These steps are to be performed only on those boats that are to be used immediately:
 - 1. Set main power switch in back of boat
 - 2. Position all seat cushions
 - 3. Start up the boat
 - a. Take the throttle lever out of gear and push slightly forward
 - b. Set the ignition to "on" (turn to the right)
 - Depress the starter button and release as soon as the engine fires

Note: Do not hold down more than 10 seconds at a time. If it fails to fire after 5 attempts, notify maintenance

- d. Allow the engine to warm up at a moderate speed for 2-5 minutes before engaging the transmission and starting underway.
- 4. Plug in the microphone and check the sound system notify DACS Ext. 4670 of any malfunctions.
- 5. Set up the holster and safety line for the gun and place the ammo box on the bow.

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OPENING PROCEDURES

- 6. Wipe down all of the cushions in the boats as well as the how and stern decks.
- 7. Clean up any trash in the boat.
- 8. Untie all securing lines and neatly coil them by their cleats.
- 9. After bringing the boat into the load dock area receive a gun from the lead who will record its serial number and issue two packs of shells for the gun.
- A. If the attraction is ready, begin admitting guests
- B. If the attraction cannot be opened on time call the following locations giving your name, the name of the attraction, and a brief description of the problem.

Location	Extension
Control	4777
DACS	4670
Operations	4401
Adventureland Ticket Booth	4589
Tour Dispatch	4527
Pirates	4578

- 1. During the delayed opening keep operators posted at the entrance and exit of the attraction to answer guest's questions and ask them to "check back with us later on today".
- Once the attraction is ready to open notify all locations called above.

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CROWD CONTROL

- 1. Watch the flow of guests through the queue area. Open and close off queue area sections depending upon the length of the line to keep the guests inside the ropes but not necessarily winding about in it.
- 2. Answer guest questions and ask the guests to have their coupons torn out and ready to present to the operator when they reach the turnstiles.
- 3. Ask the guests to finish all food, beverage, and tobacco before entering the covered area.
- 4. Keep parked wheelchairs and strollers in order.
- 5. Keep the entrance area clean of all trash and keep the cigarette ash cans cleaned out. Call Custodial Ext. 4754 if the trash cans become filled.
- 6. Put up and take down portable stanchions and ropes as needed.
- 7. Direct wheelchair parties to the exit for loading. If there are more than two members in the wheelchair party one of the walking members must go through the queue area and rejoin his party after waiting in line. This assures an equal wait for the guests.
- 8. Ask all barefoot guests to put on their shoes.
- The crowd control operator is to wear his hat at all times. 9.

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TURNSTILE OPERATOR

- 1. Record the hourly count on the turnstile sheet on the hour!
- 2. Direct all children under the age of three to pass under the turnstiles as they are admitted free.
- 3. Receive an "E" coupon or its equivalent from each entering person over the age of three (3). All tickets are to be torn and deposited in the ticket box. Tickets from either Disneyland or Walt Disney World are acceptable. Guests may not combine coupons of lower value to gain the equivalent of a higher value coupon.
- 4. Children under six (6) must be accompanied by a junior or an adult.
- 5. All courtesies and CBT's are to be registered on the appropriate counters on the ticket box. Courtesies include:
 - A. Re-admission tickets
 - B. Complimentary coupons
 - C. Blue ID's and all members of their party
 - D. Blue with Gold Stripe ID's and all members of their party
 - E. Silver and Gold Passes and all members of their party
 - F. VIP Tours (all members)
 - G. Tour Guides (not the tour)
 - H. Parties awarded entrance by the supervisors or other official of Walt Disney Productions
- 6. Insure that no food or beverages pass through the turnstiles. Also, no smoking is allowed past the turnstiles.
- 7. Always say "thank you" to each guest as you accept their coupon.
- 8. Please smile and be courteous.
- 9. Never slouch, sit or lean on the turnstiles, barrels, or ropes.

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TURNSTILE OPERATOR

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 - Re-admission tickets
 - Complimentary coupons В.
 - Blue ID's and all members of their party
 - Blue with Gold Stripe ID's and all members of their party D.
 - Silver and Gold Passes and all members of their party E.
 - F. VIP Tours (all members)
 - G. Tour Guides (not the tour)
 - H. Parties awarded entrance by the supervisors or other official of Walt Disney Productions
- Insure that no food or beverages pass through the turnstiles. Also, 6. no smoking is allowed past the turnstiles.
- Always say "thank you" to each guest as you accept their coupon. 7.
- Please smile and be courteous. 8.
- Never slouch, sit or lean on the turnstiles, barrels, or ropes. 9.

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TURNSTILE OPERATOR

- 10. Keep the turnstile area clean of all trash and ticket scraps and keep the cigarette ash cans cleaned out. Call Custodial Ext. 4754 if the trash cans become filled.
- 11. The queue area public address system is to be used only to deliver breakdown narrations or when the queue area has more than a 10 minute waiting line.

Breakdown Narration: "Ladies and gentlemen ... The Jungle River Cruise is temporarily closed due to technical difficulties. We do not know at this time when we will be re-opening so please check back with us later on (today/tonight)."

Note: This is to be given only at the direction of the lead or supervisor.

Ticket Narration: "The Jungle River Cruise is an "E" coupon attraction so please have your "E" coupon or Magic Key coupon ready for the operator when you reach the turnstile. Please remember that there is no eating, drinking, or smoking allowed on the Jungle Cruise. Thank you."

- 12. Ask all barefoot guests to put on their shoes.
- 13. Whenever answering the telephone give the name of the attraction and your name.
- 14. For special events or groups there may be passes issued to be worn by the persons involved. These passes will be clearly labeled as Walt Disney World media. Your lead should notify you in advance when to expect these, but don't hesitate to call your lead when unexpectedly confronted by one. In all cases where you are unexpectedly confronted with a pass of this type you should accept it (unless it is obviously fraudulent) and then immediately notify your lead giving a description of the pass so that it may be determined whether or not the pass is valid and what to do when it appears in the future.

Note: Magic Kingdom Club cards are for purchasing tickets at discount prices only, and are not acceptable for attraction admission.

15. The turnstile operator is to wear his hat at all times.

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The Jungle River Cruise

LOAD OPERATOR

- 1. Wait until the boat comes to a complete stop before attempting to load.
- 2. Help guests into the boats asking them to "please watch your head and watch your step."
- 3. You should be holding the <u>upper</u> part of a guest's arm <u>until his full</u> weight is in the boat.
- 4. Make sure that no guests enter the boat while smoking.
- 5. Give each guest individual attention, even if it means asking them to wait on the dock until you can assist them.
- 6. Direct the guests to their proper seats
 - A. Front loader loads the dockside and center cushion
 - B. Rear loader loads the waterside
 - C. Both operators work together to insure that every seat is filled
- 7. Both loaders should load with one foot on the boat and one on the dock for proper balance.
- 8. The front loader should be facing the rear of the boat and the rear loader should be facing the front of the boat. This way both loaders are in a position to react should a guest begin to fall.
- 9. In the lead's absence the rear loader will assume responsibility for answering the phone and guest questions.
- 10. After the last guest is on board quickly place the removeable cushion so the guest may be seated.

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The Jungle River Cruise UNLOAD OPERATOR

- 1. Meet the incoming boats at the end of the dock watching for guests' hands and arms outside of the boat.
- 2. Board the boat as it comes into the dock and politely request the guests on the removeable cushions to stand so that you may remove them for unloading. Place the cushion on top of the boat during unloading. Do not throw the cushion!
- 3. Wait until the boat comes to a complete stop before allowing any guests to disembark.
- 4. Keep a close watch for children climbing out over the boat railings.
- 5. You should be holding the upper part of each guests' arm until his/her full weight is on the dock. Do not lift small children off the ground!
- 6. Notify the skipper of the boat to move the boat up as soon as the last guest steps off.
- 7. If guests mistake the unload dock for the entrance, re-direct them, in a courteous manner, to the correct entrance.
- 8. All wheelchair parties will be loaded at unload:
 - A. The operator may assist but absolutely may not lift the wheelchair person into the boat.
 - B. One unloader should hold the boat steady while the other assists the guest.
 - C. The wheelchair is to be left on the dock by the barrels at unload.
 - D. If there are more than two persons in wheelchair party (including the wheelchair) one member of the party must wait in line with the other guests. After that person reaches the turnstiles the wheelchair party may them be loaded in the boat.

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The Jungle River Cruise

BOAT OPERATORS

A. Load Position

- Use the microphone to direct the guests to their proper seats (see approved narration)
- 2. Using the throttle hold the boat as still as possible during loading.
- When the last guest is on board and the cushion in place you may begin the cruise.
- Pull out of the load area quickly so that the next boat can move up and then slow down before entering the jungle.

В. Unload Position

- Using the microphone direct the guests in unloading (see approved narration)
- Using the throttle hold the boat as still as possible during unloading.

C. Driving the boat

- There should be no physical contact with the guests during the trip.
- Never reverse direction while in the jungle.
- Observe a moderate speed on all curves 3.
- While in the dock area the boats should be a minimum of 18" 4. apart and should never touch (subject to dismissal)
- Follow the written narration (see approved narration) and observe 5. proper trip timing:
 - 1 minute broadside to inspiration falls
 - 2 minutes broadside to canoe beach
 - 3 minutes entering veldt
 - 4 minutes broadside to Old Smiley
 - 5 minutes entering hippo pool
 - 6 minutes broadside rising natives
 - 7 minutes broadside entering shrine
 - 8 minutes middle of elephant pool

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BOAT OPERATORS

9 minutes - Trader Sam 95 minutes - Unload area

- The only time the microphone is to be used in the dock area is during the actual loading and unloading of the boat.
- The operator is to wear his hat at all times while on the boat.
- 8. Breaks are for two (2) trips only and lunches are for three (3) trips only.
- 9. If boat does not have a neutral gear shift position it should be pulled off the line immediately.
- If the water temperature for the engine goes above 200 notify 10. the lead immediately.
- 11. Notify the lead of any other strange noises, smells, or operating irregularities.
- During a nighttime operation: 12.
 - Receive a spotlight from the lead at dusk.
 - Turn on the exterior boat lights when away from the dock area.
 - When using a spotlight shine in the water and illuminate the animation with the reflection.
 - d. Always handle the spotlight with care.

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The Jungle River Cruise

PISTOL PROCEDURES

- 1. Place the ammunition box in each boat on the bow in front of the console.
- 2. Set up the holster and safety line.
- 3. Record the serial number of the pistols.
- 4. Issue the pistol.
- 5. Reload pistol after the boat has been unloaded or while in the Cambodian Ruins.
 - Α. Open shell chamber of revolver checking for fired shells.
 - В. Remove all fired shells and shells that have misfired and put in right side of ammo box. (All unused shells should be placed in left side of ammo box)
 - C. Replace all empty shell holes with new shells.
 - While loading and unloading revolver never point it D. toward a guest or fellow employee!
 - When the right side of the ammo box is filled with fired or Ε. misfired shells, turn in the shells to the lead.
 - Shells (fired, misfired or unused) are never to be given F. to a guest.
- In normal use when firing the pistol, fire it low over the bow. 6.
- When firing distress shots fire high overhead. 7.
- When taking boat off main track into dry dock or the spur track the 8. pistol is to be returned to the lead.
- Spray the chamber and firing mechanisms with lubricant spray before 9. putting away the gun at the end of the day.
- Return the weapons to the Area Maintenance Office at the end of the 10. days operation.

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The Jungle River Cruise ATTRACTION BREAKDOWN PROCEDURES

- A. A breakdown has occurred anytime one of the following situations exists:
 - 1. Fire
 - 2. Animation failure of three or more entire scenes (consult with supervision)
 - 3. A boat storage switch gate on the main line is jammed in the storage position
 - 4. A boat is disabled on the river (away from the dock area)
 - 5. Loss of power to the dock lighting during a night time operation
 - 6. Low Water (more than 2 inches below normal)
 - 7. Inclement weather resulting in:
 - a. A complete blockage of the unload area with guests refusing to leave and/or
 - b. The guests refusing to board at the load dock
 - 8. A supervisor determines that the ride must be closed with cause
- B. In all situations except those involving a boat becoming disabled away from the dock the lead will communicate the problem to the boat drivers as they enter the dock area and issue instructions as needed. If the problem does involve a particular boat out on the river the driver of the boat is to use his pistol to fire shots as outlined by the following signal system:
 - 6 consecutive shots boat out of trough or guide trouble
 - 5 consecutive shots Fire!
 - 4 consecutive shots emergency (medical, mechanical, etc.) but not disabled
 - 3 consecutive shots mechanical breakdown
 - 2 consecutive shots all clear
 - If upon hearing 3 or 6 consecutive shots you can determine that
 the disabled boat is in front of yours then you should hold your
 position on the river until the all clear is given (exception: when
 stopped under the falls). If unsure of the location of the
 disabled boat proceed slowly and with caution toward the dock area.

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The Jungle River Cruise

ATTRACTION BREAKDOWN PROCEDURES

Never stop less than a boat length away from another boat in the Jungle.

- 2. Upon hearing 4 or 5 consecutive shots you should proceed at a rapid, but safe speed to the dock so as to clear the river.
- C. If the breakdown consists simply of a mechanical breakdown of a boat out on the river the following procedures should be followed:
 - 1. Lock the turnstiles
 - 2. Flip the "101" switch on the queue area Public Address system power box
 - 3. Call DACS, Ext. 4670 and Control Ext. 4777 giving them your name, the name of the attraction, and tell them you are "101" for 3 shots
 - 4. Load all guests who have gone through the turnstiles
 - 5. Have any loaded boats in the dock area pull as far out towards the rain forest as possible.
 - 6. Continue unloading incoming boats until it is evident that the last boat ahead of the disabled boat has been unloaded.
 - 7. Send the last unloaded boat back into the Jungle with an extra operator and a tow rope to tow the disabled boat into the dock area.
 - 8. Upon reaching the disabled boat:
 - a. Tie the two ends of the tow rope around the tie off cleats of the two boats and proceed as smoothly as possible back towards the dock area
 - b. The extra operator is to stay seated on the stern of the tow boat in position to use his feet and legs to prevent the disabled boat from colliding with the tow boat.
 - 9. Upon unloading the guests from the disabled boat, that boat should immediately be pushed back into boat storage and put away per the closing boat procedure (as outlined in this manual) so that maintenance personnel may begin work on it.

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The Jungle River Cruise ATTRACTION BREAKDOWN PROCEDURES

- 10. Re-admission coupons are to be issued to all guests over the age of 3 in the disabled boat and to any such guests in boats caught behind the disabled boat back to the rain forest
- 11. Fire 2 shots to signal the all clear.
- 12. Immediately begin cycling boats and loading guests.
- 13. Flip the "101" switch to the "102" position.
- 14. Call DACS and Control and notify them of the "102".
 - Notes: 1. If it is obvious that the disabled boat is one that has just entered the rain forest then it might be possible to use an unloaded boat dispatched from the load dock to tow the disabled boat back to the dock area.
 - 2. The operators on the dock should remain calm at all times, converse in a normal tone of voice, and refrain from any unnecessary excitement or discussion about the breakdown that might be overheard by a guest.
 - 3. Anytime that you are issuing re-admission coupons always save the book stubs and return them to the lead. Also, always tear the tickets out of the book sequentially from the top-down and only tear out the tickets as you distribute them to the guests and not in advance. Always use up all partial books before starting on new ones.
 - 4. If you are the operator of a disabled boat keep calm and strike up a conversation with your passengers to help pass the time.
- D. If the breakdown is the result of either a 6 shot signal, a boat storage gate jammed open, or any other occurrence that prevents the cycling of boats (and the towing of a disabled boat) the following procedures should be carried out:
 - 1. Lock the turnstiles
 - 2. Flip the "101" switch on the queue area Public Address System power box
 - 3. Call DACS, Ext. 4670 and Control, Ext. 4777 giving them your name, the name of the attraction, and a brief description of the problem "101" due to 6 shots)

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ATTRACTION BREAKDOWN PROCEDURES

- 4. Deliver the following announcement over the queue area public address system: "Ladies and gentlemen, the Jungle River Cruise is temporarily closed due to technical difficulties. We do not know at this time when we will be re-opening so please check back with us later on (today/tonight).
- Position an operator at the entrance to the queue area and one outside of the exit area to answer guests questions. These operators should never give the guests a definite time for reopening but should simply ask them to "check back later in the day/evening."
- 6. Cycle as many boats as possible through the load area (either backwards or forward) to unload guests and issue re-admission coupons to any guests (over the age of 3) who did not receive a normal cruise or who were already past the turnstiles on the load dock.

Note: It may be necessary to put unloaded boats on the spur track, or in boat storage, or any other means of positioning to facilitate this procedure.

- 7. Should it become necessary to do so, guests may be evacuated from boats inside of the shrine by the following procedures:
 - a. Position the boat to be unloaded inside the shrine so that its front entrance is aligned with the flat stones coming out of the doorway just prior to the treasure scene.
 - b. Two operators should enter the shrine from the outside leaving the doors open behind them and assist the guests in off loading.
 - c. The boat driver should turn on his exterior lights during the off-loading and hold the boat as steady as possible by using the throttle
 - d. The guests should be kept together in a group just outside of the shrine door until all of them have been evacuated and then they should be lead as a group back to the dock area to receive re-admission coupons.

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The Jungle River Cruise ATTRACTION BREAKDOWN PROCEDURES

- 8. If the breakdown is due to a boat out of the trough (or with a disabled guide) an empty boat should be dispatched to that location with Maintenance personnel and one or two extra operators to assist them in whatever manner is needed. These personnel should work together to assist in caring for the guests aboard the disabled boat in the most expeditious manner possible whether that be in towing and guiding the disabled boat back to an evacuation point or simply in forcing the boat back into the trough so that it may proceed under its own power.
- 9. If it appears that the breakdown will last more than 15 minutes the following locations should be called and notified:

Location	Extension
Operations	4401
Adventureland Ticket Booth	4589
Tropical Serenade	4353
Pirates of the Caribbean	4578
Tour Dispatch	4527

- 10. All operators are to contact the lead to receive position assignments for the breakdown period (clean boats, sweep queue area, etc) and to return all unused re-admission coupons.
- 11. Maintain contact with the facilities personnel to assist them in anyway possible to expedite the re-opening of the attraction.
- 12. Once the okay to re-open has been received from the facilities personnel (and the attraction is ready to be re-opened):
 - a. Assign the operators to their positions and set up and begin cycling boats
 - b. Re-open the attraction and greet incoming guests.
 - c. Call all numbers originally notified of the breakdown and tell them the attraction is "102".
 - d. Flip the "101" switch to the "102" position.

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The Jungle River Cruise

ATTRACTION BREAKDOWN PROCEDURES

- E. If the breakdown is due to any other reason and the cycling of boats is still possible the following procedures should be carried out:
 - 1. Lock the turnstiles and stop admitting guests.
 - 2. Flip the "101" switch on the queue area public address system power box.
 - 3. Call DACS, Ext. 4670, and Control, Ext. 4777, giving them your name, the name of the attraction, and give them a brief description of the problem (i.e., "101" due to power failure).
 - 4. Load all guests who have gone through the turnstiles (except in case of a fire).
 - 5. Deliver the following announcement over the queue area public address system "Ladies and gentlemen, the Jungle River Cruise is temporarily closed due to technical difficulties (or inclement weather if applicable). We do not know at this time when we will be re-opening so please check back with us later on today/tonight.
 - 6. Position an operator at the entrance to the queue area and one outside of the exit area to answer guest questions. These operators should never give the guests a definite time for re-opening but should simply ask them to "check back later in the day/evening.
 - 7. Continue cycling the boats until all guests have been exited at unload.
 - 8. Where necessary or applicable boats should be put away in boat storage per the boat closing procedures as outlined in this manual.
 - 9. Maintain contact with the Facilities personnel and assist them whenever possible in expediting the situation (where applicable).
 - 10. All operators are to contact the lead to receive position assignments for the breakdown period (clean boats, sweep trash, etc).
 - 11. If it appears that the attraction will be down for more than 15 minutes the following locations should be called and notified:

Location Extension
Operations 4401
Adventureland Ticket Booth 4589

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The Jungle River Cruise

ATTRACTION BREAKDOWN PROCEDURES

Tropical Serenade 4353 Pirates of the Caribbean 4578 Tour Dispatch 4527

- 12. Once the situation has been corrected and the attraction can be re-opened:
 - Assign the operators to their positions and set up and begin a. cycling boats
 - b. Re-open the attraction and greet incoming guests.
 - Call all numbers originally notified of the breakdown and tell them the attraction is "102".
 - d. Flip the "101" switch to the "102" position.

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The Jungle River Cruise

CLOSING PROCEDURES

A. General Attraction

- 1. If operating after sundown check to insure that all area lighting is on. For any problems call DACS, Ext. 4670.
- 2. The day and the night lead are to discuss the days' happenings during the changeover period.
- 3. Insure that all unneeded queue lines are roped off as the line drops down.
- 4. Delete boats and positions as attendance decreases.
- 5. Receive a pistol from each boat before it is taken off for the day.
- 6. Lock the turnstiles and take the final readings.
- 7. Notify DACS, Ext. 4670 after the last boatload of guests has completed its trip.
- 8. Account for all pistols and send them to area maintenance with a closing operator.
- 9. Complete all closing paperwork.
- 10. Turn in closing paperwork in the Operations office.
- 11. Turn in the Re-Ad box to Admissions.

B. Boats

- 1. When the boat is at its tie off position bring it to a stop with the throttle, place the throttle in neutral, turn off the ignition.
- Secure the boat with tie lines front and rear so that it won't bump other boats
- Turn the battery switch in the back of the boat to the "off" position.
- 4. Stock all cushions on the port-bow side except for the rear cushion which is to be left in place but flipped on its edge.
- 5. Check the boat for scraps of trash

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Main St/Adventureland SUBJECT The Jungle River Cruise CLOSING PROCEDURES

- 6. Remove the rudder and place it inside the boat on the starboard bow.
- 7. Remove all operational materials and return to the dock box
 - a. holster
 - Ъ. gun safety line
 - ammo box c.
 - microphone (spray with disinfectant at dock box)
 - spotlight (if used) e.

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The Jungle River Cruise

PUTTING ON AND TAKING OFF BOATS

- A. To bring a boat out on the line:
 - 1. Find out from the lead which boat you are to bring out and what boat you will be behind on the river.
 - 2. Set the boat up properly as outlined in the opening procedures section of this manual.
 - 3. Bring the boat up to a position one boat length back from the switch gate.
 - 4. When the boat you are to follow on the river has passed the switch gate, the switch operator will:
 - a. Signal the next incoming boat to hold at a position one boat length back from the switch gate.
 - b. Turn the switch control from the "mainline" position to the "boat storage" position.
 - c. Signal the outcoming boat driver to proceed onto the mainline.
 - 5. After receiving the signal the boat operator will quickly proceed onto the mainline, receive his gun from the lead, and prepare to greet the guests.
 - 6. The switch operator will throw the switch control back onto the "mainline" after the oncoming boat has passed one boat length past the switch gate and signal the waiting boat to proceed.
- B. When it becomes necessary to take a boat off the line:
 - 1. While the guests are unloading give the gun to the lead
 - 2. The switch operator will:
 - a. Signal the next incoming boat to hold at a position one boat length back from the switch gate.
 - b. Turn the switch control from the "mainline" position to the "boat storage" position
 - c. Signal the off going boat driver to proceed through the switch gate.

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The Jungle River Cruise

PUTTING ON AND TAKING OFF BOATS

- 3. Upon receiving the signal the off-going boat operator will proceed quickly back through the switch gate into boat storage.
- 4. Once the off-going boat has passed one boat length beyond the switch gate the switch operator will throw the switch control back onto the "main line" and signal the waiting boat to proceed.
- C. Use of maintenance area switch box.
 - 1. Track A is a single operation track and holds six (6) boats for storage.
 - 2. Track B is a duel operation track. It must be used to store boats on either C or D tracks, also.
 - a. B, C and D tracks each hold three (3) boats for storage
 - 3. The host taking a boat back to boat storage will be informed by the lead on which track to store the boat.
 - 4. The boat operator will check the maintenance area switch to make certain it is turned to the correct track.
 - 5. To put boats on A or B track:
 - Maintenance area switch must be on A or B and the storage area must be clear
 - 6. To put boats on C or D tracks:
 - a. Maintenance area switch must be on B and no other boats parked in B section.
 - b. Shed entrance switch must be on C or D
 - 7. Upon arriving in boat storage the boat operator will proceed to close down his boat as outlined in the closing procedures section of this manual.

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FIRE PREVENTION

Fire prevention is everybody's responsibility. We have the finest engineered fire protection system for a project, community of this size in our country, and possibly the world today.

All of this is of limited value if <u>all</u> of our employees are not aware that they are a vital part in this never-ending operation. The first three (3) prime points are:

- 1. The safety of our guests.
- 2. The safety of ourselves and fellow employees.
- 3. The physical properties of the Company investment our investment.

Seven basic steps in Fire Prevention are:

- 1. Fire Prevention is the responsibility of each and everyone of us at Walt Disney World.
- 2. It is the responsibility of every employee to know the location of all extinguishers in his area of responsibility and be proficient in the use of them.
- 3. One of the most important factors, should you be involved in a fire, is to remain calm bearing in mind that our guests will look to you for guidance and the safety of our guests is paramount at all times.
- 4. One of the first things to do, should a fire occur, is to report it (Ext. 4777) and then attempt to extinguish it with first aid fire fighting appliances.
- 5. Report all fire hazards to your supervisor or, if supervision is not available, to the Fire Prevention Section, Ext. 4698 or Security, Ext. 4781.
- 6. There is a sin in using a fire extinguisher and that is to use it and not report it. Report all fires and all uses of extinguishers no matter how small or trivial they may seem.

