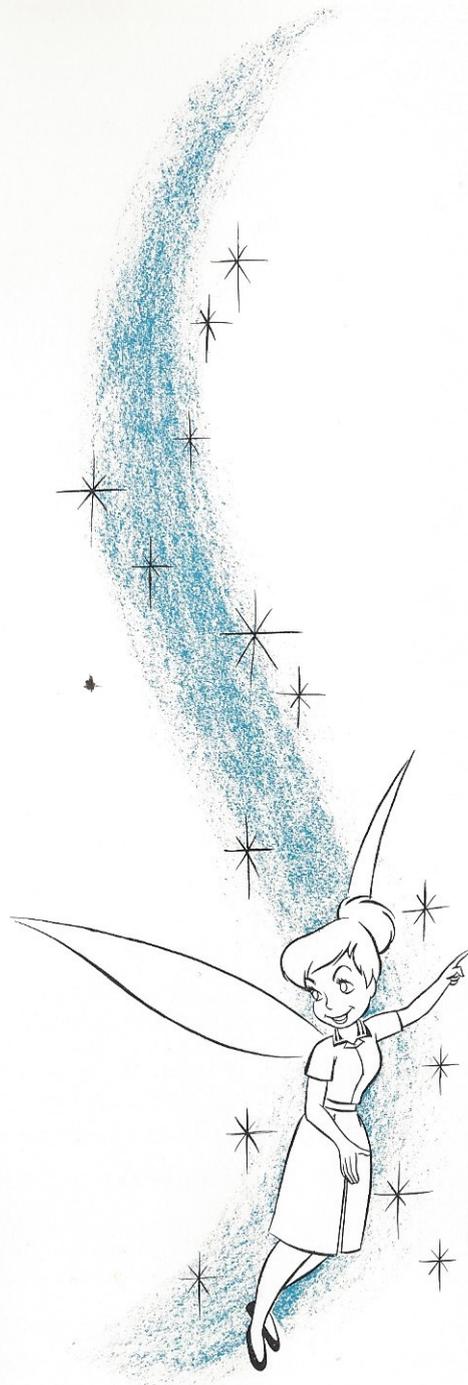


BON JOUR!



A GUIDE FOR "SMALL WORLD" PASSPORT SELLERS



BON JOUR!

Your role in our "Small World" show is a most important one.

You are the first person to greet the guests as they enter our happy land . . . the official greeter, no less.

It is your role to make certain they receive the proper number of passports . . . to greet each person graciously and to answer many questions with infinite courtesy.

We have a simple and effective plan for making your work pleasant . . . your performance effective, and this guide explains it.

But first, as a reminder, please help everyone by practicing these simple rules of show business:

1. Be On Time:

We ask that you be "on stage" . . . properly dressed, "clocked in", and ready for duty on time.

2. "Report In" If You Can't Make It:

If you can't report for any legitimate reason, then please give us an advance notice prior to the start of your shift.

3. Check Your Schedule:

Make sure you know your schedule. If there is any question, check with your supervisor.

Remember, "the show must go on", and you're in it. And now let's talk about Passport Sales.



The odds are that this is your first experience as a professional money handler. This may be your first job in accounting for money, other than an allowance or some other personal financial transaction.

Well, have no fear; it's really very simple. You'll find everything easier if you understand the words and phrases which you will be using in your passport sales work, so let's start out with this brief glossary of passport sales terms:

★ **PASSPORT**

Passport is the word we use in the 'Small World' to refer to an "admission" or "ticket". We think that "passport" fits in with the theme of our show.

★ **MONEY**

Money is a Latin word which stems from a surname for Juno in whose temple money was coined some years back. It's merely a commodity like wampum, sheep or coconuts, and there's no sense in worrying about handling it.

★ **CASH**

Cash was originally a Chinese word for "coin". To simplify matters, we use "Cash Control" to refer to the entire operation of converting passports into money.

★ **CASH FUND, CHANGE FUND, OR CASH MAKE UP**

These are words we use to refer to the amount of money assigned to you for the purpose of "making change" during your work transactions.



★ **REVENUE SHEET**

This is our basic document for controlling all transactions. It is a record of what you start with and what you end up with in the way of passports and money.

★ **BALANCE**

Balance is a word which refers to a condition which you'll always try to achieve. Passports have a cash value. When you are "in balance", it simply means that you end up your shift with the same total of cash and/or passports with which you began your shift.

★ **REFUND PASSPORTS**

Refund passports are given to guests when, for reason of the weather or mechanical failure, our attraction cannot operate.

★ **TRAVELERS' CHECKS**

Travelers' checks and money orders are personalized money carried by many travelers. These are acceptable, when properly signed before you, in amounts not exceeding \$20.00.

