ORIENTATION MANUAL



TRAINING SCHEDULE

Thursday - April 1, 1965

G-E Auditorium (Basement of 570 Lexington Avenue)

9:00 am - Informal "Get Acquainted" Coffee Hour

General Electric New York World's Fair Operation Staff Introductions.

J. G. Rebeta, Manager, New York World's Fair Operation: Welcome

Payroll Records

Introduction to the Training Program

1:00 pm - Obtain World's Fair Employee Passes at Fair Grounds

Physical Examinations (schedule individually)

Finished for the day once pass has been obtained.

Friday, April 2

9:00 am - Uniform fittings & Physical examinations. (Schedule individually)

Saturday, April 3

9:00 am - Uniform fittings & Physical examinations. (Schedule individually)

9:30 am - Make-up training session for part-time availability individuals.

Monday, April 5

G-E Auditorium (basement 570 Lexington Avenue)

9:00 am - General Electric Orientation

Monday, April 5, continued

Progressland Orientation

Coffee Break

Your job and its responsibilities

Progressland Organization

12:00 noon - Lunch

1:00 pm - World's Fair Slide Presentation

Personnel practices and procedures

Break

Personal Conduct

Question and answer period

5:00 pm - Finished for the day

Tuesday, April 6

G-E Auditorium (basement 570 Lexington Avenue)

9:00 am - Handling people

Coffee break

The expected unexpected

Minor emergencies

12:30 - Lunch

1:30 pm - The Uniform and Personal Grooming

3:00 pm - Recap of all material

4:00 pm - Finished for the day

Wednesday, April 7

G-E Auditorium (basement of 570 Lexington Avenue)

9:00 am - Quiz

Break

Quiz discussion

Schedules

12:00 noon - Lunch

2:00 pm - Tour of Progressland - New York World's Fair

Thursday, April 8

G-E Auditorium (basement of 570 Lexington Avenue)

9:00 am - Discussion of all Host and Hostess positions

12:00 noon - Lunch

1:00 pm - Review of all procedures and positions

5:00 pm - Finished for the day

Friday, April 9

Progressland - Carousel Theater, Stage 6

9:00 am - Operation of the Carousel Theater

12:00 noon - Lunch

1:00 pm - Communications

5:00 pm - Finished for the day

Saturday, April 10

Progressland - Carousel Theater, Stage 6

9:30 am - Make-up training for part-time availability individuals

Monday, April 12

Progressland - Carousel Theater, Stage 6

9:00 am - Position teaching - Host groups - 1, 2, 3, 4, & 5
Hostess groups - 1, 2, 3, 4, & 5

12:00 noon - Lunch

1:00 pm - Position teaching

5:00 pm - Finished for the day

Tuesday, April 13

Progressland - Carousel Theater, Stage 6

9:00 am - Quiz

Break

Quiz discussion

Job practice - Hosts - groups 1 through 5
Hostesses - groups 1 through 5

12:30 - Lunch

1:30 pm - Job practice

Wednesday, April 14

Progressland - Carousel Theater, Stage 6

9:00 am - Issuing lockers, shoes, etc.

12:30 pm - Lunch

1:30 pm - Emergency procedures

Speech rehearsals

5:00 pm - Finished for the day

Thursday, April 15

Progressland - Carousel Theater, Stage 6

9:00 am - Rehearsals

12:00 noon - Lunch

1:00 pm - Dress parade

5:00 pm - Finished for the day

Friday, April 16

Progressland - Carousel Theater, Stage 6

9:00 am - 5:00 pm - Rehearsals

Monday, April 19

Progressland - Carousel Theater, Stage 6

9:00 am - Previews for other Pavilions

1:00 pm - Lunch

3:30 - 7:30 pm - Executive office preview

Tuesday, April 20

Progressland - Carousel Theater, Stage 6

9:00 am - General critique session

Wednesday, April 21

Opening Day!!!!

PREFACE

This orientation manual is our attempt to prepare you for your experiences as a Progressland Host or Hostess. Actually, nothing can really prepare you for everything that will happen while you are on duty; the funny incidents, the unfunny ones, the excitement, the boredom, the experience. We hope that we have included everything you will need to know to do your job for General Electric. Some things can't be told, they must be experienced, and we think that you will find as the months progress that working at the World's Fair at General Electric Progressland is going to be one of the most exciting and rewarding experiences in your lives...both up to now and in years to come.