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FIRE PREVENTION

Keep your Practice good fire prevention methods every day. area of responsibility clean and free of unneeded combustibles. Observe no smoking and other safety regulations. 7. can hook-up on the north well of that some writer seeks fire, call Ext. 4777.

a fire hydrant (painted graen) in the hughes on the basis.

covered queue eyes bear Pirates of the Ceylistess.

At the reas of the Sean Boat storage area.

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There are Individual portable high presence water fire exclusive and

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The Jungle River Cruise

FIRE EXTINGUISHING SYSTEM AND LOCATIONS

- 1. There is a fire hose folded inside of a storage box by the water cooler room to the east of the unload dock and:
 - A. a hose hook-up on the north wall of that same water cooler room
 - B. a fire hydrant (painted green) in the bushes on the bank opposite the water cooler room.
- 2. There are individual portable high pressure water fire extinguishers located:
 - A. Inside the water cooler room by the unload dock
 - B. Inside the air-conditioning equipment room in the middle of the queue area opposite the dock box
 - C. Inside the air-conditioning equipment room at the west end of the covered queue area near Pirates of the Caribbean
- 3. There are individual portable dry-chemical fire extinguishers located in the following areas:
 - A. Inside the air-conditioning equipment room at the west end of the covered queue area near Pirates of the Caribbean.
 - B. Inside the air-conditioning equipment room in the middle of the queue area opposite the dock box.
 - C. In the boat service area:
 - 1. Beside the channel gate switch control panel
 - 2. On the catwalk beside channel "D"
 - 3. At the rear of the Swan Boat storage area
 - 4. Along the walkway wall near the entrance to channel "B"
 - 5. In the workbench area by the rockroom

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FIRE EXTINGUISHING SYSTEM AND LOCATIONS

- 4. Each boat is equipped with the following:
 - A. A portable dry chemical fire extinguisher located in the compartment below the steering wheel
 - B. A built in fire extinguishing system fenwal for the engine compartment which will discharge if the compartment temperature surpasses a pre-set temperature or if the manual control switch by the steering wheel is thrown.

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GUEST SAFETY

Safety is the most important thing we can offer our guests. NEVER sacrifice it for any reason. Report immediately to your supervisor all safety hazards that come to your attention.

A. Guest Accident

- 1. REMAIN CALM. You can and will influence those around you.
- 2. Make the guest involved as comfortable as possible.
- 3. If a guest is unable to move, call:

First Aid - Ext. 4703 - giving:

- a. Your name
- b. The location of the incident (be specific)
- c. The nature of the illness or injury
- 4. Stand by until the nurse arrives and follow instructions.
- 5. If injury is minor, ask the guest if he or she would like to go to First Aid. If guest refuses to go, a John Doe Accident Report must be filed.
- 6. If the injured guest elects to go to First Aid, he or she should always be escorted.
- 7. If your immediate supervisor asks you to escort an injured guest to First Aid, DO NOT DISCUSS THE ACCIDENT. Be pleasant and sociable (e.g., ask the guest what attractions he or she has enjoyed most, where he or she is from, etc...)
- 8. When you arrive at First Aid, give the nurse or secretary your name and the name of the attraction or location. Do not discuss the accident with the nurse or the guest, but leave immediately.
- 9. When you return to your attraction all injuries are to be reported to the lead. Give the lead the exact details of the accident. Do not assume anything as to what happened.

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GUEST SAFETY

- 10. An accident report must then be filed.
- 11. The lead must report all injuries and property damages to his area supervisor.

B. Property Damage

1. In case of property damage such as wet or torn clothing, torn hose, wet hair, cameras or purses dropped in water, direct the guest to City Hall. DO NOT PROMISE REIMBURSEMENT FOR DAMAGED CLOTHING OR PROPERTY.

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On the Job Injuries or Illness

- Employees must report all on-the-job injuries to First 1.
- An Employee Accident Report form must be filed.
- Employees who receive injuries, or become ill on the job and are sent home, will be given a Release from Shift slip by First Aid.
- 4. Employees returning to work from on-the-job injuries must obtain from First Aid, a Return to Work slip.

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TIPS FOR HOSTS AND HOSTESSES

All of the following procedures are the result of past experience and careful thought. They represent at present the best possible way of preserving guest and employee safety, as well as putting on a good show.

- 1. Courtesy is the key to Walt Disney World's success. The most critical element of doing a successful job is the close contact we have with our guests. Remember, every guest is a V.I.P.
- 2. Use smiling phrases -- "Please" and "Thank you". When pleasantly spoken, they make people want to do what you want them to do. This enhances the Walt Disney World's "Magic".
- 3. Have patience with guests; you're expected to keep the operation running as smoothly as possible. If any serious complications arise, call your lead or a security host in the area.
- 4. Be prepared to answer questions concerning hotels, recreation, and the Theme Park. Many guests are curious about our operation and expect you to have the answers.
- 5. Teamwork is essential for an efficient operation.
- 6. Maintain wardrobe standards at all times; i.e., proper name tag on outer garment, shoes shines, neat haircut, make-up, etc.
- 7. Horseplay and practical jokes often meet with disciplinary action.
- 8. Never leave your position unless properly relieved or in case of an emergency.
- 9. BE ON TIME! This means for the beginning of your shift and also when returning from your breaks and lunch, remember when you are late from a break or lunch it will either delay or prevent one of your fellow hosts from taking their break or lunch.
- 10. Always call a supervisor as far in advance as possible, if you will be late or unable to work your scheduled shift.

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TIPS FOR HOSTS AND HOSTESSES

- 11. Always bring your time card to the lead in your work area and handle it with care; remember, IT IS YOUR PAY CHECK!
- 12. Do not enter other "on stage" areas while in costume. Use the tunnel to and from Wardrobe and the cafeteria.
- 13. Phone when answering the phone, give the name of the attraction and your name. The phones on the attractions are for business use only.
- 14. Miscellaneous Put jackets, books, lunches in assigned places.
 Do not have them on the attraction. Be alert at all times.
 Be on the lookout for children wandering away from parents.
- 15. Wheelchairs We will accommodate wheelchairs whenever possible.

Put them in the show first.

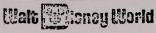
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CLEANLINESS

At Walt Disney World we feel that "CLEANLINESS" is next to "SHOWMANSHIP." That's the way Walt Disney wanted it and that's the way we try to keep it!

- 1. Allow no food or beverages on the attraction.
- 2. Pick up boxes or cups on the attraction or ground rather than step over them.
- 3. Push down trash in any overflowing trash can.
- 4. Help keep employee's break areas clean so that we can devote more time to the guest areas.
- 5. If a guest should have an accident of personal nature, cover with compound (located on all attractions) then call the Custodial Department at extension 4754.

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THE DISNEY PHILOSOPHY

We promise our guests a safe and enjoyable day when they come to Walt Disney World; and you, as a host or hostess, must fulfill this promise. Safety is engineered into every attraction. At no time, under any circumstances, should you as hosts and hostesses sacrifice safety for any reason.

In no other form of show business does the audience interact with the show as it does in Walt Disney World. Keep in mind that no only the attractions but also the landscaping, the architecture, and you make up the vital parts of the show; and you, the host and hostess, are the direct link to our guests. Through the years, we have built up a tradition of friendliness, and it is your job to extend and preserve this tradition today.

By being courteous, you will automatically increase capacity because the guests will be more receptive to your directions. Try to use every seat, save every second. Work as a team with your fellow hosts and hostesses.

Each one of these phases is an important part of the Walt Disney World show. Preserving the quality of the show that has made Disneyland famous the world over is our greatest and continuing challenge. We can build new attractions and improve the old ones, but if we don't sincerely believe in our Walt Disney World product and that each of us has a distinct role to play, all the millions of man hours and dollars spent on growth goes for naught.

EACH JOB IS ONE PART OF A TEAM EFFORT AND IT IS ESSENTIAL THAT EACH PERSON HELP THE OTHER TO INSURE THE BEST IN SAFETY, SHOW COURTESY AND CAPACITY.

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FOR

THE JUNGLE RIVER CRUISE

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The Jungle River Cruise

INTRODUCTION

The Adventureland Jungle River is one of the most talked-about Disney attractions. It has been refined, expanded, changed in some areas, and generally improved with new and more sophisticated animation. Yet in spite of all these changes, one of the most important elements has remained intact ... the role of the "skipper." There is no other attraction in the Magic Kingdom where the performance is so closely entwined with the rest of the show. You must be friendly yet alert ... articulate yet spontaneous ... fluent and humorous ... all at the same time while guiding a 31-passenger launch on a journey down the "Rivers of Adventure." And, once you've mastered all of these elements, you must then come to grips with the most difficult task facing any performer. You must realize that you are part of the entire show ... you are not by yourself the whole show. The script you will learn has been painstakingly designed to help you maintain your part properly and consistently. All we expect is that you do your best to make each trip appear as if it were your first.

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The Jungle River Cruise

THE STORY BEHIND THE STORY

As in every attraction here at Walt Disney World, authenticity has always been a must. Walt Disney was a perfectionist. When he built Disneyland he captured the imagination of the public and that effort has been duplicated at Walt Disney World. Nowhere in the world will a guest find shows and entertainment like they do here. The Jungle Cruise captures the imagination of the people like no other attraction in the park.

The original idea for this type of show came from the filming of the African Lion. Several years were spent in the making of this truelife adventure in the wilds of Africa. Walt and his staff got the idea of a Jungle motif attraction when they began developing Disneyland.

The Jungle is real. It is not a fake or replica. Many guests who have traveled or lived in Africa comment on the realism and authenticity of the plants and animals. When it was devised originally, they thought of having real animals; however, this would have been difficult to do. Consistency of the show would have been affected due to the animals being asleep or in back of an area. At Disneyland there were live alligators, however, in the waiting area for guests to view.

The Jungle Cruise includes three basic areas of the world. The rain forest of South America; Africa and Asia. The Jungle Cruise "rivers" are actual rivers in these areas: The Amazon of South America, the Congo and Nile of Africa and the Irawaddy river located in Asia.

Each of the scenes in the Jungle Cruise was taken from true-life adventure films. All plants and trees are real except those in the rain forest and are native to the area being depicted. The jungles of the world were researched in order to reconstruct them authentically. Over a year was spent building and landscaping the Jungle Cruise with its over five hundred varieties of plant life.

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The Jungle River Cruise FACT SHEET

Opening Date: October 1, 1971

Theoretical Capacity: 2,232 guests per hour

Trip Time: 9½ minutes

Dispatch Interval - 50 seconds

Capacity per boat: 31 guests

Maximum Number of boats to be used at one time: 13

Total Number of Boats for Attraction: 16

Average Water Depth in Channel: 3½ to 4 feet (contoured bottom)

- 1. Hippo Pool 6½ feet
- 2. Guide Trench 6 feet

Length of Channel: 2,000 feet

Type of Engine: Palmer, 4 cylinder, 22 horsepower, natural gas powered

Total Number of Animated Figures: 135

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The Jungle River Cruise OPENING PROCEDURES

Α. General Information

- 1. Pick up re-ad box from Admissions
- 2. Pick up guns from Security - MO5.
- 3. Check water level of Jungle River - if low call DACS, Ext. 4670.
- Check attraction log for any information left from the previous 4. night's lead.
- 5。 Set up general area of attraction:
 - All umbrellas put up (unless it is too windy)
 - Check all trash cans call Custodial Ext. 4754 if not emptied. b.
 - Position all barrels and props C.
 - Set up crowd control ropes for area and attraction d.
 - Take all strollers to Magic Carpet. e.
 - Sweep out all water puddles f.
 - Check the fly fans, air conditioner and lights g.
- Set up the turnstile area: 6.
 - Unlock the turnstiles and check movements (directionally) a.
 - Set the veeder-root counters back to zero b.
 - Close up and position the ticket box c.
 - Record the opening turnstile readings d.
 - Plug in and test the crowd control microphone e.

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Main St/Adventureland SUBJECT

The Jungle River Cruise

OPENING PROCEDURES

- Set up the daily paperwork:
 - a. Op Sheet
 - Ъ. Rotation Sheet
 - c. Maintenance Sheet
- Check the spur track and boat storage switches
- Take a boat out and take an animation check notify DACS, Ext. 9. 4670 of any problems.
- Assign incoming operators to their rotations note their costumes 10. and grooming as they report.
- Boats These steps are to be performed only on those boats that are В. to be used immediately:
 - Set main power switch in back of boat
 - Check the fuel level and the fenwal system 2.
 - Position all seat cushions 3.
 - 4. Replace the cushions that are in bad shape
 - Start up the boat 5.
 - Take the throttle lever out of gear and push slightly forward
 - Set the ignition to "on" (turn to the right) b.
 - Depress the starter button and release as soon as the engine C. fires

Do not hold down more than 10 seconds at a time. Note: If it fails to fire after 5 attempts, notify maintenance

Allow the engine to warm up at a moderate speed for 2-5 minutes d. before engaging the transmission and starting underway. not warm up the boat under the covered area in boat storage.

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The Jungle River Cruise

OPENING PROCEDURES

- 6. Plug in the microphone and check the sound system notify DACS, Ext. 4670 of any malfunctions.
- 7. Set up the holster and safety line for the gun and place the ammo box on the bow.
- 8. Wipe down all of the cushions in the boats as well as the bow and stern decks.
- 9. Clean up any trash in the boat.
- 10. Untie all securing lines and neatly coil them by their cleats.
- 11. After brining the boat into the load dock area receive a gun from the lead who will record its serial number and issue two packs of shells for the gun.
- C. If the attraction is ready, begin admitting guests .
- D. If the attraction cannot be opened on time call the following locations giving your name, the name of the attraction, and a brief description of the problem.

Location	Extension
Control DÁCS Operations Adventureland Ticket Booth Tour Dispatch Pirates	4777 4670 4401 4589
	4527 4578

If the delay will be longer than 1 hour, call the TTC, Ext. 4620.

- 1. During the delayed opening keep operators posted at the entrance and exit of the attraction to answer guest's questions and ask them to "check back with us later on today".
- 2. Once the attraction is ready to open, notify all locations called above.

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The Jungle River Cruise CROWD CONTROL

- 1. Watch the flow of guests through the queue area. Open and close off queue area sections depending upon the length of the line to keep the guests inside the ropes, but not necessarily winding about in it.
- 2. Answer guest questions and ask the guests to have their coupons torn out and ready to present to the operator when they reach the turnstiles.
- 3. Ask the guests to finish all food, beverage, and tobacco before entering the covered area.
- 4. Keep parked wheelchairs and strollers in order.
- 5. Keep the entrance area clean of all trash and keep the cigarette ash cans cleaned out. If a trash can becomes filled, pull out the liner and push the trash down as far as possible. If it becomes impossible to compact the trash further, switch the liner with one that is empty or has less trash in it. Call Custodial, Ext. 4754, if all of the trash cans become filled.
- 6. Put up and take down portable stanchions and ropes as needed.
- 7. Direct wheelchair parties to the exit for loading. If there are more than two members in the wheelchair party one of the walking members must go through the queue area and rejoin his party after waiting in line. This assures as equal wait for the guests.
- 8. Ask all barefoot guests to put their shoes on.
- 9. The crowd control operator is to wear his hat at all times.
- 10. Check the area around the Oasis to insure that it is clear of all trash.

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The Jungle River Cruise

TURNSTILE OPERATOR

- 1. Record the hourly count on the turnstile sheet on the hour!
- Direct all children under the age of three to pass under the turnstiles as they are admitted free.
- 3. Receive an "E" coupon or its equivalent from each entering person over the age of three. All tickets are to be torn and deposited in the ticket box. Tickets from either Disneyland or Walt Disney World are acceptable. Guests may not combine coupons of lower value to gain the equivalent of a higher value coupon.
- 4. Children under six (6) must be accompanied by a junior or an adult.
- 5. All courtesies and CBt's are to be registered on the appropriate counters on the ticket box. Courtesies include:
 - A. Re-admission tickets
 - B. Complimentary coupons
 - C. Blue ID's and all members of their party
 - D. Blue with Gold Stripe ID's and all members of their party
 - E. VIP Tours (all members)
 - F. Tour Guides (not the tour)
 - G. Parties awarded entrance by the supervisors or other officials of Walt Disney Productions
 - H. Gold Passes and all members of their party when confronted with one of these, admit the party and politely advise the passholder that he may pick up complimentary coupons at City Hall.
- 6. When presented a Silver Pass by a guest seeking admission to the attraction, politely explain to that guest that a Silver Pass by itselis not valid for admission to an attraction, but that the guest may use the Silver Pass to pick up complimentary coupons at City Hall.
- 7. Insure that no food or beverages pass through the turnstiles. Also, no smoking is allowed past the turnstiles.
- 8. Always say "thank you" to each guest as you accept their coupon.
- 9. Please smile and be courteous.
- 19. Never slouch, sit or lean on the turnstiles, barrels, or ropes.

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TURNSTILE OPERATOR

- 11. Keep the turnstile area clean of all trash and ticket scraps and keep the cigarette ash cans cleaned out. Call Custodial Ext. 4754 if the trash cans become filled.
- 12. The queue area public address system is to be used only to deliver breakdown narrations or when the queue area has more than a 10 minute waiting line.

Breakdown Narration: "Ladies and gentlemen ... The Jungle River Cruise is temporarily closed due to technical difficulties. We do not know at this time when we will be re-opening so please check back with us later on (today/tonight)"."

Note: This is to be given only at the direction of the lead or supervisor.

Ticket Narration: "The Jungle River Cruise is an "E" coupon attraction so please have your "E" coupon or Magic Key coupon ready for the operator when you reach the turnstile. Please remember that there is no eating, drinking, or smoking allowed on the Jungle Cruise. Thank you."

- 13. Ask all barefoot guests to put on their shoes.
- 14. Whenever answering the telephone give the name of the attraction and your name.
- For special events or groups there may be passes issued to be worn 15. by the persons involved. These passes will be clearly labeled as Walt Disney World media. Your lead should notify you in advance when to expect these, but don't hesitate to call your lead when unexpectedly confronted by one. In all cases where you are unexpectedly confronted with a pass of this type you should accept it (unless it is obviously fraudulent) and then immediately notify your lead giving a description of the pass so that it may be determined whether or not the pass is valid and what to do when it appears in the future.

Magic Kingdom Club cards are for purchasing tickets at discount prices only, and are not acceptable for attraction admission.

The turnstile operator is to wear his hat at all times. 16.

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The Jungle River Cruise

LOAD OPERATOR

- 1. Wait until the boat comes to a complete stop before attempting to load.
- 2. Help guests into the boats asking them to "please watch your head and watch your step".
- 3. You should be holding the upper part of the guest's arm until his full weight is in the boat.
- 4. Make sure that no guests enter the boat while smoking.
- 5. Give each guest individual attention, even if it means asking them to wait on the dock until you can assist them;
- 6. Direct the guests to their proper seats
 - A. Front loader loads the dockside and center cushion
 - Back loader loads the waterside
 - Both operators work together to insure that every seat is filled.
- Both loaders should load with one foot on the boat and one on the dock 7. for proper balance.
- The front loader should be facing the rear of the boat and the back 8. loader should be facing the front of the boat. This way both loaders are in a position to react should a guest begin to fall.
- In the lead's absence the back loader will assume responsibility for 9. answering the phone and guest questions. When there is only one loader and there are no boats in the loading area, the back loader should help unload the guests and then ride the boat back to his load position.
- After the last guest is on board quickly place the removeable cushion 10. so the guest may be seated.

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The Jungle River Cruise

UNLOAD OPERATOR

- 1. Meet the incoming boats at the end of the dock watching for guests' hands and arms outside of the boat.
- 2. Board the boat as it comes into the dock and politely request the guests on the removeable cushions to stand so that you may remove them for unloading. Place the cushion on top of the boat during unloading. Do not throw the cushion!
- 3. Wait until the boat comes to a complete stop before allowing any guests to disembark.
- 4. Keep a close watch for children climbing out over the boat railings.
- 5. You should be holding the upper part of each guests' arm until his/her full weight is on the dock. Do not lift small children off the ground!
- 6. Notify the skipper of the boat to move the boat up as soon as the last guest steps off.
- 7. If guests mistake the unload dock for the entrance, re-direct them, in a courteous manner, to the correct entrance.
- 8. All wheelchair parties will be loaded at unload:
 - A. The operator may assist the wheelchair party onto the boat, but should not lift the guest single-handedly.
 - B. One unloader should hold the boat steady while the other assists the guest.
 - C. The wheelchair is to be left on the dock by the barrels at unload.
 - D. If there are more than two persons in wheelchair party (including the wheelchair) one member of the party must wait in line with the other guests. After that person reaches the turnstiles the wheelchair party may them be loaded in the boat.
 - E. Collect coupons for each member of the party and record the number in the party on the turnstiles.

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The Jungle River Cruise

BOAT OPERATORS

A. Load Position

- 1. Use the microphone to direct the guests to their proper seats (see approved narration)
- 2. Using the throttle hold the boat as still as possible during loading. (This is your primary responsibility)
- 3. When the last guest is on board and the cushion in place you may begin the cruise.
- 4. Pull out of the load area quickly so that the next boat can move up and then slow down before entering the jungle.

B. Unload Position

- Using the microphone direct the guests in unloading (see approved narration)
- 2. Using the throttle hold the boat as still as possible during unloading. (This is your primary responsibility)

C. Driving the boat

- 1. There should be no physical contact with the guests during the trip.
- 2. Never reverse direction while in the jungle.
- 3. Observe a moderate speed on all curves
- 4. While in the dock area the boats should be a minimum of 18" apart and should never touch (subject to dismissal)
- 5. Follow the written narration (see approved narration) and observe proper trip timing:
 - 1 minute broadside to inspiration falls
 - 2 minutes broadside to canoe beach
 - 3 minutes entering veldt
 - 4 minutes broadside to Old Smiley
 - 5 minutes entering hippo pool
 - 6 minutes broadside rising natives
 - 7 minutes broadside entering shrine
 - 8 minutes middle of elephant pool

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BOAT OPERATORS

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9 minutes - Trader Sam 9½ minutes - Unload area

- 6. The only time the microphone is to be used in the dock area is during the actual loading and unloading of the boat.
- 7. The operator is to wear his hat at all times while on the boat.
- 8. Breaks are for two (2) trips only and lunches are for three (3) trips only.
- 9. If boat does not have a neutral gear shift position it should be pulled off the line immediately.
- If the water temperature for the engine goes above 200 notify 10. the lead immediately.
- Notify the lead of any other strange noises, smells, or operating 11. irregularities.
- During a nighttime operation: 12.
 - Receive a spotlight from the lead at dusk. a.
 - Turn on the exterior boat lights when away from the dock area. Ъ.
 - When using a spotlight shine in the water and illuminate the c. animation with the reflection.
 - Always handle the spotlight with care. d.
 - During loading and unloading always shine the spotlight at the e. ceiling of the boat over the driver's head to illuminate the inside of the boat.
 - Turn off running lights and spot lights inside the shrine. f. Do not reload pistol in shrine, (remain in costume as the boat's skipper, steering the boat through a dark and dangerous part of your safari).

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The Jungle River Cruise

PISTOL PROGEDURES

A. Lead Responsibilities

- 1. The opening lead will inventory the pistols prior to opening the attraction. Serial numbers of all the guns on hand are to be logged on the Pistol Issue Form. Any discrepancies are to be immediately brought to the attention of Area Supervision and Security.
- 2. When bringing a boat on line, the lead will issue a pistol to the boat. The name of the boat and the time issued will be logged onto the Pistol Issue Form in the appropriate line corresponding to the serial number of the pistol.
- 3. The lead will insure that the pistol is placed in the holster and the lanyard securely fastened before allowing the operator to load the pistol.
- 4. Pistols will be issued and received ONLY at the dock area.
- 5. During the course of the normal operating day, all pistols not in use are to be locked in the pistol storage cabinet in the dock box. The pistol storage cabinet will only be unlocked by the lead on duty or a member of Area Supervision.
- 6. When the closing lead assumes responsibility for the attraction he/she must inventory the pistols again and be satisfied as to the location of all pistols on the attraction.
- 7. When pulling a boat off the line, the lead will receive the pistol from the operator at the dock area and log the time received onto the Pistol Issue Form.
- 8. All pistols utilized during the day are to be sprayed with lubricant spray in the chamber and firing mechanisms prior to securing in the pistol storage box.
- 9. At the end of the operating day, the closing lead will inventory the pistols and secure them in the travel case. If any discrepancies are found they must be immediately brought to the attention of Area Supervision and Security.

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The Jungle River Cruise

PISTOL PROCEDURES

- B. Operator Responsibilities
 - 1. The operator will be issued a pistol from the lead at the dock only.
 - a. The pistol will be placed in the holster and the lanyard securely attached prior to loading the pistol.
 - 2. The pistol will be removed from the holster only under the following circumstances.
 - a. In the Hippo Pool when firing as part of the show.
 - b. At the dock area when loading the pistol or turning the pistol in to the lead when taking a boat out of service.
 - c. During a breakdown to fire the appropriate number of shots.

NOTE: The pistols are not toys and any unauthorized use or horseplay with the pistols will result in disciplinary action.

- 3. When firing the pistols the following procedures should be used:
 - a. In the Hippo Pool as part of the show, the pistol will be pointed low over the bow and fired once at each charging hippo (total of two shots)
 - b. When firing distress signals point the pistol high overhead and away from the guests. Fire the appropriate number of shots as outlined under breakdown procedures.
- 4. The pistol will be unloaded only after the boat has been unloaded at the dock. The following procedures should be followed:
 - a. Shells (fired, misfired or unused) are never to be given to a guest.
 - b. Open shell chamber of pistol checking for fired shells.
 - c. Remove all fired shells and shells that have misfired and put in right side of ammo box. (All unused shells should be placed in left side of ammo box)
 - d. Replace all empty shell holes with new shells.