★ **"CURRENCY"**

"Currency" is "paper" money which is easier to handle than "silver". They are similar in that both are money or cash . . . and both are dirty, in a rather pleasant way.

★ CREDIT CARDS

Credit Cards are carried by many people, but are not acceptable in your booth, since we have no arrangements for their use.

★ PERSONAL CHECKS

Personal checks are the kind you and I use, and you cannot accept these at your passport booth, since they do, on occasion, "bounce" when the person writing them is, shall we say, "out of balance".

★ "COUNTERFEIT"

"Counterfeit" refers to "phony" money and would be, thousands of years ago, like taking a piece of plastic "wampum". Unless your supervisor advised you to the contrary, don't waste your time checking the etching of George Washington. This is a problem for specialists.

★ "SHORT CHANGE ARTISTS"

"Short Change Artists" are people who attempt to get you "flustered" and end up with more money than they give you. If you follow our simple procedures, don't worry about this situation either. In fact, just carefully follow the procedures, and don't worry about it at all.

GUEST HOSTESS

Actually, the most important terms to remember are those that refer to those you greet . . . **your guests** . . . and the one who refers to you . . . A "SMALL WORLD" HOSTESS. We have no customers . . . our pleasant guests are always right!





Our second step in Cash Control starts right at the passport vault.

On every work day . . . after you punch your card and go to wardrobe, you will report to Cash Control to start your day's procedure.

It might be well to remember that it is from this center that you and everyone else in our "Small World" is paid . . . by our guests.

1. CHECK REVENUE SHEET AND CASH FUND

A teller will give you these things:

- A. A Cash Fund in certain denominations.
- B. A Revenue Sheet which states what you have received.

The first thing you do is to check the above. Make sure that you sign for exactly what you get. Tellers, automatic machines and pencils make mistakes. **MAKE CERTAIN THAT YOU GET WHAT YOU SIGN FOR.** (Or, school-teachers, "for what you sign".)

TYPICAL CASH FUND BREAKDOWN

When you start your shift, you'll receive a cash fund which will normally consist of coins in these amounts:

Coin	No. In Roll
50c	20 — \$10.00 or 40 — \$20.00
25c	40 — \$10.00
10c	50 — \$ 5.00
5c	40 — \$ 2.00
1c	50 — .50

Currency, the "long green", will be strapped in bundles.

1\$	25 — per bundle (\$ 25.00)
5\$	20 — per bundle (\$ 100.00)
10\$	25 — per bundle (\$ 250.00)
20\$	50 — per bundle (\$1000.00)

"Two dollar" bills, "fifties" and "hundreds" are banded separately.

"SMALL WORLD" PASSPORT SALES

	Admission
Adults (from 13 up)	\$ 0.95
Children (under 13)	.60
Babies (under 3)	Free

For your purpose, tickets are cash. So during your shift, you merely change passports into cash; the total of coin, currency and/or passports remains the same.

WALT DISNEY PRODUCTIONS, INC.

"IT'S A SMALL WORLD"

BOOTH NO. _____

TICKET REVENUE SHEET

DATE _____ SHIFT _____

SELLER'S NAME _____

	TICKETS					
	ADULT	JUNIOR	CHILD	ADULT	JUNIOR	CHILD
1. QUANTITY ISSUED						
2. ENDING NO.						
3. STARTING						
4. DIFFERENCE						
5. CORRECTIONS/RETURNS						
6. QUANTITY USED						
7.						
8. EXCHANGE CARDS						
9.						
10.						
11. TICKET SALES ORDERS						
12.						
13.						
14. OTHER COURTESY						
15.						
16.						
17. TOTAL NON-CASH REC'D.						
18. QUANTITY SOLD FOR CASH						
19. PRICE PER ITEM						
20. TOTAL CASH SALES						
21. TOTALS						

RELIEF SELLER'S NAME _____

RELIEF SELLER'S NAME _____

CASH MAKE-UP

\$100.00-\$50.00			
20.00			
10.00			
5.00			
2.00			
1.00			
Standards			
Halves			
Quarters			
Dimes			
Nickels			
Pennies			
Travel Checks			
Total Cash			
Cash Pick-ups			
Total Cash Turned In			

ADULT	ADULT	JUNIOR	JUNIOR	CHILD	CHILD
ENDING TICKET	STARTING TICKET	ENDING TICKET	STARTING TICKET	ENDING TICKET	STARTING TICKET

RECEIPT NO'S	DOLLARS	CENTS	TOTAL CASH SALES		
			CHANGE ADVANCED		
			TOTAL CASH DUE		
			TOTAL CASH TURNED IN		
			OVER OR SHORT		

TOTAL _____

SELLER _____

TELLER _____

RELIEF _____



2. TAKE YOUR "BANK" TO YOUR BOOTH

Take your revenue sheet and cash fund to your booth. Check off that first passport and clip it to your revenue sheet. This is your "starting" passport . . . a ticket of record. Now, proceed to sell passports in exchange for money of various denominations . . . in accordance with the procedures outlined on the next page.