The material presented in this manual should answer almost any question you might have about any phase of your job and what to do in almost any event that may arise during the course of your employment. But WHEN IN DOUBT -- ask. We want your questions. We will go over everything included in the manual during our training sessions, but please keep your manual in your locker at all times so that you may refer to it whenever you need to. This will save everybody a lot of time and effort. This is your "bible". READ IT. USE IT. And most importantly live by it...at least on the job.

THE GENERAL ELECTRIC COMPANY

The GENERAL ELECTRIC COMPANY... To most people this name means big business...a giant, electrical business... the company that manufactured their electric range, their refrigerator, the motors at the plant where they work, their vacuum cleaner, the water coolers at their school, the lamp bulbs they use, their conditioner, washer, dryer and a hundred other things. As with most companies, the General Electric Company is, to the public, its products and services. But now that you are associated with this "giant", it is going to be necessary for you to know more about the Company. To the guests of Progressland you will be the General Electric Company representatives. Some of these guests will expect you to know something about the Company...its history, its products, services and organization. We expect you to be able to answer the general type questions that you are most likely to be asked. This Orientation has been prepared to help you obtain the necessary information.

Behind the name of the General Electric Company stand eighty-seven years of progress. Today it is owned by over a half a million share-owners and represents over a quarter of a million employees. The majority of these employees work in 173 plants in 138 cities within the United States and Canada. Within these 50 states there are nearly 500 cities with at least one General Electric place of business. Last year the Company had a net-sales-billed record of just over five billion dollars.

In 1875 Thomas Edison obtained the land for a laboratory at Menlo Park, New Jersey. Eighty-seven years ago, in 1878, the Edison Electric Light Company was formed for the express purpose of developing a new source of light. One year later Mr. Edison turned a glowing loop of carbonized thread from his wife's sewing basket into a miracle of light... the first incandescent lamp, the grand-daddy of the lamps we use today. Out of the demand for "Edison lights" grew the electrical industry of today and the Edison Electric Light Company grew with it. In 1886 one of Edison's many companies moved to Schenectady, New York and to this day Schenectady is thought of as the "home" of General Electric. In 1889 the Edison General Electric Company was formed, consolidating several small, related companies. When this firm merged with the Thomas-Houston Company in 1892, the new firm became known as the General Electric Company. That same year the physical dwarf and mental giant, Dr. Charles Steinmetz joined General Electric.

It was the Chicago World's Fair in 1893 that contained the first World's Fair electric light exhibit...a General Electric engineering triumph. In 1900 the, now internationally famous, General Electric Company Research Laboratory was established in Schenectady. That same year the Company's Monogram was registered as its trademark. Probably the 12,000 employees of the Company in 1900 were hardly aware of the significant role this Monogram would come to play in the lives of people all over the free world today.

In 1909 some streets had been lighted, there were electric streetcars and locomotives, businesses and homes were being electrified, with fans, ranges and irons numbering among the early home appliances... Ships were being electrically propelled and metal filaments replaced the old carbon filaments in electric lights.

By the second decade of the century General Electric motors had been put to countless uses. For the home there were electric refrigerators, dishwashers, fans, irons, clothes washers, sewing machines, phonographs, cleaners, grills. The Panama Canal opened in 1914 using General Electric controls on its locks and General Electric locomotives to replace the mules of former canals. The first General Electric exhaust-driven supercharger was installed in an airplane in 1918. The following year a General Electric employee invented the sound-on-film process still being used by the motion picture industry today. The later half of the decade saw General Electric making great contributions to early radio and x-ray technology.

The twenties saw continued advancement in all phases of the Company's endeavors. Its radio station in Schenectady, WGY, was broadcasting concerts, newscasts and dramas complete with dialog, musical backgrounds and sound effects. Think of it! All this brought right into the home through the magic contained in a little box! In 1928 WGY broadcast the first television drama, a play called "The Queen's Messenger". However, it had a rather limited audience.