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The Jungle River Cruise

PISTOL PROCEDURES

- e. While loading and unloading pistol never point it toward a guest or fellow employee!
- f. When the right side of the ammo box is filled with fired or misfired shells, turn in the shells to the lead.

C. Pistol Storage Procedures

- 1. During non-operating hours the pistols to be utilized the following day are to be stored in a locked travel box and kept in the Security office. There are three keys to the travel box, one kept by the Security Dispatcher, one on the Jungle Cruise lead's key ring and one in area supervision's office.
- 2. Prior to park opening the Jungle Cruise lead (or designated host) will pick up the travel box from Security and transport it to the attraction. Prior to departing the Security office the pistols must be counted by the Security Dispatcher. He will fill in item #1 on the Pistol Issue form, giving number of pistols issued, time of issue and appropriate signature.
- The Jungle Cruise lead will fill in item #2 on the Pistol Issue form, giving number of pistols received, time received and appropriate signature.
- 4. Prior to issuing the pistols the lead will record the WDW serial number of all the pistols in the travel box on the Pistol Issue form. When issuing the pistols he/she will then record the name of the boat the pistol is assigned to and the time assigned in the corresponding slot next to the serial number of the pistol.
- 5. Prior to assuming responsibility for the attraction, the closing lead will inventory all of the pistols on the attraction and fill in item #3 on the Pistol Issue form, giving number of pistols, time of inventory and appropriate signature. The Opening Lead will also sign in the appropriate spot to verify that this procedure was followed.
- 6. When taking a boat out of service for the day, the closing lead will note the time in on the Pistol Issue form in the appropriate slot corresponding to that pistol.

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PISTOL PROCEDURES

- 7. At conclusion of the normal operating day, the closing lead will secure all the pistols in the travel case. The lead (or designated host) will then transport the pistols to the Security Office.
- 8. Upon arrival at Security, the Security Dispatcher will unlock the travel box, count the pistols and fill in item #4 on the Pistol Issue form, giving number of pistols received, time received and appropriate signature.
- 9. The lead (or designated host) will then turn in the completed Pistol Issue form to the Operations Office. The form is to be placed on the Area Supervisor's desk. The lead will place a blank copy of the Pistol Issue form in the Jungle mailbox for use the next day.
- 10. The remainder of the pistols not in utilization are to be stored under lock and key by Arcade Maintenance. They will be responsible for maintenance of the pistols.
- 11. When Arcade Maintenance wants to take a pistol out of service they must swap pistols on a one-for-one basis. They may do this at the Jungle Cruise during operating hours with the Lead only or at Security during non-operating hours with the Dispatcher only.

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The Jungle River Cruise

ATTRACTION BREAKDOWN PROCEDURES

- A breakdown has occurred anytime one of the following situations exists:
 - 1. Fire
 - Animation failure of one entire scene (consult with supervisor)
 - 3. A boat storage switch gate on the main line is jammed in the storage position
 - 4. A boat is disabled on the river (away from the dock area)
 - Loss of power to the dock lighting during a nighttime operation
 - 6. Low water (more than 2 inches below normal)
 - 7. Inclement weather resulting in:
 - A complete blockage of the unload area with guests refusing to leave and/or
 - The guests refusing to board at the load dock
 - A supervisor determines that the ride must be closed with cause
- In all situations except those involving a boat becoming disables В. away from the dock the lead will communicate the problem to the boat drivers as they enter the dock area and issue instructions as needed. If the problem does involve a particular boat out on the river, the driver of the boat is to use his pistol to fire shots as outlined by the following signal system:
 - 6 consecutive shots boat out of trough (i.e., boat is unable to proceed through the ride due to guide trouble or trough being blocked)
 - 5 consecutive shots Fire!
 - 4 consecutive shots Medical emergency
 - 3 consecutive shots mechanical breakdown
 - 2 consecutive shots all clear during normal operations
 - 1 shot all clear during a "101" situation
 - If upon hearing 3 or 6 consecutive shots, you can determine that 1. the disabled boat is in front of yours then you should hold your position on the river until the all clear is given (exception: when stopped under the falls). If unsure of the location of the disabled boat proceed slowly and with caution toward the dock area.

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The Jungle River Cruise

Main St/Adventureland

ATTRACTION BREAKDOWN PROCEDURES

Never stop less than a boat length away from another boat in the Jungle.

- 2. Upon hearing 4 or 5 consecutive shots you should proceed at a rapid, but safe speed, to the dock so as to clear the river.
- C. Three Shots - If the breakdown consists simply of a mechanical breakdown of a boat out on the river the following procedures should be followed:
 - 1. Stop dispatching boats
 - 2. Flip the "101" switch on the queue area Public Address System power box
 - Call DACS, Ext. 4670 and Control, Ext. 4777 giving them your name, 3. the name of the attraction, and tell them you are "101" for 3 shots
 - 4. Make the proper queue area announcement
 - Load all guests who have gone through the turnstiles, if the "101" is determined to be for no more than a few minutes. 5.
 - Have any loaded boats in the dock area pull as far out towards the rain forest as possible
 - Continue unloading incoming boats until it is evident that the 7. last boat ahead of the disabled boat has been unloaded
 - Send the last unloaded boat back into the Jungle with an extra 8. operator and a tow rope to tow the disabled boat into the dock area.
 - Upon reaching the disabled boat: 9.
 - Tie the two ends of the tow rope around the tie off cleats of the two boats and proceed as smoothly as possible back towards the dock area.
 - The extra operator is to stay seated on the stern of the tow b. boat in position to use his feet and legs to prevent the disabled boat from colliding with the tow boat.
 - Upon unloading the guests from the disabled boat, that boat should 10. immediately be pushed back into boat storage and put away per the closing boat procedure (as outlined in this manual) so that maintenance personnel may begin work on it.

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ATTRACTION BREAKDOWN PROCEDURES

- 11. Re-admission coupons are to be issued to all guests over the age of 3 in the disabled boat.
- 12. Fire 1 shot to signal the all clear.
- 13. Immediately begin cycling boats and loading guests.
- 14. Flip the "101" switch to the "102" position
- 15. Call DACS and Control and notify them of the "102".
 - Note: 1. If it is obvious that the disabled boat is one that has just entered the rain forest then it might be possible to use an unloaded boat dispatched from the load dock to tow the disabled boat back to the dock area.
 - 2. The operators on the dock should remain calm at all times, converse in a normal tone of voice, and refrain from any unnecessary excitement or discussion about the breakdown that might be overheard by a guest.
 - 3. Anytime that you are issuing readmission coupons always save the book stubs and return them to the lead. Also, always tear the tickets out of the book sequentially from the top down and only tear out the tickets as you distribute them to the guests and not in advance. Always use up all partial books before starting on new ones.
 - 4. If you are the operator of a disabled boat keep calm and strike up a conversation with your passengers to help pass the time.

D. Four Shots

- 1. If the breakdown is a result of a medical emergency on one of the boats, call DACS, Ext. 4670 and Control, Ext. 4777, plus First Aid, Ext. 4703, state "This is ____ at the Jungle Cruise, we are "101" because we have an operator out on the attraction signaling that he has a medical emergency on his boat".
- 2. Make the proper queue area announcements.
- 3. Stop admitting guests. Your main concern then is to keep the unload area clear of boats, keep two unloaded boats in the load area ready to begin recycling but keep the unload area clear.

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ATTRACTION BREAKDOWN PROCEDURES

E. Five Shots

- 1. If the breakdown is a result of a fire on one of the boats, call DACS, Ext. 4670, and Control, Ext. 4777, state, "This is at the Jungle Cruise, we are 101. We have an operator out on the attraction signaling that he has a fire on his boat".
- 2. Immediately send an operator back to the area of the boat, with an extinguisher in hand.
- Stop admitting guests. If the boat is still moving to the 3. dock, keep the unload dock clear of boats and have two or three extinguishers on the unload dock.
- 4. Make the proper queue area announcement.

Six shots F.

If the breakdown is the result of a boat storage gate jammed open. or any other occurrence that prevents the cycling of boats (and the towing of a disabled boat) the following procedures should be carried out:

- 1. Stop dispatching boats
- 2. Flip the "101" switch on the queue area Public Address System power box.
- Call DACS, Ext. 4670, and Control, Ext. 4777, giving them 3. your name, the name of the attraction, and a brief description of the problem (i.e., "101" due to 6 shots)

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The Jungle River Cruise ATTRACTION BREAKDOWN PROCEDURES

- Deliver the following announcement over the queue area public address system: "Ladies and gentlemen, the Jungle River Cruise is temporarily closed due to technical difficulties. We do not know at this time when we will be re-opening so please check back with us later on (today/tonight).
- 5. Position an operator at the entrance to the queue area and one outside of the exit area to answer guests questions. operators should never give the guests a definite time for reopening but should simply ask them to "check back later in the day/evening."
- Cycle as many boats as possible through the load area (either backwards or forward) to unload guests and issue re-admission coupons to any guests (over the age of 3) who did not receive a normal cruise or who were already past the turnstiles on the load dock.
 - It may be necessary to put unloaded boats on the spur Note: track, or in boat storage, or any other means of positioning to facilitate this procedure.
- Should it become necessary to do so, guests may be evacuated 7. from boats inside of the shrine by the following procedures:
 - Position the boat to be unloaded inside the shrine so that a. its front entrance is aligned with the flat stones coming out of the doorway just prior to the treasure scene.
 - Two operators should enter the shrine from the outside leaving Ъ. the doors open behind them and assist the guests in off loading.
 - The boat driver should turn on his exterior lights during the off-loading and hold the boat as steady as possible by using the throttle
 - The guests should be kept together in a group just outside of d. the shrine door until all of them have been evacuated and then they should be lead as a group back to the dock area to receive re-admission coupons.

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The Jungle River Cruise ATTRACTION BREAKDOWN PROCEDURES

- 8. If the breakdown is due to a boat out of the trough (or with a disabled guide) an empty boat should be dispatched to that location with Maintenance personnel and one or two extra operators to assist them in whatever manner is needed. These personnel should work together to assist in caring for the guests aboard the disabled boat in the most expeditious manner possible whether that be in towing and guiding the disabled boat back to an evacuation point or simply in forcing the boat back into the trough so that it may proceed under its own power.
- 9. If it appears that the breakdown will last more than 15 minutes the following locations should be called and notified:

Location	Extension
Operations	4401
Adventureland Ticket Booth	4589
Tropical Serenade	4353
Pirates of the Caribbean	4578
Tour Dispatch	4527

- 10. All operators are to contact the lead to receive position assignments for the breakdown period (clean boats, sweep queue area, etc) and to return all unused re-admission coupons.
- 11. Maintain contact with the facilities personnel to assist them in anyway possible to expedite the re-opening of the attraction.
- 12. Once the okay to re-open has been received from the facilities personnel (and the attraction is ready to be re-opened):
 - Assign the operators to their positions and set up and begin cycling boats
 - b. Re-open the attraction and greet incoming guests.
 - c. Call all numbers originally notified of the breakdown and tell them the attraction is "102".
 - d. Flip the "101" switch to the "102" position.

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The Jungle River Cruise

Main St/Adventureland

ATTRACTION BREAKDOWN PROCEDURES

- If the breakdown is due to any other reason and the cycling of boats is still possible the following procedures should be carried out:
 - 1. Lock the turnstiles and stop admitting guests.
 - 2. Flip the "101" switch on the queue area public address system power box.
 - Call DACS, Ext. 4670, and Control, Ext. 4777, giving them your 3. name, the name of the attraction, and give them a brief description of the problem (i.e., "101" due to power failure).
 - Load all guests who have gone through the turnstiles (except in case of a fire).
 - Deliver the following announcement over the queue area public address system "Ladies and gentlemen, the Jungle River Cruise is temporarily closed due to technical difficulties (or inclement weather if applicable). We do not know at this time when we will be re-opening so please check back with us later on today/tonight.
 - Position an operator at the entrance to the queue area and one 6. outside of the exit area to answer guest questions. These operators should never give the guests a definite time for re-opening but should simply ask them to "check back later in the day/evening.
 - 7. Continue cycling the boats until all guests have been exited at unload.
 - Where necessary or applicable boats should be put away in boat 8. storage per the boat closing procedures as outlined in this manual.
 - Maintain contact with the Facilities personnel and assist them 9. whenever possible in expediting the situation (where applicable).
 - All operators are to contact the lead to receive position assign-10. ments for the breakdown period (clean boats, sweep trash, etc).
 - If it appears that the attraction will be down for more than 11. 15 minutes the following locations should be called and notified:

Extension Location Operations 4401 Adventureland Ticket Booth 4589

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STANDARD OPERATING PROCEDURE

The Jungle River Cruise ATTRACTION BREAKDOWN PROCEDURES

Tropical Serenade 4353
Pirates of the Caribbean 4578
Tour Dispatch 4527

12. Re-Admission Tickets

The issuing of re-admission tickets is done only after the approval of the supervisor on duty or lead on the attraction. Under normal circumstances, re-ads will be issued only to the guests of the boat that broke down, and only to those guests who decline the offer of another ride. If you are the boat operator do not tell the guests on your boat that they will be handed a re-ad, but wait until you get to the dock and inform the lead (aside) what the situation is. The backside of Schweitzer Falls is the point that is used to determine the issuing of the re-ads. If a boat breaks down before it reaches that point, everyone on that boat will be asked if they would like to ride again on another boat. If any of them decline they will be issued a re-ad.

Anytime the queue area must be cleared any guest who has given a ticket to a ticket taker should be issued a re-ad.

- 13. Once the situation has been corrected and the attraction can be re-opened:
 - a. Assign the operators to their positions and set up and begin cycling boats.
 - b. Re-open the attraction and greet incoming guests.
 - c. Call all numbers originally notified of the breakdown and tell them the attractions is "102".
 - d. Flip the "101" switch to the "102" position.

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The Jungle River Cruise

The Jungle River Cruise CLOSING PROCEDURES

A. General Attraction

- 1. If operating after sundown check to insure that all area lighting is on. For any problems call DACS, Ext. 4670.
- 2. The day and the night lead are to discuss the day's happenings during the changeover period.
- 3. Insure that all unneeded queue lines are roped off as the line drops down.
- 4. Delete boats and positions as attendance decreases.
- 5. Receive a pistol from each boat before it is taken off for the day
- 6. Lock the turnstiles and take the final readings.
- 7. Notify DACS, Ext. 4670 after the last boatload of guests has completed its trip.
- 8. Account for all pistols and insure each one is oiled properly. Sent the guns to Security (MO2) with a closing operator.
- 9. Complete all closing paperwork.
- 10. Turn in closing paperwork in the Operations office.
- 11. Turn in the RE-AD box to Admissions.

B. Boats

- 1. When the boat is at its tie off position bring it to a stop with the throttle, place the throttle in neutral, turn off the ignition
- 2. Secure the boat with tie lines front and rear so that it won't bump other boats.
- 3. Turn the battery switch in the back of the boat to the "off" position.
- 4. If the boat is being taken out of service for the day all cushions are to be neatly stacked on the center seat of the boat and covered with the clear plastic cover provided for that purpose.
- 5. Check the boat for scraps of trash.

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The Jungle River Cruise CLOSING PROCEDURES

- If the boat has taken the last docking space for track A 6. or track B, switch the gate to allow the next incoming boat to enter the track that has docking spaces available.
- Remove all operational materials and return to the dock box. 7.
 - holster a.
 - gun safety line b.
 - ammo box c.
 - microphone (spray with disinfectant at dock box) d.
 - spotlight (if used) e.

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The Jungle River Cruise

PUTTING ON AND TAKING OFF BOATS

- A. To bring a boat out on the line:
 - 1. Find out from the lead which boat you are to bring out and what boat you will be behind on the river.
 - 2. Check the switch gate box to insure the tracks are set so your boat will be clear to go on the river. Try to start the boat, if it does not start, notify the lead and try another boat.
 - 3. Set the boat up properly as outlined in the opening procedures section of this manual.
 - 4. Bring the boat up to a position one boat length back from the switch gate.
 - 5. When the boat you are to follow on the river has passed the switch gate, the switch operator will:
 - a. Signal the next incoming boat to hold at a position one boat length back from the switch gate.
 - b. Turn the spur line switch control from the "main line" position to the "boat storage" position (See Diagram A)
 - c. Signal the outcominb boat driver to proceed onto the main line
 - 6. After receiving the signal the boat operator will quickly proceed onto the main line, receive his gun from the lead, and prepare to greet the guests.
 - 7. The switch operator will throw the switch control back onto the "main line" after the oncominb boat has passed one boat length past the switch gate and signal the waiting boat to proceed.
- B. When it becomes necessary to take a boat off the line:
 - 1. While the guests are unloading give the gun to the lead
 - 2. The switch operator will:
 - a. Signal the next incominb boat to hold at a position one boat length back from the switch gate.
 - b. Turn the spur line switch control from the "main line" position to the "boat storage" position.

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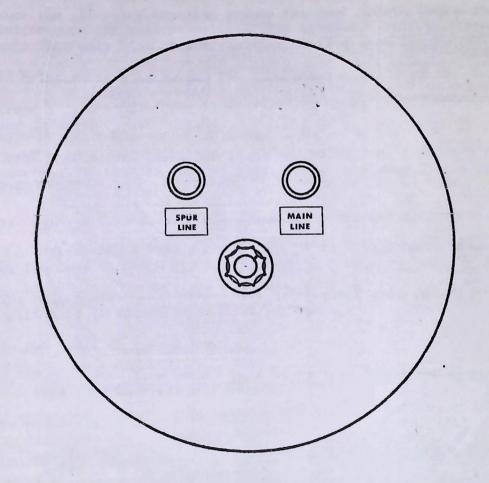
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SPUR LINE CONSOLE DIAGRAM A



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The Jungle River Cruise

PUTTING ON AND TAKING OFF BOATS

- c. Signal the off going boat driver to proceed through the switch gate.
- 3. Upon receiving the signal the off-going boat operator will proceed quickly back through the switch gate into boat storage.
- 4. Once the off-going boat has passed one boat length beyond the switch gate the switch operator will throw the switch control back onto the "main line" and signal the waiting boat to proceed.
- C. Use of maintenance area switch box (See Diagram B)
 - 1. Track A is a single operation track and holds six (6) boats for storage.
 - Track B is a dual operation track and holds four (4) boats for storage. It must be used to store boats on either C or D tracks, also
 - a. B, C, D tracks each hold three (3) boats for storage
 - 3. The host taking a boat back to boat storage will be informed by the lead on which track to store the boat.
 - 4. The boat operator will check the maintenance area switch to make certain it is turned to the correct track.
 - 5. To put boats on A or B track:
 - a. Maintenance area switch must be on A or B and the storage area must be clear
 - 6. To put boats on C or D tracks:
 - a. Maintenance area switch must be on B and no other boats parked in B section.
 - b. Shed entrance switch must be on C or D
 - 7. Upon erriving in boat storage the boat operator will proceed to close down his boat as outlined in the closing procedures section of this manual.

DIVISION ISSUE NO. Walt Wisney World. Operations DEPARTMENT PAGE / OF EFFECTIVE DATE STANDARD OPERATING PROCEDURE Main St/Adventureland SUBJECT REVISION DATE 1/30/76 NO. The Jungle River Cruise MAINTENANCE AREA SWITCH BOX DIAGRAM B MAINTENANCE AREA MAINTENANCE ENTRANCE SWITCH SHED ENTRANCE SWITCH

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The Jungle River Cruise

FIRE EXTINGUISHING SYSTEM AND LOCATIONS

- 1. There is a fire hose folded inside of a storage box by the east dock room to the east of the unload dock and:
 - A. a hose hook-up on the north wall of that same east dock room
 - B. a fire hydrant (painted green) in the bushes on the bank opposite the east dock room.
- 2. There are individual portable high pressure water fire extinguishers located:
 - A. Inside the east dock room by the unload dock
 - B. Inside the air-conditioning equipment room in the middle of the queue area opposite the dock box
 - C. Inside the air-conditioning equipment room at the west end of the covered queue area near Pirates of the Caribbean
- 3. There are individual portable dry-chemical fire extinguishers located in the following areas:
 - A. Inside the air-conditioning equipment room at the west end of the covered queue area near Pirates of the Caribbean.
 - B. Inside the air-conditioning equipment room in the middle of the queue area opposite the dock box.
 - C. In the boat service area:
 - 1. Beside the channel gate switch control panel
 - 2. On the catwalk beside channel "D"
 - 3. At the rear of the Swan Boat storage area
 - 4. Along the walkway wall near the entrance to channel "B"
 - 5. In the workbench area by the rockroom

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FIRE EXTINGUISHING SYSTEM AND LOCATIONS

- 4. Each boat is equipped with the following:
 - A. A portable dry chemical fire extinguisher located in the compartment below the steering wheel
 - B. A built in fire extinguishing system (fenwal) for the engine compartment which will discharge if the compartment temperature surpasses a pre-set temperature or if the manual control switch by the steering wheel is thrown.

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FIRE PREVENTION

Fire prevention is everybody's responsibility. We have the finest engineered fire protection system for a project, community of this size in our country, and possibly the world today.

All of this is of limited value if <u>all</u> of our employees are not aware that they are a vital part in this never-ending operation. The first three (3) prime points are:

- 1. The safety of our guests.
- 2. The safety of ourselves and fellow employees.
- The physical properties of the Company investment our investment.

Seven basic steps in Fire Prevention are:

- 1. Fire Prevention is the responsibility of each and every one of us at Walt Disney World.
- 2. It is the responsibility of every employee to know the location of all extinguishers in his area of responsibility and be proficient in the use of them.
- 3. One of the most important factors, should you be involved in a fire, is to remain calm bearing in mind that our guests will look to you for guidance and the safety of our guests is paramount at all times.
- 4. One of the first things to do, should a fire occur, is to report it (Ext. 4777) and then attempt to extinguish it with first aid fire fighting appliances.
- 5. Report all fire hazards to your supervisor or, if supervision is not available, to the Fire Prevention Section, Ext. 4698 or Security, Ext. 4781.
- 6. There is a sin in using a fire extinguisher and that is to use it and not report it. Report all fires and all uses of extinguishers no matter how small or trivial they may seem.

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FIRE PREVENTION

7. Practice good fire prevention methods every day. Keep your area of responsibility clean and free of unneeded combustibles. Observe no smoking and other safety regulations. To report a fire, call Ext. 4777.

CORRECT USAGE OF FIRE EXTINGUISHERS

It is important that you as an employee of Walt Disney World know what to do in the event of a fire and most important, what type of extinguisher to use on the different classes of fire. The following are the classes of fire and the correct extinguisher that shall be used for control and extinguishment.

- CLASS "A" Where ordinary combustible material such as wood, cloth, paper, rubber and most plastics is involved.

 Most effective extinguisher:
 - 1. Any water type
 - 2. Dry Chemical
 - 3. CO2 can be used
- CLASS "B" Where flammable liquids, gases, oils and various greases are involved. Most effective extinguisher:
 - 1. Dry Chemical
 - 2. CO2

NOTE: Never use water

- CLASS "C" Where energized electrical equipment is involved, such as motors, transformers, lighting, radios, t.v.'s and switchgear. Most effective extinguisher:
 - 1. CO2
 - 2. Dry Chemical

NOTE: Never use water

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CLEANLINESS

At Walt Disney World we feel that "CLEANLINESS" is next to "SHOWMANSHIP." That's the way Walt Disney wanted it and that's the way we try to keep it!

- 1. Allow no food or beverages on the attraction.
- Pick up boxes or cups on the attraction or ground rather than step over them.
- 3. Push down trash in any overflowing trash can.
- 4. Help keep employee's break areas clean'so that we can devote more time to the guest areas.
- If a guest should have an accident of personal nature, cover with compound (located on all attractions) then call the Custodial Department at Ext. 4754.

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GUEST SAFETY

Safety is the most important thing we can offer our guests. NEVER sacrifice it for any reason. Report immediately to your supervisor all safety hazards that come to your attention.

A. Guest Accident

- 1. REMAIN CALM. You can and will influence those around you.
- Make the guest involved as comfortable as possible.
- 3. If a guest is unable to move, call:

First Aid - Ext. 4703 - giving:

- a. Your name
- The location of the incident (be specific)
- The nature of the illness or injury:
- Stand by until the nurse arrives and follow instructions.
- If injury is minor, ask the guest if he or she would like to go to First Aid. If guest refuses to go, a Joe Doe Accident Report must be filed.
- If the injured guest elects to go to First Aid, he or she 6. should always be escorted.
- If your immediate supervisor asks you to escort an injured guest to First Aid, DO NOT DISCUSS THE ACCIDENT. Be pleasant and sociable (e.g., ask the guest what attractions he or she has enjoyed most, where he or she is from, etc ...)
- When you arrive at First Aid, give the nurse or secretary 8. your name and the name of the attraction or location. Do not discuss the accident with the nurse or the guest, but leave immediately.
- When you return to your attraction all injuries are to be 9. reported to the lead. Give the lead the exact details of the accident. Do not assume anything as to what happened.

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GUEST SAFETY

- 10. An accident report must then be filed.
- 11. The lead must report all injuries and property damages to his area supervisor.

B. Property Damage

1. In case of property damage such as wet or torn clothing, torn hose, wet hair, cameras or purses dropped in water, direct the guest to City Hall. DO NOT PROMISE REIMBURSEMENT FOR DAMAGED CLOTHING OR PROPERTY.

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EMPLOYEE SAFETY

On the Job Injuries or Illness

- Employees must report all on-the-job injuries to First Aid.
- 2. An Employee Accident Report form must be filed.
- 3. Employees who receive injuries, or become ill on the job and are sent home, will be given a Release from Shift slip by First Aid.
- 4. Employees returning to work from on-the-job injuries must obtain from First Aid, a Return to Work slip.