3. CHECK IN AT SHIFT END

The whole idea is to end up your shift with the identical cash or passport value with which you began. ♦

- A. You will receive a passport supply and cash fund adequate for a **normal** 8 hour shift. In the event of unusual capacity, you will receive more passports.
- B. You will receive rest periods during your shift. Make certain that **YOU** check with your relief to make certain that **your** cash fund is correct.
- C. Make sure that you have carefully checked your revenue sheet before you leave. Remember, it is just as easy to be "in balance" as "out of balance".



TIPS FOR "TOPS" IN PASSPORT CONTROL

You will "balance" at the end of the shift if you follow these simple rules:

1. When you open a roll of coin or a bundle of currency, **count** it before placing in rack or changer.
2. If there is an **overage** or **shortage**, make a notation on wrapper or strap when you make your count.
3. When you bundle and wrap your currency at the end of the shift, make certain your count is accurate.

The while idea is very simply this:

1. You were carefully selected, we **know** you are honest. So, there is no reason to "tense up" merely because you are handling cash.
2. It is easier to be "in balance" than out. And, you can be just as accurate with speed as you can if you are slow.
3. Passports are, for our purposes, "cash" . . . just as is money. Merely strive to end your shift with the same amount as you begin it.

REMEMBER ALWAYS . . . $2 + 2 = 4$



OUR PLEASANT PASSPORT SALES PROCEDURE

THE FRIENDLY GREETING

Welcome each guest with a warm and friendly, "Good Morning" . . . "Good Afternoon" . . . or "Good Evening". Be natural . . . have a nice lilt to your greeting . . . there isn't anything much worse than a forced, brittle, phrase. Don't wilt . . . lilt.

EACH GUEST IS AN INDIVIDUAL

From this point on, you'll have to handle each person or group as individuals.

In addition to treating each guest as an individual, it's important to remember that you can only greet **one guest at a time**.

So, even though the line backs up to Van Wyke Thruway, give that guest the personal, pleasant "Small World" treatment.



CALL BACK AMOUNT OF SALE-AMOUNT RECEIVED

Upon accepting the guest's payment for Passports call back the amount of sale, as well as the amount of money he gives you. This procedure will prevent errors that often create ill-will.

EXAMPLE: If a guest gives you \$20.00 on an \$8.50 sale, say audibly to your guest, "That's \$8.50 out of \$20.00". If a guest hands you \$8.50 on an \$8.50 sale, you should say, "\$8.50 — that's exactly right!"

COUNT CHANGE OUT LOUD

When making change, **place the currency to one side until the transaction is completed**, to forestall any question as to the denomination which is presented for change.

Then — **pay coin first**, proceed to small bills to larger bills. Pay out bills all face up! (There IS a face on every bill.)

EXAMPLE: "That is \$8.50 out of \$20.00. \$8.75 — \$9.00 — 10 dollars and 10 is 20 — thank you".

DEPOSIT MONEY IMMEDIATELY

As soon as the guest has checked the change received, deposit money in cash drawer, **AT ONCE!**



ALWAYS SAY, "THANK YOU".

"THANK YOU . . . HAVE A PLEASANT JOURNEY"

We hope that you will enjoy your role as a Passport Hostess. You'll be "stage front" in our "Small World". You'll be the first person to greet our guests from around the world.

How you handle your role is most important in the guest's happy visit in our "Small World".

We'll do our best to train you in the routines of your work. The rest is up to you.

You were carefully selected for your work, and you have proven to our satisfaction that you possess the basic mathematical ability to handle the job.

Remember that your work requires the best of your personality, as well as the best of your cash control skills.

We hope you'll find happiness in your work while bringing happiness to those for whom you are an official guide and greeter.

And remember when you say, "Good Evening", don't wilt . . . say it with a lilt.

FINALLY . . . NEVER FORGET

$$2 + 2 = 4$$



You are never too rushed to close the transaction in a friendly manner.

Even during peak periods, a pleasant, "Thank you" is possible. At other times, you can use your natural friendliness to send the guest on his way with a pleasant parting remark.

ALWAYS REMEMBER THAT THE GUEST IS **ALWAYS** RIGHT, and that it is your responsibility to help the guest have a happy and pleasant day.