The 1930's saw even greater General Electric developments. The "Photoflash" lamp revolutionized the smelly, smokey business of flash photography. Suntans could now be obtained indoors! The great ship Normandie was launched in '32 with four of the largest motors ever built... General Electric motors, of course. A Plastics Department was formed, mobile radio-telephones, electric dryers, blankets, garbage disposers, furnaces, air conditioners, were all announced in the thirties along with Company's first line of television and FM receivers in 1939.

In 1941 General Electric was the largest producer of finished plastics in the United States. That same year our country and our Company went to war. General Electric manufactured the engines that powered the first U.S. jet plane. We made the gun control systems for planes and war ships, and the famous Bazookas were among our many war-effort contributions.

The crowning technological development of these war years was the atomic bomb in 1945. It was developed on a co-operative basis by American Industry, including General Electric as a very significant contributor.

The end of the war saw more Company funds than ever concentrated on research and development. As early as 1946 a program was begun on power generation by atomic energy. 1948 saw the opening of the world's largest x-ray development laboratory by our X-ray Department. Our Knolls Atomic Power Laboratory was completed in 1950. Since World War II we have spent over one and a half billion dollars on new plants and equipment and more than $200 million for new research facilities. Today the Company has over 50 major research laboratories. During recent years the fuel cell, industrial "Man-Made" diamonds, equipment to convert salt water into fresh water are just three of the fruits of this tremendous investment.

In its history the General Electric Company has made history and continues to do so everyday...living up to its slogan "Progress Is Our Most Important Product".

Now let's look in another direction. What has been responsible for our continued growth over the years, especially in the highly competitive business climate of recent years? Of course there isn't any single answer, but perhaps a most important factor has been our product diversification. General Electric produces over 200,000 separate products in 350 different product lines. We are simultaneously in more product businesses than any other company in the world. We're constantly examining all of these businesses and keeping an eye out for new ones to go into and dropping those that are no longer profitable. The Company only enters a new business if it believes its research, or engineering, or other capabilities can make a significant contribution to the business that customers will value and be willing to pay for.

Sometimes, as in the fairly recent cases of atomic power and computers, these ventures are expensive and can't really pay off for several years. However, if the business is one we believe we ought to be in, we

don't think that the cost of getting started should prevent us from making a worthwhile investment. In this way, the Company keeps changing, continues young and healthy, and assures its own future. I'm sure your imaginations can tell you that keeping up with and ahead of such diversification is a staggering job.

Another key to our Company's continued success helps us to accomplish this job. It is the way in which our Company is organized... a policy we call Decentralization. Decentralization is purely and simply a concept of management. It is not, as many people believe, product diversification nor the geographical dispersion of plants and other places of business. The Company could be decentralized even if it made very few products and made them all in the same town.

In December of 1963, our Chairman of the Board, Ralph J. Cordiner resigned after thirteen years as our Chief Executive Officer. It was under his guidance that Decentralization has helped our Company to continue to grow and prosper. As simply stated as possible, this concept of management means "delegating responsibility and authority away from a single centralized position". In the General Electric Company it means placing the responsibility and authority for each of the Company's 120-odd product manufacturing businesses and its other activities directly on the shoulders of the men running those separate businesses and activities. This, in turn, frees the Company's Executive Officers to do the longer-range work of planning for the Company as a whole.

Now, these separate businesses, that I spoke of, we call Product Departments. Each has all of the primary functions of a complete business within its own organization. Decisions concerning that business are made right there close to where the action resulting from these decisions is needed.

The important thing to keep in mind is that though each department is designed to have its own business functions, it is still a part of the General Electric Company. As such, it has behind it the business reputation of the General Electric Company, while it is making its own contribution to the progress and reputation of the Company. Here's how that works.

Departments with closely related products and technologies and with the same or similar markets are grouped into product divisions. On the division level, department activities are coordinated and given mutually beneficial direction. There are 23 of these product divisions.

To go up one more level, product divisions with similar or closely related product and market interests are organized into groups with each group headed by a Vice President and Group Executive. The Group

Executive is a member of the Company's Executive Office. There are five groups, serving defense, consumer, electric utility, industrial, and international markets.

Thus the "chain of command," so to speak, is very short and very clear in any given market area. The Department General Manager has only his Division General Manager between him and his Group Executive in the Executive Office. The Department General Manager runs his own business in accordance with overall Company objectives and policies. Through this direct and clearly defined pipeline, however, he is in touch with the rest of the Company, and he can avail himself of all the various kinds of help that any business needs in order to operate successfully. To see what this support is like, let's take a look at the Company from the top.