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TIPS FOR HOSTS AND HOSTESSES

All of the following procedures are the result of past experience and careful thought. They represent at present the best possible way of preserving guest and employee safety, as well as putting on a good show,

- Courtesy is the key to Walt Disney World's success. critical element of doing a successful job is the close contact we have with our guests. Remember, every guest is a V.I.P.
- Use smiling phrases --- "please" and "Thank you". When pleasantly 2. spoken, they make people want to do what you want them to do. This enhances the Walt Disney World's "Magic".
- Have patience with guests; you're expected to keep the operation 3. running as smoothly as possible. If any serious complications arise, call your lead or a security host in the area.
- Be prepared to answer questions concerning hotels, recreation, 4. and the Theme Park. Many guests are curious about our operation and expect you to have the answers.
- TEAMWORK is essential for an efficient operation. 5.
- BE ON TIME! This means for the beginning of your shift and also when returning from your breaks and lunch, remember when you are late from a break or lunch it will either delay or prevent one of your fellow hosts from taking their break or lunch.
- Maintain wardrobe standards at all times; i.e., proper name tag 7. on outer garment, shoes shined, neat haircut, make-up. etc.
- Horseplay and practical jokes often result in accidents and 8. therefore will be met with disciplinary action.
- Never leave your position unless properly relieved or in case 9. of an emergency.
- Always call a supervisor as far in advance as possible if you 10. will be late or unable to work your scheduled shift.

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TIPS FOR HOSTS AND HOSTESSES

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- 11. Always bring your time card to the lead in your work area and handle it with care; remember, IT IS YOUR PAY CHECK!
- 12. Do not enter other "on stage" areas while in costume. Use the tunnel to and from Wardrobe and the cafeteria.
- 13. Phone - when answering the phone, give the name of the attraction and your name. The phones on the attractions are for business use only.
- Miscellaneous Put jackets, books, lunches in assigned places. Do not have them on the attraction. Be alert at all times. Be on the lookout for children wandering away from parents.
- 15. Wheelchairs - We will accommodate wheelchairs whenever possible.
- 16. Personal calls at work - Due to the large number of people involved it is not possible for outside phone calls to be transferred to attraction phones or have messages taken by the receptionists in Operations. Only family emergency type messages handled through a supervisor will be taken so please make other arrangements for personal calls.

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THE DISNEY PHILOSOPHY

We promise our guests a safe and enjoyable day when they come to Walt Disney World; and you, as a host or hostess, must fulfill this promise. Safety is engineered into every attraction. At no time, under any circumstances, should you as hosts and hostesses sacrifice safety for any reason.

In no other form of show business does the audience interact with the show as it does in Walt Disney World. Keep in mind that not only the attractions, but also the landscaping, the architecture, and you make up the vital parts of the show; and you, the host and hostess, are the direct link to our guests. Through the years, we have built up a tradition of friendliness, and it is your job to extend and preserve this tradition today.

By being courteous, you will automatically increase capacity because the guests will be more receptive to your directions. Try to use every seat, save every second. Work as a team with your fellow hosts and hostesses.

Each one of these phases is an important part of the Walt Disney World show. Preserving the quality of the show that has made the Disney name famous the world over is our greatest and continuing challenge. We can build new attractions and improve the old ones, but if we don't sincerely believe in our Walt Disney World product and that each of us has a distinct role to play, all the millions of man hours and dollars spent on growth goes for naught.

EACH JOB IS ONE PART OF A TEAM EFFORT AND IT IS ESSENTIAL THAT EACH PERSON HELP THE OTHER TO INSURE THE BEST IN SAFETY, SHOW COURTESY AND CAPACITY.

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DIVISION ISSUE NO. Walt Wisney World Operations PAGE 1 OF 2 EFFECTIVE DATE 4/29/75 DEPARTMENT STANDARD OPERATING PROCEDURE REVISION DATE 1/30/76 NO. Adventureland SUBJECT Jungle Cruise Sensor Chart Jungle Cruise Giant Butterflies) This sensor has (Sensor #1 been removed Giant Python Sensor #2 Gorillas in camp African Elephants Sensor #3 African Veldt Sensor #4 Gnus Zebras Impalas Giraffes' Vultures Lions Rhino Sensor #5 Safari Pole Hyenas Crocodiles

Sensor #6 Hippos

Bubble Bursts

Sensor #7 Natives Dancing Rising Natives

Sensor #8 Floating Crocodiles
Bubble Bursts

Sensor #9 Tiger
Cobras
Spiders
Monkeys

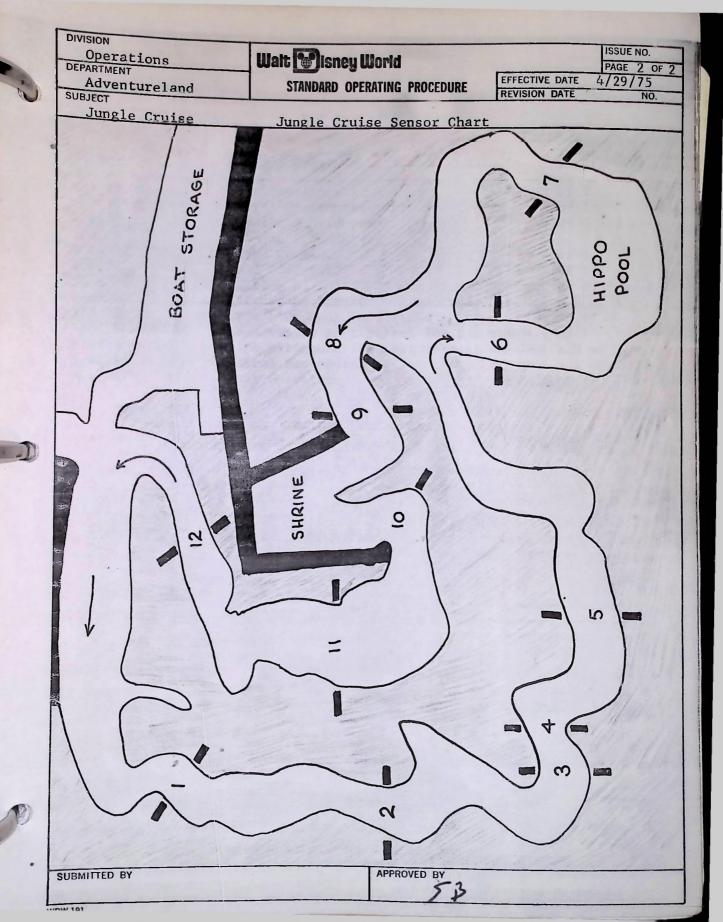
Sensor #10 Indian Elephants
Grocodile

Sensor #11 Squirting Elephants
Drum Timer

Sensor #12 Trader Sam

Boats should stay 45 seconds apart which will allow the sensors to activate each scene properly.

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BASIC ELEMENTS OF THE OPERATION

4. GENERAL SHOW

The quality of the show presented to the guests at Disneyland and at Walt Disney World is a major factor in the success of both projects. Walt Disney wanted Disneyland to be a "different kind of amusement park" when he planned its construction; sparkling clean rides and attractions and courteous and helpful employees were two essential elements in Walt Disney World to insure the success of our project and to maintain the image that Walt Disney intended for his project to possess. Every cast member is responsible for the show and everyone should be conscious of what constitutes good show and what can be done to improve it.

A. General tips on maintaining good show.

In order to maintain and improve the presentation of our show, it is first important for everyone to be aware of his part in the show. Whenever you are in an on-stage area or in view of the guests, you are a part of the show and should assume your role as a host/hostess. Some general tips on the Main Street/Adventureland show are listed below:

- When on-stage, you are to perform your duties as a host/hostess., These duties do NOT include smoking, eating, drinking beverages, chewing gum or reading.
- 2. Be aware of the cleanliness of the entire area at all times; bend over and pick up trash and assist or direct Custodial to problem areas. Also, be aware of the cleanliness of your specific attraction and break area.
- 3. Put any personal items such as coats, purses or books in designated cabinets or closets; keep them out of the view of the guests.
- 4. Never sit down on the job (unless it is a specific part of your duties) or lean on the poles, railings, trash cans or other parts of the on-stage area. Such activitiy is not consistent to the image of the host/hostess as an alert and helpful individual.

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BASIC ELEMENTS OF THE OPERATION

- 5. Maintain wardrobe and grooming standards. The appearance of your costume is an important part of the show. Every piece of your costume must meet the standards of <u>fit</u> and cleanliness. The grooming policy is a part of the overall cleanliness concept of Walt Disney World and constitutes an important part of the show; this policy should be followed by each host and hostess without reminders.
- 6. Horseplay and practical jokes are obviously a bad show as well as a potential safety situation and will result in disciplinary action.
- 7. Do not enter other on-stage areas while in costume; your costume is not intended to be displayed in other attraction areas.
- 8. Always be aware of the presence of guests and your role as a host or hostess in dealing with their questions and problems.
- 9. The efficient operation of our area depends on team work, on cooperating with your fellow employees and assisting them in your common duties and responsibilities. The most exciting part of the show results when the attraction runs smoothly and efficiently, with proper guest relations and good employee attitudes.
- B. Tips on maintaining general attraction efficiency.
 - Stay clear of the attraction office or console area unless you have specific business there.
 - 2. Always bring your timecard to the lead at your attraction and handle it with care. Only the lead should fill out the card.

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BASIC ELEMENTS OF THE OPERATION

- 3. The office and console telephones are reserved for business calls only. Personal calls are NOT permitted, because they may interfere with the functioning of the attraction. Refer all business calls to the lead or the person in charge of the attraction; many factors are involved in the functioning of the attraction and many times only the lead is aware of these important considerations. All paperwork, phone calls, and personnel business are lead responsibilities unless specifically designated otherwise. When answering the phone, give the name of the attraction and your name. Calls between attractions or positions should be limited.
- 4. If you are sick and unable to work, or if you will be late, call MO7 at 824-4401 and give the receptionist the reason for your absence or delay. Always call as soon as possible prior to your scheduled shift.
- 5. All information pertinent to the efficient operation of the attraction should be immediately reported to the lead (e.g., defects, guest illness or complaints, and unusual situations).
- 6. BE ON TIME for the beginning of your shift and also when returning from a break or lunch. Your promptness will have an overall effect on your fellow operators and the efficiency of the entire attraction.
- 7. Read and initial the attraction logbook prior to the beginning of your scheduled shift. (lead only)
- C. Proper use of the PA system.

Because of our large crowds, there are many areas of Walt Disney World that use public address systems. With these systems, you can be heard by literally hundreds of guests at a time.

The following are a few pointers which will help you while using a microphone to communicate with our guests.

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- 1. Remember not to blow into the microphone. It will deteriorate the metal parts quickly. Tap the mike with your finger to see if it is "live".
- 2. Talking directly into the microphone will result in a "popping" noise on letters such as "p" and "t". Angle the mike to the side of your mouth for the best results.
- 3. Keep the mike about an inch from your mouth. Being too close to the mike will cause the sound to become distorted and "fuzzy".
- 4. Speak in a normal voice and loudness level. The microphone is there to amplify your voice. If you speak loudly into a mike, it could be very displeasing to those listening.
- 5. When speaking to a group, practice making eye contact with eyeryone in the group.

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The Jungle River Cruise

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5. SPECIFIC ATTRACTION SHOW

The "skipper" is an integral part in the total Jungle show and therefore must work in harmony with the animation to create an authentically themed attraction. His/her timing, enthusiasm and narration determines the effectiveness of the show and any deviation detracts from the atmosphere that we're striving to present

One such deviation is the use of ad-libs. The Jungle Cruise spiel is designed to be appealing to all age groups and contains a mixture of excitement, intrigue, and humor. It is not designed as a stand-up comedian's routine. Please refrain from the use of ad-libs to capture the audience. The skipper should highlight the narration with his/her personality.

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6. GROOMING STANDARDS

In keeping with the Walt Disney traditions very careful attention has been given to every aspect of the entire show at Walt Disney World. Ever since 1955, with the opening of Disneyland, we have been developing an image that we are known for throughout the world. Our grooming standards are a tremendously important part of our overall show.

The design of the costumes for each of the attractions are themed for the time period and the story being portrayed. Since our employees in costumes are moved from attraction to attraction, the grooming standards must be maintained by everyone so that they will look equally well in all of the costumes.

The Wardrobe Department provides a clean costume to each employee daily; but hosts and hostesses are required to provide their own shoes and socks (or hose).

Costumes should be clean and neat at all times. If it should happen that a costume change is needed during your shift, notify your lead immediately. To avoid congestion and delay, daily costume changes should be made at the END of your shift.

The following is the greeming standard for the female Operations employee in Main Street/Adventureland:

A. Hair Styling

- Hostesses should keep their hair neatly combed and arranged in an attractive, easy to maintain style.
- 2. The "nude; look", that of shaving the head and eyebrows, is considered an extreme in hair styling and is not permitted.
- 3. The Walt Disney World grooming standards do not permit extremes in dyeing, bleaching, or tinting, frosting, streaking, or colors, such as platinum, pinks or beiges are not acceptable.
- 4. If the hair is teased, it should be kept to a minimum and should be for body and shape only.
- 5. Those who prefer long hair should take special care that it is neat and well groomed. Hair below shoulder length should be worn in such a manner that it is combed away from the face so that it will not fall forward or over the face while performing normal job duties.

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6. Side tendrills, if worn, should not extend below the bottom of the earlobe.

7. Wigs - Hair pieces or wigs are not permitted unless for medical or cosmetic purposes.

B. Hair Accessories

1. Barrettes are to be small, plain and in good taste, complimenting the costume.

2. Hair ribbons should compliment the costumes and should be no wider than one-half inch or longer than four inches when tied.

C. Jewelry

- Small rings, class rings, wedding bands, engagement rings are-acceptable. Only one ring per hand (wedding bands and engagement rings may be worn as sets on the same hand).
- 2. Watches and company service pins may be worn as part of the costume.
- 3. The only type of earrings acceptable are petite post study for pierced ears.
 - a. These earrings should be a simple, round, inconspicuous gold, silver or colored ear post.
 - b. The size of these earrings should not exceed one-fourth inch in diameter.
- 4. Proper name tags should be worn at all times. If Wardrobe does not have one with your name, contact one of your supervisors as soon as possible.

D. Fingernails

- 1. Fingernail tips should not exceed more than one-fourth of an inch beyond the tips of the fingers.
- Fingernails must be kept clean and if polished, it should be clear or flesh tones. Flesh tones are defined as those shades which are pale and light.

E. Cosmetics

1. Face makeup should look natural, accenting an individual's good features. Foundation bases, powders, and blushes should correspond with each individual's skin coloring and should be applied lightly and naturally.

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2. Lipstick, if worn, should be applied lightly and should compliment your appearance. Wear a true or natural color of lipstick.

3. If mascara is worn, it should be applied lightly in shades of brown or black (blue mascara is not acceptable).

4. Eyeliners of any color are not acceptable.

5. False eyelashes are not acceptable unless for medical or cosmetic purposes.

6. Colored eye shadow is not acceptable (skin toned erase may be used to cover dark circles around the eyes).

F. Sunglasses

- 1. Hostesses may wear metal or plastic rimmed sunglasses that have lightly shaded lenses with no more than a two inch lense diameter.
- 2. Mirror finished sunglasses are not acceptable.

3. Photo sensitive prescription glasses are the <u>only</u> type of sunglasses permitted while giving narrations to the guests on the Jungle Cruise boats and Swan Boats.

4. Photo sensitive prescription glasses are the only type of sunglasses acceptable at night or inside, where there is no glare or bright sunlight.

G. Shoes

Hostesses are required to provide their own shoes. Shoes should be polished and kept in good repair. Stockings are required to be worn at all times with shoes and sandals (except on Swan Boats).

1. The shoe for Jungle Cruise, Pirates, Main Street and Disney Story is a black plain toe, lace up type (black nurses shoe) with no more than 1½ inch heel (Disney Story hostesses may wear black dress pumps).

2. The shoe for the Tropical Serenade and the Treehouse is a brown sandal with a low heel (not high platform sandals!)

3. The shoe for the Swan Boats is to be a navy blue sneaker (deck shoes).

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The following is the grooming standard for the male Operations employee in Main Street and Adventureland:

H. Hair

- 1. A neat, natural haircut and a clean shave is necessary before starting your shift. The hair should be cut so that it does not rest on or extend beyond the ears or touch your dress shirt collar.
- The "nude look", that of shaving the head and eyebrows, is not acceptable.
- Sideburns should be neatly trimmed and may extend down to 3. the bottom of the earlobe.
- Mustaches and beards are not acceptable.
- 5. Wigs and hairpieces are not permitted unless for medical or cosmetic purposes.

Fingernails

- Fingernails should be clean and presentable.
- 2. Fingernail tips should not exceed more than one-eighth of an inch in length beyond the tips of the fingers.

J. Jewelry

- Small rings, class rings, wedding bands, engagement rings are acceptable. Only one ring per hand.
- Watches and company service pins may be worn as part of the costume.
- Proper name tags should be worn at all times. If Wardrobe does not have one with your name, contact one of your supervisors as soon as possible.

Sunglasses · K.

- Hosts may wear metal or plastic rimmed glasses that have lightly shaded lenses with no more than a two inch lense diameter.
- Minror finished sunglasses are not permitted. 2.
- Photo sensitive prescription glasses are the only type of 3. summiasses permitted while giving narrations to the guests on the Jungle Cruise boats.
- Photo sensitive prescription glasses are the only type of 4.

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sunglasses acceptable at night or inside, where there is no glare or bright sunlight.

- L. Shoes and Socks Hosts are required to provide their own shoes. Shoes should be polished and kept in good repair. Socks are required to be worn at all times.
 - 1. The shoe for the Jungle Cruise, Main Street, Tropical Serenade, Steam Train conductors and engineers is a black plain toe, lace up type with no more than a 1½" heel (only engineers may wear black combat boot).
 - 2. Hosts working on all of the attractions except Pirates are required to wear black or dark blue socks.
 - 3. The socks and shoes for Pirates are issued from Wardrobe.

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7. GUEST COURTESY

Guest courtesy is another important key to the success of Walt Disney World. As one of the basic elements of our overall operation, its presence is a necessity and our understanding of what is involved in our daily guest contact under all situations becomes even more vital.

The guests at Walt Disney World interact closely with our show and in many cases, actually become a part of the show. The attention you give a guest may reflect on that guest's total outlook of the park. When you are on-stage, you are there not just to perform in your role as an attraction host/hostess, but also as a public relations person -- give individual attention to the guest and let him know that he is important.

Courtesy is a friendly, outgoing feeling -- a natural human feeling that, in our case, takes the position of the guest into consideration. It is no easy task to answer the same question 74 times in the same patient and friendly manner. You must remind yourself that most guests are strangers to Walt Disney World and, as a rule, they don't read directional signs. In fact, many of our foreign guests can't read English! Your skill in dealing with people is your most vital asset and is often a most difficult skill to attain. It is important to put yourself in the place of a guest on his first visit -- to anticipate his confusion -- to explain why things are done in a certain manner. If you can leave a guest with a pleasant impression, he will be glad he asked you the question and you will stimulate better cooperation. Patience, understanding and a pleasant concern can make the difference in the success of our guest contacts.

- A. Some general considerations and suggestions toward promoting guest courtesy are as follows:
 - 1. Use terms like "please" and "thank you". When pleasantly spoken, they will stimulate guest cooperation and good feeling.
 - 2. Accept guests as they are -- not as you might prefer them to be.

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- 3. Watch your voice control -- you are assisting guests by making remarks, not to sound as though you are giving orders in the Army.
- 4. Give individual attention to the guest; take time to listen to his question or problem and see that a proper answer or explanation is offered.
- 5. Brush up on your sense of humor -- look for the funny side of any situation. It takes less effort to smile than to frown and it will make both the guest and yourself feel better.
- B. Tips on handling guest complaints.

When discussing guest courtesy, consideration must be given to specific ways to deal with problem areas. Guest complaints occur frequently for a variety of reasons. In all cases, it is most important to take the "time" to listen to the guest and to try to handle the situation in your area. Refer any difficult complaint situation to the lead or supervisor in the area. Specific considerations to keep in mind are:

- In every case, try to take the guest to an area out of sight and earshot of other guests -- privacy may settle him down.
- 2. Be understanding -- put yourself in the guest's shoes.
- 3. A guest always feels that he has a legitimate reason to complain. Listen to his reasoning without interrupting.
- 4. Never argue with a guest.
- 5. Don't raise your voice in an effort to be heard.
- 6. Make every effort to determine the cause of the complaint, and remain impartial until the situation is clear in your own mind.

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- 7. Let the guest know that you are concerned and interested.
- 8. Do not take any guest's complaint lightly.
- 9. If the guest is right, let him know that he is -- then make a sincere effort to correct the situation.
- 10. If we are not at fault, explain our policy to the guest and our reason for it.
- 11. Be flexible -- standing rigid for the sake of it will anger the guest more.
- 12. Some people are complainers by nature -- try to determine if this is the case. In this instance, you will find that all you will probably be able to do is listen.
- 13. Guests almost always want to voice their complaint to a "higher up" -- they will ask to see the "person in charge" and even sometimes the "company president".
- 14. Rude or abusive language on your part will not be tolerated by the company. On the other hand, you do not have to listen to it either -- supervision should be called to assist you.
- 15. Handle complaints in your own area. Break the habit of sending guests to City Hall. If you are having difficulty handling a complaint, notify your lead. If the lead encounters the same difficulty, a supervisor should be called to talk directly with the guest at the time of the incident.
- 16. Take care of Lost and Found items as follows:
 - a. Call Lost and Found at City Hall (Ext. 4521) as soon as possible after the item is found and inform them of the recovered article, where it was found and the time it was found.

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- b. Turn in the lost article to your lead or supervisor. The lead may ask you to take the item to City Hall personally.
- c. Do <u>not</u> under any circumstances give the lost article to a fellow employee to take care of. The person finding the article is totally responsible for the completion of items a and b above.
- d. The article <u>must</u> be turned in to City Hall on the day it was found.
- 17. Procedures for lost children are as follows:
 - a. Notify your lead immediately. If you cannot leave your position, the lead will handle the situation.
 - b. Call Lost Children (Ext. 4707) immediately and give the child's name and age and the location where he/she was found.
 - c. Walk with the child in the immediate vicinity of where he was found. Try to obtain a description of the parents and/or members of the party and the number of people in the party. Be alert to these facts as you escort the child.
 - d. If the parents are not found after ten (10) minutes, the child should be escorted to Lost Children, in the Central First Aid building on Main Street. If the child is found after 11:00 pm, he/she should be taken to City Hall.

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8 . CAPACITY

Capacity is the fourth of the basic elements of good operation at Walt Disney World and relates closely to the other elements of safety, show and courtesy. As previously described, these elements directly effect capacity since the operation of the attraction must always take place within limits defined by them. In other words, capacity involves presenting a good "show" to the greatest number of guests possible without sacrificing "safety" and "guest courtesy". By maintaining the standards set for safety, guest courtesy and show, the requirements for capacity should be satisfied with little additional effort.

At Walt Disney World, special terms are used to define the various aspects of capacity. These terms will be defined as they relate to your attraction in the "SPECIFIC CAPACITY" section.

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Basic Elements of the Operation

9. SPECIFIC CAPACITY

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The Jungle River Cruise is designed to be a high capacity attraction. It can only reach its capacity through team work and a thorough understanding of the ride system by all of the employees.

In order to operate in the most efficient manner and maintain our 50 second dispatch, everyone must operate to their fullest capacity.

- The crowd control operator must insure that the existing queue area is filled evenly and flowing properly.
- If a ticket taker is being utilized, he/she should gather tickets В. as quickly as possible.
- If two "load" operators are available, they should work together to board the guests as quickly and safely as possible.
- The boat operator must be conscious of his trip time and stay E. on schedule.-
- The unload operator will keep the unload area clear of guests, strollers and wheelchairs. He/she will exit guests quickly and safely.

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The Jungle River Cruise FACT SHEET

Opening Date: October 1, 1971

Theoretical Capacity: 2,232 guests per hour

Trip Time: 9½ minutes

Dispatch Interval - 50 seconds

Capacity per boat: 31 guests

Maximum Number of boats to be used at one time:

Total Number of Boats for Attraction: 16

Average Water Depth in Channel: 3½ to 4 feet (contoured bottom)

- Hippo Pool ~ 6½ feet
- 2. Guide Trench 6 feet

Length of Channel: 2,000 feet

Type of Engine: Palmer, 4 cylinder, 22 horsepower, natural gas powered

Total Number of Animated Figures: 135

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UBJECT The Jungle River Cruise

Opening Procedures

The following opening procedures will be performed by the lead or designated operator on a daily basis.

- General Information
 - Pick up the re-ad box from Admissions.
 - В. Pick up the keys and Pistol Issue Sheet from MO7.
 - Pick up the guns from Security (MO5), and have the dispatcher sign the Pistol Issue Sheet.
 - Check the water level of the Jungle River if it is low, call D. DACS, Ext. 4670.
 - Check the attraction log for any information left by the previous E. night's lead.
 - Set up the general area of the attraction. F.
 - Put all umbrellas up (unless it is too windy). 1.
 - Check all the trash cans call Custodial, Ext. 4754, if the 2. trash cans were not emptied.
 - Position all of the barrels and props. 3.
 - Set up the crowd control ropes for the area and attraction. 4.
 - Take all strollers to the Magic Carpet. 5.
 - Sweep out all water puddles. 6.
 - Turn on the fly fans. 7.
 - Turn off all of the lights. 8.
 - Set up the turnstile area:
 - Unlock the turnstiles and check movements (directionally). 1.
 - Set the veeder-root counters back to zero. 2.
 - Close up and position the ticket box. 3.