The Company's Board of Directors, representing all of the half-million share-owners, is comprised largely of 16 executives from outside the Company plus two Company officers. They are a truly impressive group representing a wide range of executive experience in and out of industry.

The Executive Office is made up of the President and Chief Executive Officer, the Chairman of the Board, the Executive Vice President, five Group Executives, the Company's Treasurer, Comptroller and Secretary, the Vice Presidents in charge of the Company's nine Services Components and two Special Corporate Operations Managers.

These nine Services Components collectively cover all of our business functions. These Services help provide long-range planning and guidance in their various functions both for the Company and for its component parts; they perform a number of specific Company-level functions; and they collect and provide many kinds of invaluable information for the management of all the Company's businesses.

In addition, of course, through the Group Executives as well as by direct communication, the separate experiences and talents of all departments in the Company are available to help each other.

This, then, is the organizational structure of the General Electric Company -- a modern company engaged in well over a hundred separate businesses which are combined into 23 divisions of related businesses, and these into five primary market area groups -- and with the whole structure supported by top-level Services Components in all business work areas.

Now that you know how product diversification keeps General Electric young and healthy in an ever-changing competitive environment, and how management decentralization allows General Electric to give its people the flexibility and the opportunities they need to function effectively, I think I should tell you that you do not therefore know the Company.

The General Electric Company, as it is known by its employees, is actually a living entity. It lives and grows and changes with time. It strives to remain youthful and strong and healthy. It engages in social, civic, and cultural activities. It concerns itself responsibly about its business, its taxes, and its relations with its neighbors and its customers. It carries within it a proud record and a continuing great potential for good in the economic and social world in which it lives. And its life-blood, the thing that makes the General Electric Company what it is, is its people and its reputation with its customers.

As the people of the Progressland Staff you are charged with the great responsibility of helping to maintain, improve and expand this reputation with the people you come in contact with — the nearly fifteen million Most Important People estimated to pass through Progressland. One of the things which will help you to do this will be your knowledge of the Company.

You have received a 1964 Annual Report to the Company's share-owners along with several other brochures. We want you to study these. They will help you to achieve a better understanding of the Company, its structure, products, and varied activities. Included in the training manual is a fact sheet, on the Company, and later in the training schedule we will go a little more thoroughly into the Company's products.

It is most important that you realize that to each Progressland guest you, individually, will be Mr. and Miss General Electric. And we consider it quite an important part of your job to attain a general knowledge of your new found relative.

GENERAL ELECTRIC COMPANY

ORIENTATION FACT SHEET

1. The General Electric Company is 87 years old.
2. There are over a half million share owners of the Company.
3. The Company has over a quarter million employees in the United States and Canada.
4. There are about 300,000 Company employees around the world.
5. We have a majority interest in or manage affiliates in 29 countries outside US and Canada.
6. There are 173 General Electric plants in 138 cities within the United States and Canada.
7. There are nearly 500 cities in the United States with at least one General Electric place of business.
8. In 1964 the Company had a net-billed-sales record of just over five billion dollars.
9. The Company was founded in 1878 by Thomas Edison.
10. The first time the Company became involved with a World's Fair was the electric light exhibit at the Chicago World's Fair, 1893. It was a General Electric engineering triumph.
11. In 1919 a General Electric employee invented the sound-on-film process still used by the motion picture industry today.
12. In 1928 General Electric broadcast the first television drama.
13. General Electric manufactured the engines that powered the first U.S. jet plane. This was in 1942.
14. The Company maintains over 50 major research laboratories.
15. The Company slogan is, "Progress Is Our Most Important Product."
16. The encircled initials G. E. (which you will be wearing on your uniform) is called the monogram. It is the official Company symbol and trade-mark.

17. The Company produces some quarter of a million separate products in nearly 500 different product lines. We are simultaneously in more product businesses than any other company in the world.

18. The Company's overall concept of management is called decentralization.

19. Decentralization means "delegating responsibility and authority away from a single centralized position." It does not mean product diversification nor the geographical dispersion of our places of business.