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The Jungle River Cruise

Opening Procedures

- 4. Record the opening turnstile readings.
- 5. Plug in and test the crowd control microphone.
- H. Set up the daily paperwork:
 - 1. Op Sheet
 - 2. Rotation Sheet
 - 3. Maintenance Defect Report
- I. Check the spur track and the boat storage switches.
- J. Take a boat out and make an animation check notify DACS, Ext. 4670, of any problems.
- K. Assign the incoming operators to their rotations note the condition and cleanliness of their costumes and grooming as they report. .
- Boats These steps are to be performed only on those boats which are to be used immediately:
 - A. Set the main power switch in the back of the boat to the "on" position.
 - B. Check the fuel level gauge on the starboard side next to the rear and the fenwal system gauge located below the console.
 - C. Position all of the seat cushions.
 - D. Replace the cushions which are in bad shape.
 - E. Boat start up:
 - 1. Take the throttle lever out of gear and push slightly forward.
 - 2. Set the ignition to "on" (turn to the right).
 - 3. Depress the starter button and release as soon as the engine fires.

NOTE: Do not hold the starter button down more than 10 seconds at a time. If the engine fails to fire after 5 attempts, notify Maintenance.

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The Jungle River Cruise

Opening Procedures

- 4. Allow the engine to warm up at a moderate speed (500 rpm) 2-5 minutes before engaging the transmission and starting underway. Do not warm up the boat under the covered area in boat storage.
- F. Plug the microphone into the outlet provided on the lower left side of the console and check the sound system - notify DACS, Ext. 4670 of any malfunctions.
- Attach the holster and safety line to the support pole on the left side of the console and place the ammo box on the bow.
- Wipe down all of the cushions in the boats as well as the bow and stern decks.
- Check the stern to insure that the rudder is in place and securely attached. If the rudder is missing, contact the lead immediately.
- J. Clean up any trash in the boat.
- Untie all securing lines and neatly coil them by their cleats. K.
- L. Fold the custion covers properly and place them in the storage box at unload.
- After bringing the boat into the load dock area receive a gun from the lead who will record its serial number and issue two packs of shells for the gun.
- If the attraction is ready, begin admitting guests. 3.
- If the artraction cannot be opened on time, call the following 4. locations giving your name, the name of the attraction, and a brief description of the problem.

Location	Extension
Control	4777
DACS	4670 •
Operations	4401
Adventureland Ticket Boot	th 4589
Tour Dispatch	4942
Pirates	4578

If the delay will be longer than one hour, call the TTC, Ext. 4620.

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The Jungle River Cruise

Opening Procedures

repose the Crist Friday, skitch the liner with one that is a repose three least to the Call Custodist, Ext. 4756, if all of cost was because Eilled.

- a. During the delayed opening keep operators posted at the entrance and exit of the attraction to answer guests' questions and ask them to "please check back with us later on today"
- b. Once the attraction is ready to open, notify all locations called above.

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The Jungle River Cruise

Crowd Control

- 1. Watch the flow of guests through the queue area. Open and close off the queue area sections depending upon the length of the line to keep the guests inside the ropes, but not unnecessarily winding about in it.
- 2. Answer guest questions and ask the guests to have their coupons torn out and ready to present to the operator when they reach the turnstiles.
- 3. Ask the guests to finish all food, beverage, and tobacco before entering the covered area.
- 4. Keep parked wheelchairs and strollers in order.
- 5. Keep the entrance area clean of all trash and keep the cigarette ash cans cleaned out. If a trash can becomes filled, pull out the liner and push the trash down as far as possible. If it becomes impossible to compact the trash further, switch the liner with one that is empty or has less trash in it. Call Custodial, Ext. 4754, if all of the trash cans become filled.
- 6. Put up and take down stanchions and ropes as needed.
- 7. Direct wheelchair parties to the exit for loading. If there are more than two members in the wheelchair party, everyone except the individual attending the wheelchair guest, must go through the queue area and rejoin his party after waiting in the line. This assures an equal wait for the guests.
- 8. Ask all barefoot guests to put on their shoes.
- 9. The crowd control operator is to wear his hat at all times.
- 10. The crowd control operator should check the Oasis seating area to insure that it is clear of all trash and the chairs are neatly arranged around the tables.

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The Jungle River Cruisa

TURNSTILE OPERATOR

- 1. Record the hourly count on the turnstile sheet on the hour!
- Direct all children under the age of three to pass under the turnstiles as they are admitted free.
- 3. Receive an "E" coupon or its equivalent from each entering person over the age of three. All tickets are to be torn and deposited in the ticket box. Tickets from either Disneyland or Walt Disney World are acceptable. Guests may not combine coupons of lower value to gain the equivalent of a higher value coupon.
- 4. Children under six (6) must be accompanied by a junior or an adult.
- 5. All courtesies and CBT's (Central Booth Tickets) are to be registered on the appropriate counters on the ticket box.
 - a. Courtesies include:
 - 1. Re-admission tickets
 - 2. Complimentary coupons
 - 3. Blue ID's and all members of their party
 - 4. Blue with gold stripe ID's and all members of their party
 - 5. VIP Tours (all members)
 - 6. Tour Guides (not the tour) TOUR GUIDE ONLY
 - 7. Parties awarded entrance by the supervisors or other officials of Walt Disney Productions
 - 8. Gold passes and all members of their party when confronted with one of these, admit the party and politely advise the passholder that he may pick up complimentary coupons at City Hall.
 - b. CBT's are tickets which have been purchased at any Information and Ticket booth located inside the Magic Kingdom.
- 6. When presented a Silver Pass by a guest seeking admission to the attraction, politely explain to that guest that a Silver Pass by itself is not valid for admission to an attraction, but that the guest may use the Silver Pass to pick up complimentary coupons at City Hall.
- 7. Insure that no food or beverages pass through the turnstiles. Also, no smoking is allowed past the turnstiles.
- Always say "thank you" to each guest as you accept their coupon.
- 9. Please smile and be courteous.

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The Jungle River Cruise TURNSTILE OPERATOR

- 10. Never slouch, sit or lean on the turnstiles, barrels, or ropes.
- 11. Keep the turnstile area clean of all trash and ticket scraps and keep the cigarette ash cans cleaned out. Call Custodial, Ext. 4754, if the trash cans become filled.
- 12. The queue area public address system is to be used only to deliver breakdown narrations or when the queue area has more than a 10 minute waiting line.

Breakdown Narration: "Ladies and gentlemen ... The Jungle River Cruise is temporarily closed due to technical difficulties. We do not know at this time when we will be re-opening, so please check back with us later on (today/tonight)."

Note: This is to be given only at the direction of the lead or supervisor.

Ticket Narration: "The Jungle River Cruise is an "E" coupon attraction so please have your "E" coupon or Magic Key coupon ready for the operator when you reach the turnstile. Please remember that there is no eating, drinking, or smoking allowed on the Jungle Cruise.

Thank you".

- 13. Ask all barefoot guests, to put on their shoes.
- 14. Whenever answering the telephone give the name of the attraction and your name.
- 15. For special events or groups there may be passes issued to be worn by the persons involved. These passes will be clearly labeled as Walt Disney World media. Your lead should notify you in advance when to expect these, but don't hesitate to call your lead when unexpectedly confronted by one. In all cases where you are unexpectedly confronted with a pass of this type you should accept it (unless it is obviously fraudulent) and then immediately notify your lead giving a description of the pass so that it may be determined whether or not the pass is valid and what to do when it appears in the future.

Note: Magic Kingdom Club cards are for purchasing tickets at discount prices only, and are not acceptable for attraction admission.

'6. The turnstile operator is to wear his hat at all times.

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LOAD OPERATOR

- 1. Wait until the boat comes to a complete stop before attempting to load.
- Help guests into the boats asking them to "please watch your head and watch your step".
- You should be holding the upper part of the guest's arm until his full weight is in the boat.
- Make sure that no guests enter the boat while smoking.
- Give each guest individual attention, even if it means asking them to wait on the dock until you can assist them.
- 6. Direct the guests to their proper seats
 - a. The front loader loads the dockside and center cushion.
 - The back loader loads the waterside.
 - Both operators work together to insure that every seat is filled.
- Both loaders should load with one foot on the boat and one on the dock for proper balance.
- The front loader should be facing the rear of the boat and the back 8. loader should be facing the front of the boat. This way both loaders are in a position to react should a guest begin to fall.
- In the lead's absence the back loader will assume responsibility for 9. answering the phone and guest questions. When there is only one loader and there are no boats in the loading area, the back loader should help unload the guests and then ride the boat back to his load position.
- After the last guest is on board quickly place the removeable cushion 10. so the guest may be seated.
- The load operator is to wear his hat at all times. 11.

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The Jungle River Cruise

Introduction

The Adventureland Jungle River Cruise is one of the most talked-about Disney attractions. It has been refined, expanded, changed in some areas, and generally improved with new and more sophisticated animation. Yet in spite of all these changes, one of the most important elements has remained intact ... the role of the "skipper". There is no other attraction in the Magic Kingdom where the operators' performance is so closely entwined with the rest of the show. You must be friendly yet alert ... articulate yet spontaneous ... fluent and humorous ... all at the same time while guiding a 31-passenger launch on a journey down the "Rivers of Adventure". And, once you've mastered all of these elements. you must then come to grips with the most difficult task facing any perfor er. You must realize that you are a part of the entire show ... you are not by yourself the whole show. The script you will learn has been painstakingly designed to help you maintain your part properly and consistently. All we expect is that you do your best to make each trip appear as if it were your first.

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The Disney Philosophy

We promise our guests a safe and enjoyable day when they come to Walt Disney World; and you, as a host or hostess, must fulfill this promise. Safety is engineered into every attraction. At no time, under any circumstances, should you as hosts and hostesses sacrifice safety for any reason.

In no other form of show business does the audience interact with the show as it does in Walt Disney World. Keep in mind that not only the attractions; but also the landscaping, the architecture, and you make up the vital parts of the show; and you, the host and hostess are the direct link to our guests. Through the years, we have built up a tradition of friendliness, and it is your job to extend and preserve this tradition today.

By being courteous, you will automatically increase capacity because the guests will be more receptive to your directions. Try to use every seat, save every second. Work as a team with your fellow hosts and hostesses.

Each one of these phases is an important part of the Walt Disney World show. Preserving the quality of the show that has made the Disney name famous the world over is our greatest and continuing challenge. We can build new attractions and improve the old ones, but if we don't sincerely believe in our Walt Disney World product and that each of us has a distinct role to play, all the millions of man hours and dollars spent on growth goes for naught.

EACH JOB IS ONE PART OF A TEAM EFFORT AND IT IS ESSENTIAL THAT EACH PERSON HELP THE CIRER TO INSURE THE BEST IN SAFETY, SHOW, COURTESY AND CAPACITY.

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The Jungle River Cruise

THE STORY BEHIND THE STORY

As in every attraction here at Walt Disney World, authenticity has always been a must. Walt Disney was a perfectionist. When he built Disneyland he captured the imagination of the public and that effort has been duplicated at Walt Disney World. Nowhere in the world will a guest find shows and entertainment like they do here. The Jungle Cruise captures the imagination of the people like no other attraction in the park.

The original idea for this type of show came from the filming of the African Lion. Several years were spent in the making of this truelife adventure in the wilds of Africa. Walt and his staff got the idea of a Jungle motif attraction when they began developing Disneyland.

The Jungle is real. It is not a fake or replica. Many guests who have traveled or lived in Africa comment on the realism and authenticity of the plants and animals. When it was devised originally, they thought of having real animals; however, this would have been difficult to do. Consistency of the show would have been affected due to the animals being asleep or in back of an area. At Disneyland there were live alligators, however, in the waiting area for guests to view.

The Jungle Cruise includes three basic areas of the world. The rain forest of South America; Africa and Asia. The Jungle Cruise "rivers" are actual rivers in these areas: The Amazon of South America, the Congo and Nile of Africa and the Irawaddy river located in Asia.

Each of the scenes in the Jungle Cruise was taken from true-life adventure films. All plants and trees are real except those in the rain forest and are native to the area being depicted. The jungles of the world were researched in order to reconstruct them authentically. Over a year was spent building and landscaping the Jungle Cruise with its over five hundred varieties of plant life.

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BASIC ELEMENTS OF THE OPERATION.

GENERAL SAFETY

General Sarety Procedures

All operators are responsible for guest and employee safety on their attractions and should be alert to the following safety problems:

- Wet platforms, steps and ramps. When wet surface areas occur, the guests should be urged to use caution and the operator should advise his/her lead of the problems.
- Gates, railings and chains should routinely be examined for sharp edges and construction defects.
- 3. Strollers and wheelchairs should be kept orderly, in the designated parking areas, so they do not block walkways and become a trip area.
- Spilled ice cream, soft drinks, and food can cause a slippery surface and should be cleaned up to maintain a sale and clean attraction.
- Always advise your lead of any attraction defects which 5. might affect the guests' or your safety.
- Be aware of your surroundings and the location of the guests and other employees. Be especially alert for the elderly and small children. They may have problems boarding vehicles or negotiating steps and ramps.

General Operator Safety Responsibilities В.

- Mever leave your position unless you have been properly relieved or have been directed to do so by your lead.
- Horseplay is potentially dangerous to our guests, your 2. Fellow employees and you. Avoid horseplay at all times.

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BASIC ELEMENTS OF THE OPERATION

- 3. Always use the proper equipment when performing your duties. Flashlights, handpacks, safety narrations and stanchions should always be used when safety dictates.
- C. If a guest accident occurs:
 - 1. Major Guest Accidents or Illnesses
 - a. Remain calm. You can influence those around you,
 - b. Make the guest involved as comfortable as possible.
 - c. Call First Aid (Ext. 4703) and give:
 - 1. Your name
 - 2. The specific location of the incident
 - 3. The nature of the illness or injury
 - d. Notify your lead.
 - e. Stand by until the accendant arrives and follow instructions.
 - 2. Minor Guest Accidents or Illnesses
 - a. Ask the guest if he would like to have First Aid's attention.
 - 1. If no, a John/Jane Doe accident report must be filed.
 - 2. If yes, notify your lead and he/she will make arrangements to escort the guest to Central First Aid.

NOTE: If your lead or supervisor asks you to escort an injured guest to First Aid, DO NOT DISCUSS THE ACCIDENT. Be pleasant and sociable (i.e., ask the guest what attraction he or she has enjoyed the most, where he or she is from, etc.)

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Filing Guest Accident Reports

- Anytime a guest accident occurs, a guest accident report must be filed. If you have any pertinent information regarding the accident, you should convey the exact details to the lead.
- If the guest went to First Aid, they will have records of the guest's address, age and name. The person filing the report should obtain the guest's name, address and age.
- If the guest refused First Aid and a name was not given, a John/Jane Doe accident report must be filed.
- d. All accident reports must be turned in to Operations (MO7) by 1500 hours each day. The reporting day runs - from 1500 hours one day to 1500 hours the next day.
- e. A supervisor should be notified of any accident so that he can investigate the accident that day.

Employee On-the-Job Injuries or Illnesses D.

- Employees are required to report any on-the-job injuries to their lead and First Aid. An employee accident report must be filed giving the exact circumstances concerning the accident,
- Supervision should be notified of any accident. 2.
- All accident reports must be turned in to Operations (MO7) .by 1500 hours -(3:00 pm).
- 4. Employees who receive injuries, or become ill on the job, and are sent home, will be given a Release From Shift slip from First Aid.

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Employees recurning to work from on-the-job injuries or who have been sick for three consecutive days, must obtain a return to work slip from First Aid before reporting to their work location.

E. Fire Prevention

- Every operator should be aware of his/her role in preventing fires. The three primary goals to remember are:
 - The safety of our guests.
 - The safety of ourselves and our fellow employees.
 - The physical properties of the Company investment ---: our investment.
- Practice good fire prevention methods daily. Some basic 2. steps in fire prevention are:
 - a. Know the location of each fire extinguisher on your attraction and be proficient in the use of them.
 - Report all potential fire situations to your lead or supervisor.
 - Report the use of any fire extinguisher to Fire Frevention so that it can be replaced.
 - Keep your area of responsibility clean and free of unneeded combustibles.
 - Always observe no smoking and other safety regulations. e.

TO REPORT A FIRE ----- CALL 911 or 4777.

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3. Correct Usage of Fire Extinguishers

It is important that you as an employee of Walt Disney World know what to do in the event of a fire and most important, what type of extinguisher to use on the different classes of fire. The following are the classes of fire and the correct extinguisher that shall be used for control and extinguishment:

- CLASS "A" Where ordinary combustible materials such as wood, cloth, paper, rubber and most plastics are involved. Most effective extinguisher:
 - 1. Any water type
 - 2. Dry chemical
 - 3. CO2 can be used
- CLASS "B" Where flammable liquids, gases, oils and various greases are involved. Most effective extinguisher:
 - 1. Dry chemical
 - 2. CO2

NOTE: NEVER USE WATER

- CLASS "C" Where energized electrical equipment is involved, such as motors, transformers, lighting, radios, TV's, and switch-gear.

 Most effective extinguisher:
 - 1. CO2
 - 2. Dry chemical

NOTE: NEVER USE WATER

F. Property Damage

 In case of property damage, such as wet or torn clothing, torn hose, wet hair, cameras or purses dropped in water, notify the lead immediately.
 DO NOT PROMISE REIMBURSEMENT FOR DAMACED CLOTHING OR PROPERTY.

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2. SPECIFIC ATTRACTION SAFETY

- Insure that all guests waiting in line remain a safe distance away from the edge of the dock and behind the roped off area.
- All guests must be safely seated before the boat operator В. leaves the load position.
- The guests should remain seated in the boat at all times during C. the ride.
- The guests should have their hands and arms inside the boat at D.
- The loaders should face each other with one foot in the boat and E. one foot on the dock, giving them better leverage and a better view of all boarding guests (same for the unloaders).
- F. Watch for small children wandering away from their parents, especially around the edge of the dock.

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The Jungle River Cruise BASIC ELEMENTS OF THE OPERATION

3. ATTRACTION FIRE EXTINGUISHING SYSTEM AND LOCATIONS

- There is a fire hose folded inside the storage box by the A. east dock room to the east of the unload dock. The hose hook-up is located on the north wall of that same east dock room. The fire hydrant (painted green) is located in the bushes on the bank opposite the east dock room.
- There are individual portable high pressure water fire B. extinguishers located:
 - 1. Inside the east dock room by the unload dock.
 - Inside the air-conditioning equipment room in the middle of the queue area opposite the dock box.
 - Inside the air-conditioning equipment room at the west end of the covered queue area near Pirates of the Caribbean.
- There are individual portable dry-chemical fire extinguishers located in the following areas:
 - Inside the air-conditioning equipment room at the west end of the covered queue area near Pirates of the Caribbean.
 - Inside the air-conditioning equipment room in the middle 2. of the queue area opposite the dock box.
 - In the boat service area: 3.
 - Beside the channel gate switch control panel. a.
 - On the catwalk beside channel "D".
 - c. At the rear of the Swan Boat storage area.
 - Along the walkway wall near the entrance to channel "B".
 - In the work bench area by the rock room.

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- D. Each boat is equipped with the following:
 - 1. A portable dry chemical fire extinguisher located in the compartment below the steering wheel.
 - 2. A built-in fire extinguishing system (fenwal) for the engine compartment which will discharge if the compartment temperature surpasses a pre-set temperature or if the manual control switch by the steering wheel is thrown.

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The Jungle River Cruise

Unload Operator

- 1. Meet the incoming boats at the end of the dock. The unload operator should always remain alert to the possibility of guests hanging their hands and arms outside of the boat.
- 2. Board the boat as it comes into the dock and politely request the guests that are sitting on the removeable cushions to stand so that you may remove them for unloading. Place the cushion in the designated racks during unloading. Do not throw the cushion!
- 3. Wait until the boat comes to a complete stop before allowing any guests to disembark.
- 4. Keep a close watch for children climbing out over the boat railings.
- 5. You should be holding the upper part of each guests' arm until his/her full weight is on the dock. Do not lift small children off the ground!
- 6. Both unloaders should unload with one foot on the boat and one on the dock for proper balance.
- 7. The front unloader should be facing the rear of the boat and the back unloader should be facing the front of the boat. This way both unloaders are in a position to react should a guest begin to fall.
- 8. Notify the skipper of the boat to move the boat up as soon as the last guest steps off.
- 9. If guests mistake the unload dock for the entrance, re-direct them, in a courteous manner, to the correct entrance.
- 10. All wheelchair parties will be loaded at unload:
 - a. The operator may assist the wheelchair party onto the boat, but should not lift the guest single-handedly.
 - b. One unloader should hold the boat steady while the other assists the guest.
 - c. The wheelchair is to be left on the dock next to the barrels at unload.
 - d. If there are more than two persons in a wheelchair party (including the wheelchair) all members of the party, except the one attending the wheelchair, must wait in line with the other guests. After

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that person reaches the turnstiles the wheelchair party may then be loaded in the boat.

- Collect coupons for each member of the party and record the number in the party on the turnstiles.
- The unload operator is to wear his hat at all times. 11.

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The Jungle River Cruise

Boat Operators

1. Load Position

- A. Use the microphone to direct the guests to their proper seats (see approved narration)
- B. Use the throttle to hold the boat as still as possible during loading (this is your primary responsibility)
- C. When the last guest is on board and the cushions are in place you may begin the cruise.
- D. Pull out of the load area quickly so that the next boat can move up.

2. Unload Position

- A. Using the microphone direct the guests in unloading (see approved narration).
- B. Using the throttle, hold the boat as still as possible during unloading. (this is your primary responsibility).

3. Driving the boat

- A. There should be no physical contact with the guests during the trip.
- B. Never reverse directions while in the jungle.
- C. Observe a moderate speed on all curves.
- D. There should be no more than three boats at one time in the dock area and they should never touch (subject to disciplinary action).
- E. Incorporate the use of the seat in your spiel by standing to highlight the excitement and danger of some scenes and sitting at other spots to allow the guests a better view.

The following guidelines have been set up in order to insure consistent show quality and safety.

- 1. Stand at dock area.
- 2. Stand while passing Schweitzer Falls.
- 3. Stand while shooting at the hippos.
- 4. Stand while going through the squeeze play.

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The Jungle River Cruise

Boat Operators

- F. Follow the written narration (see approved narration) and observe the proper trip timing:
 - 1 minute broadside to Inspiration Falls
 - 2 minutes broadside to cance beach
 - 3 minutes entering veldt
 - 4 minutes broadside to Old Smiley
 - 5 minutes entering hippo pool
 - 6 minutes broadside rising natives
 - 7 minutes broadside entering shrine
 - 8 minutes middle of elephant pool
 - 9 minutes Trader Sam
 - 9½ minutes Unload area
- G. The only time the microphone is to be used in the dock area is during the actual loading and unloading of the boat.
- H. The operator is to wear his hat at all times while on the boat.
- I. Breaks are for two (2) trips only and lunches are for three (3) trips only.
- J. If the boat does not have a neutral gear shift position, it should be purled off the line immediately.
- K. If the water temperature for the engine goes above 200°, notify the lead immediately.
- L. Notify the lead of any other strange noises, smells, or operating irregularities.
- M. When taking around a group of people who do not speak English, an interpreter may be used. The interpreter should remain seated for his/her own safety (the English spiel should be given if there are any English speaking people on board).

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The Jungle River Cruise Nighttime Operation

At dusk, the operator will be issued a spotlight by the lead. The spotlight will be plugged in to the outlet provided on the lower right side of the console. Please remember to always handle the spotlight with care.

- Throughout the entire ride, the running lights should remain on at all times as a safety precaution.
- 2. During loading, the hand spotlight should reflect off of the boat's ceiling.
- 3. Upon leaving the dock area, the boat spotlights should be turned on (the hand spotlight is not in use).
- 4. Through the Amazon and Rain Forest, the boat spotlights are to be on.
- 5. Coming into the Congo, the hand spotlight is flashed across the water reflecting on the Congo War Canoes, when broadside to the Canoes, the boat spots go off - "complete darkness".
- When the bow of the boat reaches the Python (timing is very important) 6. hit the Python right between the eyes with the light from the hand spotlight. The boat spotlights are still off through this area and the Gorilla Camp.
- Coming onto the Nile River, turn on the boat spotlights to 7. help light up the Bull Elephants.
- The boat spotlights remain on in the Veldt. The hand spotlight 8. should first point out the gnus, then the tallest giraffe, skim the hand spotlight across a few more animals on the hill, then shine it on the water, reflecting the light on the Lion's den,
- At the Trapped Safari, the boat spots remain on and the hand 9. spotlight should shine on the bottom of the pole and quickly move to the top.
- The boat spotlights remain on through the hippo pool. Just past 10. the falls flash the hand spotlight on the water to emphasize the hippo's bubbles and wiggling ears. Put the microphone down just before preparing to fire the pistol. Shine the hand spotlight on the charging hippos as they are shot at.
- Turn off boat spotlights and hand spotlight, before rounding the bend to the dancing natives. The darkness seems to intensify the sense

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The Jungle River Cruise Nighttime Operation

- 11.(continued) of danger.
- 12. Turn on the boat spotlights as soon as the Rising Natives begin to attack the boat.
- 13. Leave the boat spotlights on until the boat reaches the entrance of the shrine. Shine the hand spotlight across the crocodiles.
- 14. Inside the shrine the only lights that are on, are the running lights.
- 15. In the Elephant Pool the boat spotlights are turned on, and the hand spot should reflect off the water onto the elephants, especially the "Big Shot".
- 16. After the Squeeze Play through to the unload area, the boat spotlights remain on. The hand spotlight may be used to point out the different plants along the bank before Trader Sam.
- 17. At the unload area, the boat spotlights are turned off and the hand spotlights should reflect off of the boat's ceiling.