20. The Company is made up of five Groups: Industrial Groups, International Group, Aerospace and Defense Group, Electric Utility Group and Consumer Group.

21. On pages 30 and 31 of the Company's 1964 Annual Report the names and titles of the Company's Executive Officers are listed. You will be responsible for knowing these.

22. There are 23 product Divisions within the Company.

23. There are more than 100 Product Departments within the Company.

24. There are 18 members on the Company's Board of Directors, 16 from outside of the Company.

25. The Company has nine Services Components collectively covering all of our business functions.

26. General Electric is the fourth largest industrial company in the United States and fifth largest in the world.

27. There were almost $1 billion in international sales in 1964.

28. More than one third of the Company's employees today are working on the "future's businesses" of ten years ago.

29. We do over a billion dollars worth of electronics business annually.

GENERAL ELECTRIC PROGRESSLAND

In 1959, the General Electric Company made this challenge to Walt Disney:

> To conceive and build a New York World's Fair Show that would interpret, in an educational and entertaining way, the role electricity has played in bettering man's living conditions, and dramatize where man's work with electrical power may go from here.

Disney accepted the challenge. The result is Progressland, the General Electric pavilion, one of the major highlights at the New York World's Fair 1964-1965.

WED Enterprises, Inc., Disney's planning and design firm, set about to create a buoyant, informative show that would couple high audience interest with peak efficiency. The result is a five-part presentation that last year entertained nearly 7-1/2 million people within the G-E pavilion, which was designed and engineered by Welton Becket & Associates.

The five parts of the Progressland show are the Carousel of Progress, a six act dramatization of electricity's contributions to living; the Galaxy of Science and Engineering, where G-E's present research and engineering work will be depicted; the Skydome Spectacular, where man's quest for energy sources will be described in a story that spans from early history far into the future; a demonstration of Controlled Nuclear Fusion; and Medallion City, a "community" of displays that show the countless meanings of all-electric living today.

CAROUSEL OF PROGRESS

The Carousel of Progress features a unique arrangement of satellite auditoriums, each seating 260 people revolving around a hub of six theatre stages. Visitors enter the building by a moving ramp, which takes them to the second floor theatre.

As they are seated, they see and hear a specially composed musical overture through the medium of "Kaleidophonics". A massive, transparent Kaleidophonic screen (12 by 40 feet), stretching the entire length and height of the first stage, presents constantly changing constellations of shimmering colors. Stereophonic music and the narrator's voice electronically determine the illuminated colors and light intensities.

Stage 2 introduces the first of four "Audio-animatronic"* families created by Walt Disney to enact the story. "Audio-animatronics" is WED's remarkable space-age entertainment medium which combines and synchronizes actions and voices of three-dimensional figures, theatre lighting, sound effects and other theatrical techniques from a single, pre-programmed magnetic tape.

The G-E "Audio-animatronic" families are shown living in four periods of time - the late 1800's, 1920's, 1940's and present day. The first group, representing an average family just before the turn of the century is composed of a father, mother, son, two daughters and grandmother. With the help of his clan, the father proudly discusses the many "modern" conveniences available to Americans in the late 19th century : hand-operated washing machines, vacuum cleaners, talking machines, ice boxes and coal-burning kitchen ranges. Skeptically, he mentions that a fellow named Tom Edison is working on a revolutionary idea : snap-on electric lights.

Moving to Stage No. 3, the audience is greeted by a comparable family, this time comfortably at home in the 1920's. Surrounding them are the latest "electrical servants", including a sewing machine, percolator, toaster, waffle iron, electric clock and refrigerator - all connected to various outlets by cords dangling from the ceiling. Again, the father serves as narrator to relate the noteworthy advances made by electricity since the turn of the century. He ends with the note : "Things can't get much better than they are today".

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*
This system works in the following manner: WED "imagineers" record audible and inaudible sound impulses, music and dialogue on separate magnetic tapes. Then, with a remarkably high degree of precision, they transfer these taped "messages" to a single, one-inch magnetic tape, which may have as many as 32 channels (tracks) controlling up to 438 separate actions.

Play-back simultaneously relays music and voices to speakers, while sound impulses activate pneumatic and hydraulic valves within the performing figure. Air and fluid tubes and devices expand and contract accordingly to bring about animation. Sound impulses also control stage and theatre lighting, permitting an entire show to be controlled from one tape.