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The Jungle River Cruise

Pistol Procedures

1. Lead Responsibilities

- A. The opening lead will inventory the pistols prior to opening the attraction. Serial numbers of all the guns on hand are to be logged on the Pistol Issue Form. Any discrepancies are to be immediately brought to the attention of Area Supervision and Security.
- B. When bringing a boat on line, the lead will insure that the pistol is securely fastened to the lanyard which is locked to the boat. The name of the boat and the time that the pistol was issued will be logged onto the Pistol Issue Form in the appropriate line which corresponds to the serial number of the pistol.
- C. The pistols will be issued and received only at the dock area.
- D. During the course of the normal operating day, all pistols not in use are to be locked in the pistol storage cabinet in the lock box. The pistol storage cabinet will only be unlocked by the lead on duty or a member of Area Supervision.
- E. When the elosing lead assumes responsibility for the attraction he/she must inventory the pistols again and be satisfied as to the location of all pistols on the attraction.
- F. When pulling a boat off the line, the lead will receive the pistol from the operator at the dock area and log the time received onto the Pistol Issue Form.
- G. All pistols utilized during the day are to be sprayed with lubricant spray prior to securing the pistol in the storage box. (Both the chamber and firing mechanism will be sprayed daily).
- H. At the end of the operating day, the closing lead will inventory the pistols and secure them in the travel case. If any discrepancies are found they must be immediately brought to the attention of Area Supervision and Security.

Operator Responsibilities 2 ..

The operator will be issued a pistol from the lead at the dock only. A .. The pistol will be placed in the holster and the lanyard securely attached prior to loading the pistol.

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The Jungle River Cruise

Pistol Procedures

- B. The pistol will be removed from the holster only under the following circumstances.
 - 1. In the Hippo Pool when firing as part of the show.
 - 2. At the dock area when loading the pistol or turning the pistol in to the lead when taking a boat out of service.
 - 3. During a breakdown to fire the appropriate number of shots.

NOTE: The pistols are not toys and any unauthorized use or horseplay with the pistols will result in disciplinary action.

- C. When firing the pistols the following procedures should be used:
 - 1. In the Hippo Pool, as part of the show, the pistol will be pointed low over the bow and fired once at each charging hippo (total of two shots).
 - 2. When firing distress signals, point the pistol high overhead and away from the guests. Fire the appropriate number of shots as outlined under breakdown procedures.
- D. The pistol will be unloaded only after the boat has been unloaded at the dock. The following procedures should be followed:
 - 1. Shells (fired, misfired or unused) are never to be given to a guest.
 - 2. Open the shell chamber of the pistol, checking for fired shells.
 - 3. Remove all fired shells and shells that have misfired and put them in the right side of the ammo box. (All unused shells should be placed in the left side of the ammo box).
 - 4. Refill the empty chambers with new shells.
 - 5. While loading and unloading the pistol, never point it toward a guest or fellow employee!
 - 6. When the right side of the ammo box is filled with fired or misfired shells, turn in the shells to the lead.

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The Jungle River Cruise

Pistol Procedures

3. Pistol Storage Procedures

- A. During non-operating hours, the pistols to be utilized the following day are to be stored in a locked travel box and kept in the Security office. There are three keys to the travel box, one kept by the Security dispatcher, one on the Jungle Cruise lead's key ring and one in the area supervision's office.
- B. Prior to the park opening, the Jungle Cruise lead (or designated host) will pick up the travel box from Security and transport it to the attraction. Prior to departing from the Security office the pistols must be counted by the Security dispatcher. The dispatcher will fill in item #1 on the Pistol Issue form, giving the number of pistols issued, time of issue and appropriate signature.
- C. The Jungle Cruise lead will fill in item #2 on the Pistol Issue form, giving the number of pistols received, time received and appropriate signature.
- D. Prior to issuing the pistols the lead will record the WDW serial number of all the pistols in the travel box on the Pistol Issue form. When issuing the pistols he/she will then record the name of the boat the pistol is assigned to and the time assigned in the corresponding slot next to the serial number of the pistol.
- E. Prior to assuming responsibility for the attraction, the closing lead will inventory all of the pistols on the attraction and fill in item #3 on the Pistol Issue form, giving the number of pistols, time of the inventory and appropriate signature. The opening lead will also sign in the appropriate spot to verify that this procedure was followed.
- F. When taking a boat out of service for the day, the closing lead will note the time that the pistol was turned in in the appropriate slot corresponding to that pistol.
- G. At the conclusion of the normal operating day, the closing lead will secure all the pistols in the travel case. The lead (or designated host) will then transport the pistols to the Security office.
- H. Upon arrival at Security, the Security dispatcher will unlock the travel box, count the pistols and fill in item #4 on the Pistol Issue form, giving the number of pistols received, time received

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The Jungle River Cruise

Pistol Procedures

- I. (continued) and the appropriate signature.
- J. The lead (or designated host) will then turn in the completed Pistol Issue form to the Operations Office. The form is to be placed in the appropriate folder inside the file cabinet (top drawer). The lead will place a blank copy of the Pistol Issue form in the Jungle mailbox for use the next day.
- K. The remainder of the pistols not in utilization are to be stored under lock and key by Arcade Maintenance. Arcade Maintenance will be responsible for maintaining the pistols not in use.
- L. When Arcade Maintenance wants to take a pistol out of service, they must swap pistols on a one-for-one basis. They may do this at the Jungle Cruise during operating hours with the <u>lead only</u> or at Security during non-operating hours with the dispatcher only

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STANDARD OPERATING PROCEDURE

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The Jungle River Cruise Attraction Breakdown Procedures

- 1. A breakdown has occurred anytime one of the following situations exists:
 - A. Fire!
 - B. Animation failure of one entire scene (consult with supervisor).
 - C. A boat storage switch gate on the main line is jammed in the storage position.
 - D. A boat is disabled on the river (away from the dock area).
 - E. Loss of power to the dock lighting during a nighttime operation.
 - Low water (more than 2 inches below normal).
 - G. Inclement weather resulting in:
 - A complete blockage of the unload area with guests refusing to leave; and/or
 - 2. The guests -refusing to board at the load dock.
 - H. A supervisor determines that the ride must be closed.
- 2. In all situations except those involving a boat becoming disabled away from the dock, the lead will communicate the problem to the boat drivers as they enter the dock area and issue instructions as needed. If the problem does involve a particular boat out on the river, the driver of the boat is to use his pistol to fire shots as outlined by the following signal system:
 - 6 consecutive shots boat out of trough (i.e., boat is unable to proceed through the ride due to guide trouble or trough being blocked)
 - 5 consecutive shots Fire!
 - 4 consecutive shots Medical emergency
 - 3 consecutive shots Mechanical breakdown
 - 2 consecutive shots All clear during normal operations
 - 1 shot All clear during a "1Q1" situation
 - A. If upon hearing 3 or 6 consecutive shots, you can determine that the disabled boat is in front of yours then you should hold your position on the river until the all clear is given (exception: when stopped under the falls). If you are unsure of the location of the disabled boat, proceed slowly and with caution toward the dock. Never stop less than a boat length away from another boat in

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The Jungle River Cruise Attraction Breakdown Procedures

- A. (continued) the Jungle.
- B. Upon hearing 4 or 5 consecutive shots you should proceed at a rapid, but safe speed, to the dock so as to clear the river.
- 3. Three Shots If the breakdown consists simply of a mechanical breakdown of a boat out on the river the following procedures should be followed:
 - A. Stop dispatching boats.
 - B. Flip the "101" switch on the queue area Public Address System power box.
 - C. Call DACS, Ext. 4670 and Control, Ext. 4777 giving them your name, the name of the attraction, and tell them you are "101" for 3 shots.
 - Take the proper queue area announcement.
 - E. Load guests who have gone through the turnstiles, if the "101" is determined to be for no more than a few minutes.
 - F. Have any foaded boats in the dock area pull as far out towards the rain forest as possible.
 - G. Continue unloading incoming boats until it is evident that the last boat ahead of the disabled boat has been unloaded.
 - H. Send the last unloaded boat back into the Jungle with an extra operator and a tow rope to tow the disabled boat into the dock area.
 - I. Upon reaching the disabled boat:
 - Tie the two ends of the tow rope around the tie off cleats of the two boats and proceed as smoothly as possible back towards the dock area.
 - 2. The extra operator is to stay seated on the stern of the tow boat in position to use his feet and legs to prevent the disabled boat from colliding with the tow boat.
 - J. Fire one shot to signal the all clear.

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The Jungle River Cruise

Attraction Breakdown Procedures

- K. Upon unloading the guests from the disabled boat, that boat should immediately be pushed back into boat storage and put away per the closing boat procedures (as outlined in this manual) so that maintenance personnel may begin work on it.
- L. Re-admission coupons are to be issued to all guests over the age of three (3) in the disabled boat.
- M. Immediately begin cycling boats and loading guests.
- N. Flip the "101" switch to the "102" position.
- O. Call DACS and Control and notify them of the "102".
 - 1. If it is obvious that the disabled boat is one that has just entered the rain forest, the boat at the dock should be unloaded and dispatched to tow the disabled boat back to the dock area.
 - The operators on the dock should remain calm at all times, converse in a normal tone of voice, and refrain from any unnecessary excitement or discussion about the breakdown that might be overheard by a guest.
 - 3. Anytime that you are issuing re-admission coupons, always save the book stubs and return them to the lead. Also, always tear the tickets out of the book sequentially from the top down and only tear out the tickets as you distribute them to the guests and not in advance. Always use up all partial books before starting on new ones.
 - 4. If you are the operator of a disabled boat, remain calm and strike up a conversation with your passengers to help pass the time.

4. Four Shots

- A. If the breakdown is a result of a medical emergency on one of the boats, call DACS, Ext. 4670 and Control, Ext. 4777, plus First Aid, Ext. 4703, state: "This is ___ at the Jungle Cruise, we are "101" because we have an operator out on the attraction signaling that he has a medical emergency on his boat".
- B. Make the proper queue area announcements.

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The Jungle River Cruise

Attraction Breakdown Procedures

Stop admitting guests. Your main concern then is to keep the unload area clear of boats, keep two unloaded boats in the load area ready to begin recycling, but keep the unload area clear.

5. Five Shots

- If the breakdown is a result of a fire on one of the boats, call DACS, Ext. 4670, and Control, Ext. 4777, stage, "This is at the Jungle Cruise, we are "101". We have an operator out on the attraction signaling that he has a fire on his boat".
- B. Immediately send an operator back to the area of the disabled boat, with an extinguisher in hand.
- Stop admitting guests. If the boat is still moving to the dock, keep the unload dock clear of boats and have two or three extinguishers on the unload dock.
- Make the proper queue area announcement. D.

6. Six shots

If the breakdown is the result of a boat storage gate jammed open. or any other occurrence that prevents the cycling of boats (and the towing of a disabled boat) the following procedures should he carried out:

- Stop dispatching boats. A.
- Flip the "101" switch on the queue area Public Address System B. power box.
- Call DACS, Ext. 4670, and Control, Ext. 4777, giving them your name, the name of the attraction, and a brief description of the problem (i.e., "101" due to 6 shots).

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The Jungle River Cruise

Attraction Breakdown Procedures

- D. Deliver the following announcement over the queue area public address system: "Ladies and gentlemen, the Jungle River Cruise is temporarily closed due to technical difficulties. We do not know at this time when we will be re-opening so please check back with us later on (today/tonight)."
- E. Position an operator at the entrance to the queue area and one operator outside of the exit area to answer guests' questions. These operators should never give the guests a definite time for re-opening, but should simply ask them to "check back later in the day/evening".
- F. Cycle as many boats as possible through the load area (either backwards or forward) to unload the guests and issue re-admission coupons to any guests (over the age of three) who did not receive a normal cruise or who were already past the turnstiles on the load dock.

Note: It-may be necessary to put the unload boats on the spur track, or in boat storage, or any other means of positioning to facilitate this procedure.

- G. Should it become necessary to do so, guests may be evacuated from boats inside of the shrine by the following procedures:
 - 1. Position the boat to be unloaded inside the shrine so that its front entrance is aligned with the flat stones coming out of the doorway just prior to the treasure scene.
 - 2. Two operators should enter the shrine from the outside, leaving the doors open behind them and assist the guests in unloading (the operators should bring along flashlights and a spotlight). The worklights in the shrine should be turned on.
 - 3. The boat driver should turn on his exterior lights during the unloading and hold the boat as steady as possible by utilizing the throttle.
 - 4. The guests should be kept together in a group just outside the shrine door until all of them have been evacuated and then they should be led as a group back to the dock area to receive re-admission coupons.

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The Jungle River Cruise Attraction Breakdown Procedures

- H. If the breakdown is due to a boat out of the trough (or with a disabled guide) an empty boat should be dispatched to that location with Maintenance personnel and one or two extra operators to assist them in whatever manner is needed. These personnel should work together to assist in caring for the guests aboard the disabled boat in the most expeditious manner possible. This may involve towing and guiding the disabled boat back to an evacuation point or simply in forcing the boat back into the trough so that it may proceed under its own power.
- I. If it appears that the breakdown will last more than 15 minutes the following locations should be called and notified:

Location	Extension
Operations	4401
Adventureland Ticket Booth	4589
Tropical Serenade	4353
Pirates of the Caribbean	4578 4942
Tour Dispatch	4942

- J. All operators are to contact the lead to receive position assignments for the breakdown period (clean boats, sweep queue area, etc) and to return all unused re-admission coupons.
- K. Maintain contact with the maintenance personnel to assist them in anyway possible to expedite the re-opening of the attraction.
- L. Once the okay to re-open has been received from the maintenance personnel, and the attraction is ready to be re-opened:
 - 1. Assign the operators to their positions, set up and begin cycling boats
 - 2. Re-open the attraction and greet incoming guests.
 - 3. Call all numbers originally notified of the breakdown and tell them the attraction is "102".
 - 4. Flip the "101" switch to the "102" position.

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STANDARD OPERATING PROCEDURE

The Jungle River Cruise

Attraction Breakdown Procedures

- 7. If the breakdown is due to any other reason and the cycling of boats is still possible the following procedures should be carried out:
 - A. Lock the turnstiles and stop admitting guests.
 - B. Flip the "101" switch on the queue area public address system power box.
 - C. Call DACS, Ext. 4670, and Control, Ext. 4777, giving them your name, the name of the attraction, and give them a brief description of the problem (i.e., "101" due to power failure).
 - D. Load all guests who have gone through the turnstiles (except in case of a fire).
 - E. Deliver the following announcement over the queue area public address system "Ladies and gentlemen, the Jungle River Cruise is temporarily closed due to technical difficulties (or inclement weather if applicable). We do not know at this time when we will be re-opening so please check back with us later on today/tonight".
 - F. Position an operator at the entrance to the queue area and one operator outside of the exit area to answer guests' questions.

 These operators should never give the guests a definite time for resopening, but should simply ask them to "check back later on today/tonight".
 - G. Continue cycling the boats until all guests have been exited at unload.
 - H. Where necessary or applicable, boats should be stored in boat storage per the boat closing procedures as outlined in this manual.
 - I. Maintain contact with the Maintenance personnel and assist them whenever possible in correcting the situation (where applicable).
 - J. All operators are to contact the lead to receive position assignments for the breakdown period (clean boats, sweep trash, etc).
 - K. If it appears that the attraction will be down for more than 15 minutes the following locations should be called and notified:

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The Jungle River Cruise

Attraction Breakdown Procedures

Location	xtension
Operations Adventureland Ticket Booth Tropical Serenade Pirates of the Caribbean Tour Dispatch	4401 4589 4353 4578 4942

L. Re-Admission Tickets

The issuing of re-admission tickets is done only after the approval of the supervisor on duty or lead on the attraction. Under normal circumstances, re-ads will be issued only to the guests of the boat that broke down, and only to those guests who decline the offer of another ride. If you are the boat operator, do not tell the guests on your boat that they will be handed a re-ad, but wait until you get to the dock and inform the lead (aside) of the situation. The backside of Schweitzer Falls is the point that is used to determine the issuing of re-ads. If the boat breaks down before it reaches that point, everyone on the boat will be asked if they would like to ride again on another boat. If any of them decline they will be issued a re-ad.

Anytime the queue area must be cleared any guest who has given a ticket to a ticket taker should be issued a re-ad.

- M. Once the situation has been corrected and the attraction can be re-opened:
 - Assign the operators to their positions and set up for reopening.
 - The lead or designated operator should ride through the attraction to insure that the show (animation, sound, and etc.) is functioning properly before admitting guests.
 - 3. Call all numbers originally notified of the breakdown and tell them the attraction is "102".
 - 4. Flip the "101" switch to the "102" position.

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The Jungle River Cruise

Closing Procedures

The following closing procedures will be performed by the lead or designated operator on a daily basis.

1. General Attraction

- A. If operating after sundown, check to insure that all area lighting is on. For any problems, call DACS, Ext. 4670.
- B. The day and the night lead are to discuss the day's happenings during the changeover period.
- C. Insure that all unnecessary queue lines are roped off as the line decreases.
- D. As the attendance decreases, eliminate unnecessary boats and positions.
- E. Receive a pistol from each boat before it is taken off for the day.
- F. Lock the turnstiles and take the final readings.
- G. Account for all pistols and insure each one is oiled properly, Send the guns to Security (MO2) with a closing operator.
- H. Complete all the closing paperwork.
- I. Turn in the closing paperwork in the Operations Office.
- J. Turn in the Re-ad box to Admissions.

2. Boats

- When the boat is at its tie off position, bring it to a stop with the throttle, place the throttle in neutral, turn off the ignition
- B. Secure the boat with tie lines front and rear so that it won't bump the other boats.
- C. Turn the battery switch in the back of the boat to the "off" position.
- D. If the boat is being taken out of service for the day all the cushions are to be neatly stacked on the water side of the boat. The cushion covers should then be utilized to protect the cushions

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The Jungle River Cruise

Closing Procedures

- E. Check the boat for scraps of trash.
- F. If the boat has taken the last docking space for Track A or Track B, switch the gate to allow the next incoming boat to enter the track that has available docking spaces.
- G. Remove all operational materials and return them to the dock box.
 - 1. Holster
 - 2. Lanyard
 - 3. Ammo Box
 - 4. Microphone (spray with disinfectant at an angle to prevent damage to diaphram)
 - 5. Spotlight (if used)

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STANDARD OPERATING PROCEDURE

The Jung:e River Cruise Putting on and Taking off Boats

- 1. To bring a boat out on the line:
 - Find out from the lead which boat you are to bring out and what boat you will be following on the river.
 - Check the switch gate box to insure the tracks are set so your boat will be clear to go on the river. Try to start the boat, if it does not start, notify the lead and try another boat.
 - Set the boat up properly as outlined in the opening procedures C. section of this manual.
 - Bring the boat up to a position one boat length back from the D. switch gate.
 - When the boat you are to follow on the river has passed the E. switch gate, the switch operator will:
 - Signal the next incoming boat to hold at a position one boat length back from the switch gate.

Turn the spur line switch control from the "main line" position to the "boat storage" position (See Diagram A)

- Signal the oncoming boat driver to proceed onto the main line
- After receiving the signal, the boat operator will quickly proceed onto the main line, receive his gun from the lead, and prepare to greet the guests.
- The switch operator will turn the switch control back onto the G. "main line" after the oncoming boat has passed one boat length past the switch gate and signal the waiting boat to proceed.
- When it becomes necessary to take a boat off the line: 2.
 - A. While the guests are unloading the boat operator will give the gun to the lead.
 - B. The switch operator will:
 - 1. Signal the next incoming boat to hold at a position one boat length back from the switch gate.
 - Turn the spur line switch control from the "main line" position to the "boat storage" position.

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The Jungle River Cruise Putting on and Taking off Boats

- 3. Signal the driver of the boat to be put in dry dock to proceed through the switch gate. He will then quickly back through the switch gate into boat storage.
- C. Once the boat to be stored has passed one boat length beyond the switch gate, the switch operator will switch the control back onto the "main line" and signal the waiting boat to proceed.
- 3. Use of the maintenance area switch box (See Diagram B).
 - A. Track A is a single operation track and holds six (6) boats for storage.
 - B. Track B is a dual operation track and holds four (4) boats for storage. It must be used to store boats on either C or D tracks, (also, C and D tracks each hold three (3) boats for storage).
 - C. The host taking a boat back to boat storage will be informed by the lead on which track to store the boat.
 - D. The boat operator will check the maintenance area switch to make certain it is turned to the correct track.
 - E. To put boats on A or B track:

Maintenance area switch must be on A or B and the storage area must be clear.

- F. To put boats on C or D tracks:
 - 1. Maintenance area switch must be on B and no other boats parked in B section.
 - 2. Shed entrance switch must be on C or D.
- Upon arriving in boat storage the boat operator will proceed to close down his boat as outlined in the closing procedures section of this manual.

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Adventureland STANDARD OPERATING PROCEDURE

SUBJECT Jungle Cruise

Jungle Cruise Sensor Chart

Sensor #1 Giant Butterflies

Sensor #2 Giant Python
Gorillas in camp

Sensor #3 African Elephants

Sensor #4 African Veldt

Gnus
Zebras
Impalas
Giraffes
Vultures
Lions

Sensor #5 Rhino
Safari Pole
Hyenas
Crocodiles

Sensor #6 Hippos
Bubble Bursts

Sensor #7 X Natives Dancing
Rising Natives

Sensor #8 Floating Crocodiles
Bubble Bursts

Sensor #9 Tiger
Cobras
Spiders
Monkeys

Sensor #10 Indian Elephants Crocodile

Sensor #11 Squirting Elephants
Drum Timer

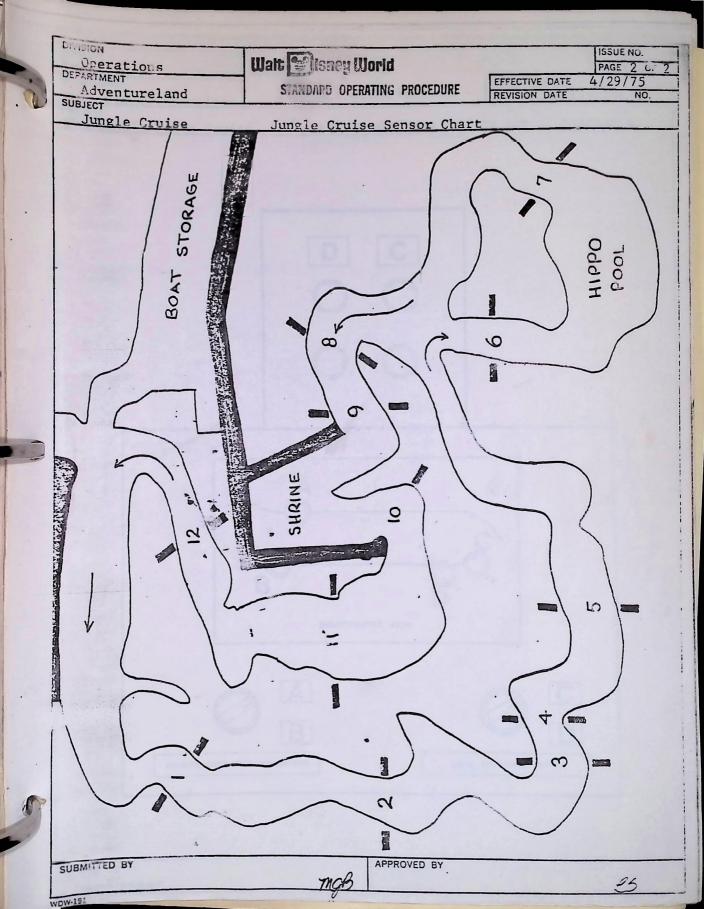
Sensor #12 Trader Sam

Boats should stay 45 seconds apart which will allow the sensors to activate each scene properly.

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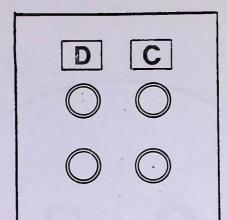
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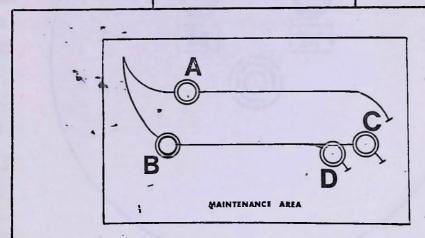
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The Jungle River Cruise

MAINTENANCE AREA SWITCH BOX

DIAGRAM B







MAINTENANCE ENTRANCE SWITCH





SHED ENTRANCE SWITCH

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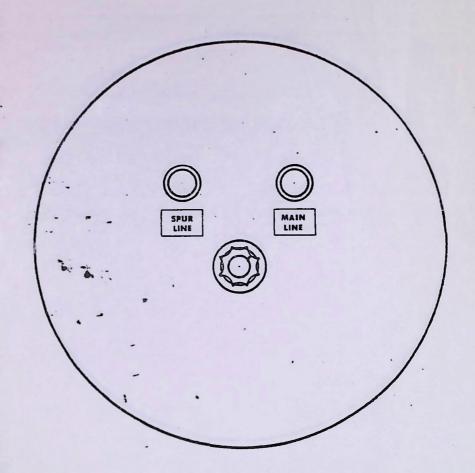
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The Jungle River Cruise

SPUR LINE CONSOLE DIAGRAM A



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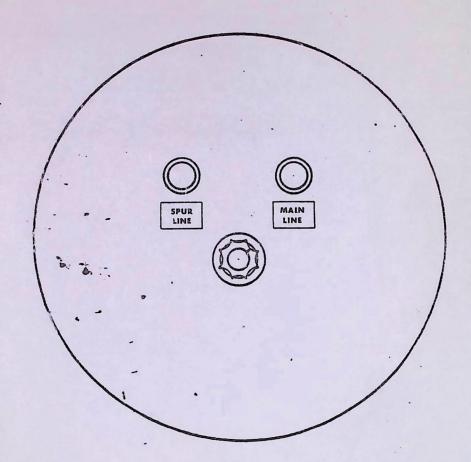
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The Jungle River Cruise SPUR LINE CONSOLE DIAGRAM A



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JUNGLE CRUISE

NARRATION - LIVE
April 22, 1972
WED ENTERPRISES, INC.

Loading:

YOU FOLKS COMING IN THE REAR, PLEASE MOVE ALL THE
WAY AROUND THE ENGINE AND UP TO THE FRONT. (TO
GUESTS ENTERING FRONT) THOSE OF YOU COMING IN THE
FRONT PLEASE MOVE TO THE REAR AND SIT NEXT TO THE
ENGINE. FILL IN ALL THE SPACES...SIT CLOSE TOGETHER...
AND DON'T LEAVE ANY ROOM FOR HUNGRY CROCODILES, SNAKES,
SPIDERS, ETC.

Unloading
(Skipper):

THESE TWO SMILING NATIVE BOYS WILL ASSIST YOU FROM
THE BOAT. THOSE OF YOU ON THE WATER SIDE EXIT TO THE
REAR...AND THOSE OF YOU ON THE DOCK SIDE JUST EXIT
TO THE FRONT. PLEASE STEP LIVELY THOUGH...OUR BOAT
IS RAPIDLY SINKING.

Loading (Dock):

WHEN BOARDING THE BOAT, PLEASE LOOK DOWN AND WATCH
YOUR STEP. TAKE SMALL CHILDREN BY THE HAND. (CONTINUING WHILE LOADING - EXAMPLE) LOOK DOWN AND WATCH
YOUR STEP...NO SWIMMING ALLOWED...PLEASE LOOK DOWN...
DO NOT FALL IN THE WATER...WATCH YOUR STEP...THE
CROCODILES ARE OUT...(REPEAT).

Unloading (Dock):

LOOK DOWN AND WATCH YOUR STEP. (ALTERNATES) STEP LIVELY...THE BOAT IS SINKING. WATCH YOUR STEP AND MY TOES... (REPEAT).

JUNGLE CRUISE

SUPPLEMENTARY
NARRATION MATERIAL

As Boat Leaves Dock:

- 1. WELCOME ABOARD, MY NAME IS ____AND I'M
 GOING TO BE YOUR SKIPPER AND GUIDE FOR AS FAR AS
 WE CAN GET.
- 2. HOW MANY OF YOU ARE TAKING YOUR FIRST TRIP ON THE JUNGLE CRUISE? HOW MANY YOUR SECOND? HOW MANY THE LAST?
- 3. TURN AROUND AND WAVE GOOD-BYE TO THE PEOPLE ON
 THE DOCK. YOU MAY NEVER SEE IT AGAIN. THIS IS
 ONLY MY SECOND TRIP HERE ON THE JUNGLE CRUISE.
 (USED DURING SLOW PERIODS ONLY).
- 4. (TO THE GUESTS IN THE CENTER) YOU'RE SITTING ON THE BATTERY, YOU MIGHT GET A REAL CHARGE OUT OF THIS TRIP.
- AS YOU ENTER THE BOAT, PLEASE MOVE AS FAR FORWARD AS POSSIBLE...MAKE SURE YOU SIT AS CLOSE TO THE NEXT PERSON AS YOU CAN...DON'T LEAVE ENOUGH ROOM FOR A SNEAKY, SLENDER BABY PYTHON.

Elephant Pool:

1. (POINT TO CROCODILE AND ELEPHANT) WHAT A WAY TO

GET A DRINK! HE MUST BE FULL--WATER IS RUNNING

OUT OF HIS EARS.

- 2. CALL THEM "BIG SHOTS" AND "LITTLE SQUIRTS".
- 3. (AFTER PASSING THE SQUIRTING ELEPHANT) WELL,

 MAYBE HE THOUGHT YOU DIDN'T NEED A BATH AFTER

 ALL.
- 4. YOU CAN ALWAYS TELL THE BIG SHOT...HE'S THE ONE IN THE PRIVATE SHOWER.

Schweitzer Falls:

- 1. YOU BARELY MOVED A MUSCLE BACK THERE...YOU MUST HAVE BEEN PARALYZED BY FEAR.
- 2. (TO SOMEONE IN THE BACK OF THE BOAT) AREN'T YOU GLAD YOU'RE ON THE RIGHT SIDE?
- 3. WE'LL GET A DIFFERENT VIEW THIS TIME...(TO A NEARBY GUEST) SUBMERGED.

Nile Elephants:

- 1. AND ON THE RIGHT, THIS IS OBVIOUSLY HIS MATE...
 YOU CAN TELL BECAUSE SHE IS BETTER LOOKING.
- 2. (SECOND ELEPHANT) YESTERDAY, HE CROSSED THE RIVER
 USING THE BOAT AS A STEPPING STONE...KIND OF BROKE
 UP THE CREW.
- 3. I WOULD LIKE TO SAY AT THIS TIME, THAT THESE

 ANIMALS ARE NOT DANGEROUS...YES, I WOULD LIKE TO

 SAY THAT VERY MUCH, BUT I CAN'T, BECAUSE THEY ARE

 EXTREMELY DANGEROUS.

Trapped Safari:

- 1. I THINK HE IS GOING TO GET THE POINT IN THE END.
- 2. DO YOU SUPPOSE THAT RHINO IS GETTING HIS POINT ACROSS?

- 3. LOOKS LIKE THEY ARE HAVING THEIR UPS AND DOWNS FOR THE DAY.
- 4. IT LOOKS LIKE A NATIVE UPRISING.

Skulls:

- 1. WE'RE ENTERING INTO HEAD-HUNTER COUNTRY, SO
 PLEASE DON'T GET EXCITED AND LOSE YOUR HEADS.
 - 2. FOLKS, NOTICE THE OLD WAR CANOE. ALL FILLED UP WITH THE NATIVES' ARTS AND CRAFTS.
 - 3. LET'S BE REAL QUIET AS WE PASS THIS NATIVE VILLAGE...MY LAST CREW WAS INVITED TO LUNCH. AND
 THERE (POINTING TO THE SKULLS) THEY ARE...ONLY
 I ESCAPED. THEY MUST HAVE HAD A GOOD TIME,
 BECAUSE THEY'RE ALL STILL SMILING.

Dancing Natives:

- 1. WE'LL HAVE TO BE VERY QUIET THROUGH HERE. WE'RE
 SOMETIMES AMBUSHED AROUND THE CORNER. (ASK GUEST)
 "WOULD YOU LIKE TO VOLUNTEER AS OUR SACRIFICE?"
- 2. (RISING NATIVES) LOOK OUT! THERE THEY ARE ON

 THE LEFT...LEAN INSIDE THE BOAT, LEAN ALL THE

 WAY IN--IF THEY THROW SOMETHING AT YOU, THROW IT

 RIGHT BACK AT THEM.
- 3. BY THE WAY, FOLKS, THOSE TWO TROPHIES ON THE WITCH DOCTOR'S HUT BELONGED TO TWO OF THE NICEST TOURISTS WHO EVER TOOK A SHORT CUT THROUGH THE JUNGLE.

JUNGLE CRUISE

SUPPLEMENTARY
NARRATION MATERIAL

Load Area:

- 1. The boat may be crowded now, but I assure you, it won't be on the way back.
- 2. If you are wearing yellow, don't make any banana noises; it drives the gorillas crazy.
- Follow the simple instructions of your simpleminded loaders.

Unload Area:

- You will be assisted from the boat by the Chimpanzee twins; that's Chimp in the front and Panzee in the back.
- 2. You will be assisted from the boat by these two (2) smiling Mechanical Monkeys.
- 3. When we reach the dock, stand up on the count of three (3). Ready, one (1), two (2), three (3). Alright, those of you who can't count, please stand up now.

Unload Area (Continued)

4. While you are leaving, take your time and hurry up because the boat is sinking.

Tickets:

- 1. While you are strolling down the Jungle Pathways folks, remember that the Jungle Cruise is an "E" attraction. That's "E" as in extremely excited elephant. Have your "E" coupon torn out before you reach the twisting tumbling turnstile.
- 2. If you wish your entire party to be seated together, tell the loader on the dock; not your smiling ticket taker, but the loader on the dock the number of people in your party.
- 3. When boarding the boat folks, please remember to look down, watch your step, and take all small children by the hand.

JUNGLE CRUISE

Loading (Skipper)

You folks coming in the rear, please move all the way around the engine and up to the front. (To guests entering front) Those of you coming in the front, please move to the rear and sit next to the engine. Fill in all the spaces...sit close together...and don't leave any room for hungry crocodiles, pythons, giraffes, etc.

Loading (Dock)

When boarding the boat, please look down and watch your step. Take small children by the hand. (Continuing while loading - example) Look down and watch your step No swimming allowed...please look down...do not fall in the water...watch your step....the crocodiles have not - repeat NOT - been fed today...(Repeat)

Unloading (Skipper)

These two smiling native boys will assist you from the boat. Those of you on the water side exit to the rear ...and those of you on the dock side, just exit to the front. Please step lively though...our boat is rapidly sinking.

Unloading (Dock)

Look down and watch your step please. (Alternates)

Step lively please...the boat is sinking. Please watch

your step and my toes...(Repeat).

Leaving Dock

Welcome aboard the leaky______. Thrill-seekers

and danger-lovers. My name is_______, and I'll be

your skipper and guide on our cruise down these Rivers of

Adventure. Before we journey too far, will everyone who

wants to go on please raise your right hand....that's

it. Don't be afraid - yet. Now with your right hand up

in the air, let's all turn around, take a last look at

the dock....and wave goodbye to civilization. (slight

pause) You may never see it again! (turn and accelerate)

The Rainforest

As we leave civilization behind, we enter the mighty

Amazon of South America, one of the world's great rivers.

Well, it looks like we have a welcoming committee today...

those "Amazons of the Amazon" are butterflies with a wing span of more than a foot...notice how really lush the vegetation is in this tropical rainforest. Many of the plants you see require no soil at all - just the moisture in the air, and it rains here 365 days a year. The rest of the time it's quite sunny, though...oh, by the way, we call these falls "Inspiration Falls", because....well, because we couldn't think of any other name.

Giant Frogs

As you can see, everything seems to grow king-size in the Rainforest. Here's one of the rarest sights of all -- the ferocious South American "Frogum Gigantum" (lowering voice)SSHHHHH...the smallest sound makes them hopping mad ...on my last cruise, one of those enormous creatures hopped right into the lap of the lady sitting right here! (indicating nearby guest)

War Canoes

Now as we round this bend in the river we're in ... (slight pause and lower voice) DANGER! This is the Great Congo River of Africa. I've never actually seen the natives here, but I have heard them and they don't sound too friendly....SHHHHHHH - Listen. (to boat passengers) Anyone have any idea what they're saying? (pointing to a guest). No sir, I'm sure it wasn't "Please tear out your "E" coupe.....(accelerate boat) We better get out of here folks. I just counted those skulls and there's one more than there was on my last trip....

Giant Python

In the jungle we must constantly be on the lookout for wild creatures in the water and in the (turn suddenly toward giant python and yell to nearest guest) Lady, look out!...Excuse me (Ma'am/Sir) - I didn't mean to startle you, but that python was about to give you the old "Congo Squeeze"....(pause) guaranteed to leave you breathless!

Gorillas in Camp

Gorilla hits Crocodile

African bull elephants

Well now you've all read with envy about those famous African safaris...but here's what Doctor Livingston forgot to write home about. Look at King Kong over there ... the way he's pointing that rifle, he's bucking for a king-size headache. (pointing to gorilla trying on hat) and ladies, there's an ape that's gone human... "Mirror, mirror on the wall, who's the fairest of them all". Those giant gorillas have an arm span of more than eight feet and they sure love to throw their weight around. Now we're entering the famous Nile, the longest river in the world. Along the banks of the river you can see Papyrus - Nile cabbage - elephant grass...and an African elephant. (pointing to left of boat) Just look at that magnificent creature. Those enormous ears and sloping forehead are the mark of the African Bull Elephant, One of the most feared animals in the jungle. They say an African bull is afraid of only one other beast in the entire jungle...and there she is on the opposite bank -(accelerating) I'11 try to get us through here his wife. quickly...they sometimes cross the river by using our boats as stepping stones.

. African Veldt

And now one of the highlights of any safari - the great grasslands known as the African Veldt. As you can see, many animals come here to find water.....and some come to find...their dinner. See how many varieties you can count ...gnus, zebras, giraffe, impalas way up on the hill... and of course the king of the junge, the African Lion. Those lions really do run this show - and in nature's way. They even bring along their own clean-up crew... the vulture (pause) This is the story of the African Veldt, and the law of the jungle -- Survival of the Fittest. And speaking of survival, here's another safari that's having its ups and downs. That rhino may be a near-

Trapped Safari

And speaking of survival, here's another safari that's having its ups and downs. That rhino may be a near-sighted creature, but he sure is making his point... and if those fellows don't get it now, they certainly will get it in the end.

Approaching Schweitzer Falls (Note: Insert sentence or two about jungle growth -trees, plants, etc. -- at this point.)

pick up with....

Over there on the right are two mean-looking crocodiles. And there's "old Smiley" on the left. He's the grand-daddy of them all. (picking out guests on side closest to crocodiles and pointing) Folks, please keep your hands inside the boat - those crocodiles are always looking for a hand-out (continue facing passengers -

Falls Area

above narration should seque into):

Now we're approaching beautiful Schweitzer Falls, named after the great humanitarian, Doctor Albert Schweitzer, who did so much for...(Turn around quickly - frantically spinning wheel to avoid falls) Look out in the back of the boat - lean all the way in back there!....I'm awfully sorry, folks (to nearby guest) you didn't think we were going to make it, did you? (pause) well, neither did I!

Hippo Pool

Folks, I though we were finally out of danger ... but after you've been out here a while, you begin to sense danger when the birds and monkeys are chattering ... (Hushed tone) Now I see it - straight ahead - a pool of dangerous hippos Please sit real still, and don't rock the boat. hippos are big and curious and could easily upset us. :I'll try to get through here safely ... they're not really dangerous (pause) unless they wiggle their ears (pause) and blow bubbles. (point out two hippos rising with jaws open) look at the jaws on those monsters! Easy now ... I think we're going to make it through....look out there! A big hippo's charging us broadside! (aim revolver - fire That should hold him...there's another one charging on the (aim revolver - fire) He'll sure have a toothache right. tomorrow.

Approaching dancing natives

Now danger-lovers, a little word of caution from your old skipper. We're entering headhunter country - a <u>real</u> dang There's a native village just up ahead...if you'll all be real quiet, I'll try to sneak in closer for a once-in-a-lifetime view...SSHHHHH....it looks like they're celebrating something, probably that new collection of trophic in the tribal canoe....one-two-three....(facing passengers I think we better get by this village without being seen... or they may be celebrating over <u>us</u> tomorrow.

Rising Natives Sometimes they try to ambush us along here (point ahead or the right) Watch those bushes ahead...Oh! Oh! They're or the left this time! (Ducking down) Duck down, everybody. If they throw something at you, throw it back at them... those tribesmen grow to a height of seven feet or more, ar they have only one aim in life....to get ahead.

Schweitzer Falls (Approaching falls) We're approaching beautiful Schweitzer Falls again, and this time we'll see it from a different view - the backside. Has anyone ever seen the backside of water before? Actually, it's very similar to the front side...Oh, in case we get waterlogged and overturn, this boat is fully equipped. Just grab an orange cushion - they're the only ones that float. (Note: always use a color different from the cushions on your boat)

Jungle Cruise

Approach to Temple Ruins

And now as we enter the Irrawaddy River of Asia, we ... SHHH - listen. (Pause - then hushed tone) Hear that Tiger? There's an awful fight going on somewhere off in the jungle. Folks, if you'll bear with me, I'll try to steer clear of that tiger by taking a short-cut through the ruins of that ancient shrine ahead ... usually there's only a few crocodiles around here. The shrine was destroyed centuries ago by a devastating earthquake. As you can see the jungle has almost totally reclained this area - even that great stone face has been engulfed by python-like Banyan roots ... I've never been through here myself ... so it's every man, woman and child for himself ...

Building

Exiting Shrine Well, we made it ... sure glad we didn't run into that tiger ...

Elephant Pool Entrance

Look what we've stumbled onto now ... the sacred bathing pool of the elephants. (lower voice) Whole herds of playful Indian elephants migrate here during the (morning, afternoon, evening). These rites are seldom witnessed by civilized man ... or liberated ladies. (pause) Sure looks like fun, doesn't it? (pointing toward "fountain" of 3 elephants.) How'd you like to be under that fountain?

Nearing Elephant in Shower

You can always tell the <u>Big Shot</u> - he's the one in the private shower. But watch out for the little squirts - they're the show-offs of the Jungle and sometimes they try to give <u>us</u> a shower ...

Approaching Boat - squirting elephants

Oh! Oh! Look out! We're about to get caught in the Old Indian elephant trick ... the squeeze-play (elephants squirting at boat) we'll make a run for it when they go down again. Here we go ... (as elephants come up) watch out on the left - and on the right! They're coming up again! (after elephants fail to "fire"). Well, I guess they didn't have time to reload ... (to nearest guest) or else they decided you didn't need a bath. (Sir/ma'am).

Temporary Narration

Folks, this is the region of the fastest animal in the jungle. You've got to watch very, very closely as we pass this sandy beach (pause - then very excitedly)

Did you see him! Did you see the size of that beast?!

(pause - looking at blank stares from passengers).

ANHUHHHHHH - it's a shame you missed it --- the father wasn't much, but the babies sure were cute.

Trader Sam

Well, there's Trader Sam up ahead, he's the head salesman around the jungle. (slight pause) Incidentally, Sam has a special going today, but the only trouble is he's insisting on a trade-in ... two of his, for one of yours.

Return

Now comes the most dangerous part of our journey ...

the return to civilization and those Florida turnpikes.

(slight pause) Please keep your hands and arms inside

the boat -- (gesture) sometimes I scrape the dock.

Check for all your personal belongings ... cameras,

purses, small children. Anything left aboard for more

than three days we throw to the crocodiles. Oh, by the

way ... men, if your mother-in-law is still aboard, you've

missed your golden opportunity ... (pause) but bring her

back after dark for our "second change special" ...

half-way for half-fare ...

I hope you've enjoyed our cruise, folks. Be sure to come back and see us again ... if you have the courage ..

DIVISION **OPERATIONS** DEPARTMENT MAIN ST/ADVENTURELAND

Walt Wisney World.

STANDARD OPERATING PROCEDURE

PAGE EFFECTIVE DATE

REVISION DATE NO.

ISSUE NO.

OF

SUBJECT JUNGLE CRUISE

NARRATIONS

LOADING (SKIPPER)

YOU FOLKS COMING IN THE REAR, PLEASE MOVE ALL THE WAY AROUND THE ENGINE AND UP TO THE FRONT. (TO GUESTS ENTERING FRONT). THOSE OF YOU COMING IN THE FRONT, PLEASE MOVE TO THE REAR AND SIT NEXT TO THE ENGINE. FILL IN ALL THE SPACES ... SIT CLOSE TOGETHER ... AND DON'T LEAVE ANY ROOM FOR HUNGRY CROCODILES, PYTHONS, GIRAFFES, ETC.

LOADING (DOCK)

WHEN BOARDING THE BOAT. PLEASE LOOK DOWN AND WATCH YOUR STEP. TAKE SMALL CHILDREN BY THE HAND. (CONTINUING WHILE LOADING - EXAMPLE) LOOK DOWN AND WATCH YOUR STEP...NO SWIMMING ALLOWED...PLEASE LOOK DOWN...DO NOT FALL IN THE WATER...WATCH YOUR STEP... THE CROCODILES HAVE NOT ... REPEAT NOT - BEEN FED TODAY ... (REPEAT).

UNLOADING (SKIPPER)

THESE TWO SMILING NATIVE BOYS WILL ASSIST YOU FROM THE BOAT. THOSE OF YOU ON THE WATER SIDE EXIT TO THE REAR ... AND THOSE OF YOU ON THE DOCK SIDE, JUST EXIT TO THE FRONT. PLEASE STEP LIVELY THOUGH, OUR BOAT IS RAPIDLY SINKING.

JUNGLE CRUISE

The following is a suggested outline for trainers to follow while training new employees at the Jungle Cruise.

I. ORIENTATION

A. Attitude

- 1. First Responsibility -- GUESTS
 - a. Safety
 - b. Enjoyment
- 2. One of original rides in Park
- 3. "Home of the Champions"
 - a. Unity
 - b. Friendship
 - c. Pride
- 4. The only direct host-guest relationship:
 - a. Skipper suffers same fate as crew
 - b. React to and with guests
 - c. Attitude of guests:
 - (1) Good trip -- they always come back
 - (2) Bad trip -- they ignore the Jungle

NOTE: The difference is the skipper -- the animation is always good.

- 5. Jungle requires a special personality:
 - a. Good-natured smile
 - b. Ability to act
 - c. Ability to use imagination and get guests to use theirs

- 6. Why guests come to the Jungle:
 - a. Adventure
 - b. Romance
 - c. Realistic animation:
 - (1) True Jungle appearance
 - (2) Hint of fantasy
 - d. Realistic danger:
 - (1) This is where the skipper's ability enhances the attraction, but does not dominate it.
 - e. The real show is outside the boat:
 - (1) The skipper's duty is to help the guests enjoy it.
- 7. Appearance
 - a. Attraction
 - (1) Disney World "clean" and "neat" are all synonymous.
 - (2) The attraction must be kept in order.
 - b. Personnel
 - (1) Disney World image:
 - (a) Costume -- neat and clean
 - (b) Hair -- neat and trimmed
 - (c) Clean-shaven
- 8. FUN ride for ALL
 - a. A smile works wonders!
- B. Tour
 - 1. Boat Basin

- a. Stairway to Native Village
- b. Storage Room (Maintenance)
- c. Pumps, filters:
 - (1) Push boats in and out by hand.
 - (2) Do not start engine until outside of roofed area.
- d. Gate switch
- e. Rail switch for rear of catwalk
- f. Demonstrate wait position to put boat on main line from boat basin

2. Dock Area

- a. Crowd control:
 - (1) Outside rope lines
 - (2) Inside area
 - (3) Position of turnstiles:
 - (a) Heavy crowd -- both
 - (b) Light crowd -- one (rear)
- b. Microphone
- c. Main P.A, amplifier
- d. Loading area:
 - (1) Dispatch lights
 - (2) Dispatch relay and timer box
- e. Skiff location and operation
- f. Dock Box
 - (1) Telephone extension 4357
 - (2) Fire extinguisher
 - (3) Microphone
 - (4) Papers and timecards
 - (a) OP sheets
 - (b) Rotation sheets
 - (c) Maintenance sheets
 - (d) Spiel checks
 - (e) Animation checks
 - (f) Foreman's log

- (5) Guns
 - (a) .38 Caliber Smith and Wesson Revolvers
- (6) Clocks
- (7) Holsters -- lanyards
- (8) Microphones
- (9) Ammunition:
 - (a) .38 Caliber blanks
 - (b) Plastic shells
- (10) Ammo boxes
- (11) Spotlights
- (12) Shoeshine box
- (13) Towels
- (14) Ropes
- (15) Dock box covers
- h. Unload dock
- i. Catwalk:
 - (1) Lines (coiled)
 - (2) Gate switch

C. Positions

- 1. Crowd Control -- Responsibilities:
 - a. Set up and take down crowd control areas when needed.
 - b. Maintain organization of guest waiting lines:
 - (1) Balance front (right) and rear (left) lines.
 - c. Information and public relations.
 - d. Policy on food and smoking.
- 2. Tickets -- Responsibilities:
 - a. Collect tickets.
 - b. Announcements:

- (1) Type of tickets
- (2) Tear out tickets early
- (3) Watch step
- c. Communicate with crowd control as needed.
- 3. Loader -- Responsibilities:
 - a. SAFETY of Guests
 - b. Loaders face each other.
 - c. One foot in boat; one on dock
 - d. Maintain firm grip on every guest as he enters boat.
 - e. As boat approaches full, ask "How many in your party?"
 - f. Load full, without overcrowding
 - g. Communicate with each other:
 - (1) "Save some seats" (for a large party)
 - (2) "You can have about ___" (quantity of seats available)
 - h. Use "please" and "thank you."
- 4. Unloader -- Responsibilities
 - a. SAFETY of Guests
 - b. Unload quickly, but safely
 - c. Unloaders face each other
 - d. One foot in boat; one on dock
 - e. With only one loader:
 - (1) As boat pulls in, remove front cushion and place across front doorway. "Please wait for the skipper to assist you."
 - (2) Step to rear doorway and unload
- 5. Rotations
 - a. Front load, rear load, front unload, rear unload:
 - (1) "Boat -- dock -- boat -- break".

- (2) Two trips on first boat, two trips on second boat, two trips on dock position, two trip break.
- c. Three trip break for lunch.
- d. Repercussions from fellow employees on missed boats.

D. Boats

1. External Appearance

- a. Name
- b. Lights
- c. Canopy
- d. Speakers
- e. Engine Compartment
- f. Stack
- g. Rudder
- h. Capstan (front and rear)
- i. Cleats (front and rear)
- j. Bow
- k. Stern
- 1. Whee!
- m. Cushions
- n. Bumper Strips
- o. Non-skid Steps

2. Operating Parts

- a. Guides (front and rear)
- b. Battery
- c. Amplifier and Sound System
- d. Dashboard:
 - (1) Ignition switch and button
 - (2) Gas throttle
 - (3) Light switch
 - (4) Gauges
 - (a) Oil pressure
 - (b) Temperature

- (5) Fire extinguishers
 - (a) Engine compartment
 - (b) Hand extinguisher
- (6) Microphone socket
- g. Cushions:
 - (1) Set up and stacking
 - (2) Cushion cover and line
 - (3) Stack cover
- 3. Equipment
 - a. Microphone
 - b. Gun
 - c. Lanyard
 - d. Ammo box
 - e. Holster
 - f. Spotlight (night only)

II. RIDE AND SPIEL

- A. Boat Operation
 - 1. Take trip with trainee to show boat controls.
 - 2. Allow trainee to make trip as you explain timing points.
- B. Boat Operation and Spiel
 - 1. Give spiel and operate boat as an example -- repeat if desirable.
 - 2. Allow trainee to operate boat and give spiel -- repeat if desirable.
 - a. Alternate -- Operate boat while trainee gives spiel; then proceed to 2 and 3.
 - 3. Give fully loaded trip as examples:

- a. Holding boat at dock
- b. Timing
- c. Gun handling
- d. Danger points
- e. Holding boat at dock
- 4. Allow trainee to give fully loaded trip.
- C. Emphasis during Spiel
 - 1. Eye Contact
 - 2. React to the Guests
 - 3. React with the Guests
 - 4. Action
 - 5. Voice and Diction
 - 6. Timing
 - 7. REMEMBER: The skipper and crew are in this cosether. Make this a FUN attraction!
- D. Breakdown Procedure
 - 1. Danger Signals -- gun shots:
 - a. One shot, two shoots:
 - (1) Normal operation
 - (2) Continue normally
 - b. Three shots:
 - (1) Mechanical breakdown
 - (2) In Boat: Stop at nearest wide spot in river; explain to guests; keep them entertained.
 - (3) On Dock: Notify foreman; call Communications (4777); prepare to unload boats and issue re-ads if necessary.

c. Four shots:

- (1) Security or First Aid assistance required.
- (2) In Boat: Proceed quickly but safely to dock.
- (3) On Dock: Notify foreman; call Communications, Security, First Aid; prepare to unload boats quickly if necessary.

d. Five shots:

- (1) Signifies nothing; possible derailment, with a misfire.
- (2) Listen for six shots.

e. Six shots:

- (1) Boat out of trough
- (2) In Boat: Stop at nearest wide spot; explain to guests; keep them entertained.
- (3) On Dock: Notify foreman; call Communications; prepare to unload and issue re-ads if necessary.

E. Procedure for Gas Leak

- 1. Leak detected by gas smell:
 - a. Natural gas is same as used in home stoves, etc. distinctive smell.
- 2. Leak detected by sound of escaping gas:
 - a. Hissing sound like steam pressure.
- 3. Leak detected by rapid reduction in pressure gauge reading:
 - a. Normal consumption of gas will not exceed 100-125 lbs. per hour (depending upon weather conditions, average speed, etc.).

b. If hourly loss exceeds 125 lbs., notify foreman immediately.

- 4. Procedure to be followed when leak is detected:
 - a. At Dock: Shut off engine immediately insist on no smoking, notify foreman, evacuate boat.
 - b. On River: Shut off engine; <u>insist</u> on no smoking; <u>do not fire gun</u>; have following boat back up at least 20 yards and fire three shots; wait for Maintenance; keep calm and entertain guests.

F. Overheated Boats

We have in previous summers experienced numerous needless downtime due to overheated boats. Because of this, it is imperative that you fully understand where and how to read your temperature gauge, as well as the procedures to follow with an overheated boat.

DATE	TRAINEE
	TRAINER

JUNGLE CRUISE

TRAINEE'S CHECKLIST

CROWD CONTROL:		
Describe your responsibilities.		
TICKET TAKER:		
How often should you use mike?		
What do you say?		
LOADER:		
How do you load the boat?		
As front loader?		
As rear loader?		
What should you tell guests as they board?		
How do you activate boat stabilizer?		
UNLOADING:		
What narration do you use? (as unloader)		
What is the procedure if you are the driver and there is no unloader?		
What is the procedure if you are the driver and there is only one unloader?		
How do you activate boat stabilizer?		

1	DRIVER:
	What do the following distress signals mean?
	Six shots?
	Five shots?
	Four shots?
	Three shots?
	What would you do if your boat was out of the trough?
	What would you tell the guests?
	What is the signal for return to normal operation?
	Whose approval is needed before it is given?
	In event of fire on your boat:
	Where is the fire equipment located?
,	What is the correct trip time: minutes?
	What is the overheating signal?
	Where is it located?
	Why should you never run a boat's motor under the housing in boat storage?
	Where should you stop on the unload dock?
	What is correct pistol procedure?
	Firing at hippos?
	Loading?
	Leaving boat?
	Where is the ammo kept on the boat?

GUEST COMPLAINTS:
If a guest complained to you about the "rudeness" of a fellow operator, what should you do? What would you tell him?
If you could not satisfy the guest, who would you call?
SCHEDULES:
What is the procedure for changing your scheduled shift?
What should you do in event of rainy weather?
GROOMING AND COSTUMES:
What is the maximum length you are allowed to grow sideburns?
What should you look for when you receive a new costume?
GENERAL:
What is river depth at the dock?
What would you do if a guest fell in?
As driver?
What would you do first?
Second?
As loader/unloader?
What is the length of your normal break?
Where do you take it?
Where will you meet your boat?
COMMENTS:

GENERAL CHECKLIST

FIRE PREVENTION

 What is the most important responsibility you have when a fire breaks out?
 What action should be taken in case of a fire? (Report it to 4777, exit guests, try to extinguish it.)
 Where are the fire extinguishers and hoses located within the attraction?
 What are the phone numbers to use in case of a fire?
 Where are the main fire exits?
 Explain how you would operate a water extinguisher, a CO2 extinguisher, and a water fire hose;
 What type of fire would you use a CO2 extinguisher?
 What type of fire would you use a water extinguisher or a water fire hose on?
EMPLOYEE SAFETY
 What do you do if you have a minor accident or injury while at work?
 What do you do if you have a major accident or injury while at work?
 If you are sent home by First Aid, what steps must you go through when you report back to work?
GUEST SAFETY
 What should you do if you see a potential hazard?

GUEST SAIETY (CON;T)

	What should you do if a guest recieves a major injury?
_	What information concerning any accident or medical services should you give to the guests? (Say nothing)
	When should you fill out an accident report?
	What should you do with a guest who has had damage done to his personal property?
	Where should guests be sent to find lost children?
	Where is lost children?
	When you escort a guest to First Aid what are a few thing you should not discuss with the guest?

AREA INFORMATION

- Where are the nearest restrooms?
Where are the nearest food facilities?
What action should be taken if a guest has a complaint?
- What is the policy on bare-footed guests?
Mhat should you do if you have suspicions as to the admission media given to you? (press passes; improper ID, irregular coupons)
What action should be taken if you see someone with a bottle containing an alcholic beverage or if you see a guest acting in a peculiar manner? (Always call security or supervisor.)
Where may a guest buy eigarettes and film?
What type of tickets are available at the central ticket booths?

TRAINEE	
TRAINER	

JUNGLE CRUISE

TRAINEE'S CHECKLIST

CROWD CONTROL:
Describe your responsibilities.
TICKET TAKER:
How often should you use mike?
What do you say?
LCADER:
How do you load the boat?
As front loader?
As rear loader?
What should you tell guests as they board?
How do you activate boat stabilizer?
UNLOADING:
What narration do you use? (as unloader)
What is the procedure if you are the driver and there is no unloader?
What is the procedure if you are the driver and there is only one unloader?
How do you activate boat stabilizer?
DRIVER:
What do the following distress signals mean?
Six shots?
Four shots?
Three shots?

What would you do if your boat was out of the trough?	
What would you tell the guests?	
What is the signal for return to normal operation?	
Whose approval is needed before it is given?	
In event of fire on your boat:	
Where is the fire equipment located?	
What is the correct trip time:minutes?	3
Where are the check points?	
One minute:	
Two minutes:	
Three minutes:	
Four minutes:	
Five minutes:	
Six minutes:	
Seven minutes:	
Eight minutes:	
Nine minutes:	
Ten minutes:	
What is the overheating signal?	
Where is it located?	
Why should you never run a boat's motor under the housing in boat storage?	
Where should you stop on the unload dock?	
What does the first dispatch light mean?	
The second?	
Who gives the final dispatch signal?	

. .

What is correct pistol procedure?
Firing at hippos?
Loading?
Leaving boat?
ACCIDENTS:
What would you do in event of an accident which caused serious injury to a guest?
Who would you call?
What is the telephone number at First Aid?
What would you do about a guest who complained of a minor injury
If you should be appointed by your foreman to escort an injured guest, what information should you give the nurse at First Aid?
What would you say to the guest?
GUEST COMPLAINTS:
If a guest complained to you about the "rudeness" of a fellow operator, what should you do? What would you tell him?
If you could not satisfy the guest, who would you call?
LOST CHILDREN:
What would you do if you found a lost child?
SCHEDULES:
What is the procedure for changing your scheduled shift?
What should you do in event of rainy weather?
GROOMING AND COSTUMES:
What is the maximum length you are allowed to grow sideburns?
What should you look for when you receive a new costume?

CENERAL:	
What is river depth at the dock?	
What would you do if a guest fell in	?
As driver?	
What would you do first?	
Second?	
As loader/unloader?	
Where are the nearest:	
Rest Rooms?	
Public Phones?	
Mailboxes?	
Cigarettes	
Film?	
After 4 p.m.?	
What is the length of your normal br	eak?
Where do you take it?	
Where will you meet your boat?	
COMMENTS:	

TRAINING LOG WORK SHEET

- The form should be utilized by the Attraction Supervisor when checking out a new trainee. (I)
- When the form is completed in its entirety it should be given to the Area Training Coordinator. (5)

ATTRACTION SUPERVISOR	
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TRAINEE	
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(DOCK)

LOOK DOWN AND WATCH YOUR STEP PLEASE. (ALTERNATES)

STEP LIVELY PLEASE...THE BOAT IS SINKING. PLEASE

WATCH YOUR STEP AND MY TOES... (REPEAT).

LEAVING DOCK

WELCOME ABOARD THE LEAKY ______. THRILL-SEEKERS

AND DANGER-LOVERS. MY NAME IS ______, AND I'LL

BE YOUR SKIPPER AND GUIDE ON OUR CRUISE DOWN THESE

RIVERS OF ADVENTURE. BEFORE WE JOURNEY TOO FAR, WILL

EVERYONE WHO WANTS TO GO ON PLEASE RAISE YOUR RIGHT

HAND...THAT'S IT. DON'T BE AFRAID - YET. NOW

WITH YOUR RIGHT HAND UP IN THE AIR, LET'S ALL TURN

AROUND, TAKE A LAST LOOK AT THE DOCK... AND WAVE

GOODBYE TO CIVILIZATION. (SLIGHT PAUSE) YOU MAY

NEVER SEE IT AGAIN! (TURN AND ACCELERATE)

THE RAIN

AS WE LEAVE CIVILIZATION BEHIND, WE ENTER THE MIGHTY AMAZON OF SOUTH AMERICA, ONE OF THE WORLD'S GREAT RIVERS. WELL, IT LOOKS LIKE WE HAVE A WELCOMING COMMITTEE TODAY...THOSE "AMAZONS OF THE AMAZON" ARE BUTTERFLIES WITH A WING SPAN OF MORE THAN A FOOT. NOTICE THE LUSH VEGETATION IN THIS TROPICAL RAIN FOREST, MANY OF THE PLANTS YOU SEE REQUIRE NO SOIL AT ALL - JUST THE MOISTURE IN THE AIR, AND IT RAINS HERE 365 DAYS A YEAR. THE REST OF THE TIME IT'S

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QUITE SUNNY, THOUGH. ON YOUR LEFT IS INSPIRATION FALLS, NAMED BECAUSE THEY INSPIRE US TO GO DEEPER AND FURTHER INTO THE JUNGLE.

WAR CANOES

NOW AS WE ROUND THIS BEND IN THE RIVER WE'RE IN ...

(SLIGHT PAUSE AND LOWER VOICE) DANGER! THIS IS THE

GREAT CONGO RIVER OF AFRICA. STRAIGHT AHEAD WAR CANOES

OF THE AFRICAN NATIVES. I'VE NEVER SEEN THE NATIVES

HERE, BUT I HAVE HEARD THEM AND THEY DON'T SOUND

TOO FRIENDLY... SHHHHH - LISTEN. (TO BOAT PASSENGERS)

ANYONE HAVE ANY IDEA WHAT THEY'RE SAYING? (POINTING

TO A GUEST).

WILD CREATURES IN THE WATER AND IN THE (TURN SUDDENLY

TOWARD GIANT PYTHON AND YELL TO NEAREST GUEST) LADY,

LOOK OUT! ... EXCUSE ME (MA'AM/SIR) - I DIDN'T MEAN

TO STARTLE YOU, BUT THAT PYTHON WAS ABOUT TO GIVE YOU

THE OLD "CONGO SQUEEZE"... (PAUSE) GUARANTEED TO LEAVE

YOU BREATHLESS!

GORILLAS IN CAMP WELL NOW YOU'VE ALL READ WITH ENVY ABOUT THOSE FAMOUS
AFRICAN SAFARIS...BUT HERE'S WHAT DOCTOR LIVINGSTON
FORGOT TO WRITE HOME ABOUT. LOOK AT KING KONG OVER

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THERE...THE WAY HE'S POINTING THE RIFLE, HE'S BUCKING
FOR A KING-SIZE HEADACHE. (POINTING TO GORILLA TRYING
ON HAT) YOU CAN ALWAYS TELL THE LADY OF THE GROUP,
SHE'S THE ONE TRYING ON THE NEW HAT. THOSE GIANT
GORILLAS HAVE AN ARM SPAN OF MORE THAN EIGHT FEET
AND THEY SURE LOVE TO THROW THEIR WEIGHT AROUND.

AFRICAN BULL ELEPHANTS NOW WE'RE ENTERING THE FAMOUS NILE, THE LONGEST RIVER IN THE WORLD. ALONG THE BANKS OF THE RIVER YOU CAN SEE PAPYRUS - NILE CABBAGE - ELEPHANT GRASS... AND LOOK AT THAT MAGNIFICENT CREATURE. THOSE ENORMOUS EARS AND SLOPING FOREHEAD ARE THE MARK OF THE AFRICAN BULL ELEPHANT, ONE OF THE MOST FEARED ANIMALS IN THE JUNGLE. THEY SAY AN AFRICAN BULL IS AFRAID OF ONLY ONE OTHER BEAST IN THE ENTIRE JUNGLE...AND THERE SHE IS ON THE OPPOSITE BANK - HIS WIFE. (ACCELERATING). I'LL TRY TO GET US THROUGH HERE QUICKLY...THEY SOMETIMES CROSS THE RIVER BY USING OUR BOATS AS STEPPING STONES.

AFRICAN VELDT AND NOW ONE OF THE HIGHLIGHTS OF ANY SAFARI - THE GREAT GRASSLANDS KNOWN AS THE AFRICAN VELDT. AS YOU CAN SEE,

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MANY ANIMALS COME HERE TO FIND WATER...AND SOME COME
TO FIND THEIR DINNER. SEE HOW MANY VARIETIES YOU CAN
COUNT... GNUS, GIRAFFES MUNCHING ON THE TREETOPS,
ZEBRAS, IMPALAS WAY UP ON TOP OF THE HILL...AND, OF
COURSE, THE KING OF THE JUNGLE, THE AFRICAN LION.
THESE LIONS REALLY DO RUN THIS SHOW - AND IN NATURE'S
WAY. THEY EVEN BRING ALONG THEIR OWN CLEANUP CREW...
THE VULTURE (PAUSE). THIS IS THE STORY OF THE
AFRICAN VELDT, AND THE LAW OF THE JUNGLE -- SURVIVAL
OF THE FITTEST.

TRAPPED SAFARI

AND SPEAKING OF SURVIVAL, HERE'S ANOTHER SAFARI THAT'S HAVING ITS UPS AND DOWNS. THAT RHINO MAY BE A NEAR-SIGHTED CREATURE, BUT HE SURE IS MAKING HIS POINT... AND IF THOSE FELLOWS DON'T GET IT NOW, THEY CERTAINLY WILL GET IT IN THE END.

APPROACHING SCHWEITZER FALLS

NOW, KEEP YOUR HANDS INSIDE THE BOAT CREW, THERE ON THE RIGHT ARE TWO MEAN LOOKING CROCODILES, THEY'RE ALWAYS LOOKING FOR A HAND-OUT. THAT'S "OLD SMILEY" ON THE LEFT, THE GRANDADDY OF THEM ALL. THE NATIVES AROUND HERE TELL ME HE'S OVER 100 YEARS OLD.

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FALLS AREA

NOW WE'RE APPROACHING BEAUTIFUL SCHWEITZER FALLS,

NAMED AFTER THE GREAT HUMANITARIAN, DOCTOR ALBERT

SCHWEITZER, WHO DID SO MUCH FOR ... (TURN AROUND

QUICKLY - FRANTICALLY SPINNING WHEEL TO AVOID FALLS)

LOOK OUT IN THE BACK OF THE BOAT - LEAN ALL THE WAY IN

BACK THERE!...I'M AWFULLY SORRY, FOLKS (TO NEARBY

GUEST) YOU DIDN'T THINK WE WERE GOING TO MAKE IT,

DID YOU? (PAUSE) WELL, NEITHER DID I.

HIPPO POOL

FOLKS, I THOUGHT WE WERE FINALLY OUT OF DANGER...BUT

AFTER YOU'VE BEEN OUT HERE AWHILE, YOU BEGIN TO SENSE

DANGER WHEN THE BIRDS AND MONKEYS ARE CHATTERING...

(HUSHED TONE) NOW I SEE IT - STRAIGHT AHEAD - A POOL

OF DANGEROUS HIPPOS. PLEASE SIT REAL STILL, AND DON'T

ROCK THE BOAT. THESE HIPPOS ARE BIG AND CURIOUS CREATURES

AND COULD EASILY UPSET THE BOAT. I'LL TRY TO GET THROUGH

HERE SAFELY ... THEY'RE NOT REALLY DANGEROUS (PAUSE)

UNLESS THEY WIGGLE THEIR EARS (PAUSE) AND BLOW BUBBLES.

(POINT OUT TWO HIPPOS RISING WITH JAWS OPEN) LOOK AT THE

JAWS ON THOSE MONSTERS! EASY NOW...I THINK WE'RE GOING

TO MAKE IT THROUGH...LOOK OUT THERE! A BIG HIPPO'S

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CHARGING US BROADSIDE! (AIM REVOLVER - FIRE) THAT

SHOULD HOLD HIM...THERE'S ANOTHER ONE CHARGING ON THE

RIGHT. (AIM REVOLVER - FIRE) HE'LL SURE HAVE A

TOOTHACHE TOMORROW.

APPROACHING DANCING NATIVES NOW DANGER-LOVERS, A LITTLE WORD OF CAUTION FROM YOUR
OLD SKIPPER. WE'RE ENTERING HEADHUNTER COUNTRY - A
REAL DANGER. THERE'S A NATIVE VILLAGE JUST UP AHEAD...
IF YOU'LL ALL BE REAL QUIET, I'LL TRY TO SNEAK IN CLOSER
FOR A ONCE-IN-A-LIFETIME VIEW...SHHHHHH... IT LOOKS
LIKE THEY'RE CELEBRATING SOMETHING, PROBABLY THAT NEW
COLLECTION OF TROPHIES IN THE TRIBAL CANOE...ONE-TWOTHREE... (FACING PASSENGERS) I THINK WE BETTER GET BY
THIS VILLAGE WITHOUT BEING SEEN...OR THEY MAY BE
CELEBRATING US TOMORROW.

RISING NATIVES

SOMETIMES THEY TRY TO AMBUSH US ALONG HERE (POINT AHEAD ON THE RIGHT) WATCH THOSE BUSHES AHEAD...OH! OH! THEY'RE ON THE LEFT THIS TIME! (DUCKING DOWN) DUCK DOWN EVERYBODY. IF THEY THROW SOMETHING AT YOU, THROW IT BACK AT THEM...THOSE TRIBESMEN GROW TO A

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HEIGHT OF SEVEN FEET OR MORE, AND THEY HAVE ONLY ONE AIM IN LIFE...TO GET AHEAD.

SCHWEITZER FALLS

(APPROACHING FALLS) WE'RE APPROACHING BEAUTIFUL
SCHWEITZER FALLS AGAIN, AND THIS TIME WE'LL SEE IT
FROM A DIFFERENT VIEW - THE BACKSIDE. HAS ANYONE EVER
SEEN THE BACKSIDE OF WATER BEFORE? ACTUALLY, IT'S
VERY SIMILAR TO THE FRONT SIDE...OH, IN CASE WE GET
WATERLOGGED AND OVERTURN, THIS BOAT IS FULLY EQUIPPED.
JUST GRAB AN ORANGE CUSHION - THEY'RE THE ONLY ONES
THAT FLOAT. (NOTE: ALWAYS USE A COLOR DIFFERENT FROM
THE CUSHIONS ON YOUR BOAT.)

AND NOW AS WE ENTER THE IRRAWADDY RIVER OF ASIA, WE

APPROACH TO TEMPLE RUINS

SEE A FEW OF THE MANY CROCODILES THAT LURK AROUND
THESE WATERS AND BEYOND THEM WE SEE THE RUINS OF AN
OLD CAMBODIAN SHRINE THAT WAS DESTROYED CENTURIES AGO
BY A DEVASTATING EARTHQUAKE. AS YOU CAN SEE THE JUNGLE
HAS ALMOST TOTALLY RECLAIMED THIS AREA - EVEN THAT GREAT
STONE FACE HAS BEEN ENGULFED BY PYTHON-LIKE BANYAN
ROOTS...I'VE NEVER BEEN THROUGH HERE MYSELF...SO
IT'S EVERY MAN, WOMAN AND CHILD FOR HIMSELF...

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ELEPHANT POOL ENTRANCE

WELL, WE MADE IT AND LOOK WHAT WE'VE STUMBLED ONTO

NOW - THE SACRED BATHING POOL OF THE ELEPHANTS.

(LOWER VOICE) WHOLE HERDS OF PLAYFUL INDIAN ELEPHANTS

MIGRATE HERE DURING THE (MORNING, AFTERNOON, EVENING).

THESE RITES ARE SELDOM WITNESSED BY CIVILIZED MAN...

OR LIBERATED LADIES. (PAUSE) SURE LOOKS LIKE FUN,

DOESN'T IT? (POINTING TOWARD "FOUNTAIN" OF 3

ELEPHANTS.) HOW'D YOU LIKE TO BE UNDER THAT FOUNTAIN?

NEARING ELEPHANT IN SHOWER YOU CAN ALWAYS TELL THE <u>BIG SHOT</u> - HE'S THE ONE IN THE PRIVATE SHOWER. BUT WATCH OUT FOR THE LITTLE SQUIRTS - SOMETIMES THEY TRY TO GIVE US A SHOWER...

APPROACHING BOAT -SQUIRTING ELEPHANTS

OH! OH! LOOK OUT! WE'RE ABOUT TO GET CAUGHT IN THE
OLD INDIAN ELEPHANT TRICK...THE SQUEEZE-PLAY
(ELEPHANTS SQUIRTING AT BOAT) WE'LL MAKE A RUN FOR IT
WHEN THEY GO DOWN AGAIN. HERE WE GO...(AS ELEPHANTS
COME UP) WATCH OUT ON THE LEFT-AND ON THE RIGHT!
THEY'RE COMING UP AGAIN! (AFTER ELEPHANTS FAIL TO
"FIRE"). WELL, I GUESS THEY DIDN'T HAVE TIME TO RELOAD...
(TO NEAREST GUEST) OR ELSE THEY DECIDED YOU DIDN'T
NEED A BATH. (SIR/MA'AM).

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AFTER ELEPHANTS

AND NOW ALLOW ME TO POINT OUT SOME OF THE LUSH AND
RARE FORMS OF TROPICAL VEGETATION WE HAVE ALONG OUR
BANKS (SLOWLY POINT AT VARIOUS PLANTS ALONG THE BANKS
WITHOUT SAYING ANYTHING).

TRADER SAM

WELL, THERE'S TRADER SAM UP AHEAD, HE'S THE HEAD

SALESMAN AROUND THE JUNGLE. (SLIGHT PAUSE) INCIDENTALLY,

SAM HAS A SPECIAL GOING TODAY, BUT THE ONLY TROUBLE

IS HE'S INSISTING ON A TRADE-IN...TWO OF HIS FOR ONE

OF YOURS. ANY TAKERS? YOU'LL COME OUT AHEAD, OH WELL,

GUESS THAT'S WHY SAM SAID HIS BUSINESS IS SHRINKING!

RETURN

NOW COMES THE MOST DANGEROUS PART OF OUR JOURNEY...

THE RETURN TO CIVILIZATION AND MY ATTEMPT TO DOCK

THE BOAT. (SLIGHT PAUSE) PLEASE KEEP YOUR HANDS AND

ARMS INSIDE THE BOAT -- (GESTURE) SOMETIMES I SCRAPE

THE DOCK. CHECK FOR ALL YOUR PERSONAL BELONGINGS ...

CAMERAS, PURSES, SMALL CHILDREN. ANYTHING LEFT ABOARD

FOR MORE THAN THREE DAYS WE THROW TO THE CROCODILES.

OH, BY THE WAY...MEN, IF YOUR MOTHER-IN-LAW IS STILL

ABOARD, YOU'VE MISSED YOUR GOLDEN OPPORTUNITY...(PAUSE)

BUT BRING HER BACK AFTER DARK FOR OUR "SECOND CHANCE

SPECIAL" ... HALF-WAY FOR HALF-FARE...

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I HOPE YOU'VE ENJOYED OUR CRUISE, FOLKS. BE SURE TO COME BACK AND SEE US AGAIN... IF YOU REGAIN THE COURAGE.

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