The basic concept for combining life-like and fanciful objects with sound, preprogrammed and coordinated by tape, is subject to patent protection. All patent rights are owned by WED Enterprises, Inc. Patents have been applied for other features, devices, techniques and processes.

Stage 4 takes guests into a home of the 1940's, the beginning of the electronic era. Electrical progress rides into the living room on horseback as an ancient Western is viewed on a 10-inch, water filled television screen. Meanwhile, the teen-age daughter, who states her distaste for bouncy jalopies, keeps in shape with a new reducing machine. Mother, imaginative as always, uses a new food mixer to stir paint.

Bringing things to the present, a beautifully appointed, all-electric "Gold Medallion" home comprises Stage 5. The family brings the story of electrical progress up to date with references to the latest in color television receivers, the all-electric kitchen, electronic home entertainment, color mood lighting and a host of other new conveniences.

Stage No. 6 is a gateway to future progress. Beckoned by an attractive wall of Textolite panelling, the audience is invited "on stage" where they move through a centered exit. They board a moving up-ramp, enclosed in special mirrors which create a kaleidoscopic montage by reflecting activities in the area at the top of the ramp.

GALAXY OF SCIENCE AND ENGINEERING

As they emerge on the third floor, visitors find themselves in a magnificent 160-foot-long corridor - the Galaxy of Science and Engineering. Moving patterns of light swirl overhead as constantly changing color photographs of G-E's research, development and engineering activities are projected on screens etched in huge mirrored walls. Each projection spot will be in the form of a symbol aligned with the basic sciences.

SKYDOME SPECTACULAR

After a walk through the mirrored corridor, visitors enter a rotunda theatre to witness Walt Disney's Skydome Spectacular, a projected, narrated show that takes place on the interior of the pavilion's huge dome. Completely free of obstructing pillars, the dome constitutes the most unusual projection facility ever devised.

Here the story of man's historic search for energy sources is told, from the early days when cavemen first harnessed fire, to present-day man's peaceful uses of atomic fission. Fierce electrical storms, leaping flames, a blazing sun, and thousands of spinning atoms are projected onto the huge dome as the story unfolds. The show climaxes with an explanation of nuclear fusion which, the narrator points out, may one day become the most stupendous energy source of all.

FUSION DEMONSTRATION

The audience is then invited to descend a sloping ramp that encircles the 50-foot center-well of the pavilion. Here they will see an actual demonstration of controlled nuclear fusion in a display designed by WED, and performed by G-E scientists. At the climax of a dramatic, narrated countdown, audiences will hear a sharp report and see a brilliant flash of light as millions of deuterium atoms are fused at 20,000,000°F. Large neutron counters will tick-off the experiment's energy output -- bonafide scientific evidence that true nuclear fusion was accomplished as they watched.

MEDALLION CITY

Progressland visitors will then enter "Medallion City," a model all-electrical community of displays showing the latest innovations from General Electric in home living, industry, power generation, space research, and other fields. Many of the displays feature brief, live-narrated shows. Highlights among Medallion City's 20-plus exhibits include:

General Electric Appliance Display and Hotpoint Homes. Here, the latest G-E home products and Hotpoint kitchen appliances are demonstrated. In addition to such G-E kitchen innovations as the self-cleaning oven, visitors will see new modular audio equipment, controlled interior lighting, climate control and numerous small appliances in operation, all demonstrating the numerous advantages of all-electric living.

"Steinmetz High School." Visitors will see demonstrations of new teaching aids -- including devices such as closed circuit TV and audio-tape teaching machines -- in an explanation of how electronics are helping students in the classroom. Also included is a demonstration of latest lighting and climate control systems especially designed for schools.

"City Hall." Here the "Mayor of Medallion City" demonstrates to visitors the multi-faced role of electricity in municipal transportation, sanitation, lighting, commerce, and city planning. Exhibits highlight such subjects as high-speed rapid transit systems, two-way radio communication, air pollution control, automated traffic control through closed circuit TV, and the role of street lighting in safety and crime suppression.

"Coolidge Hospital." Inside this exhibit, several demonstrations interpret the role of electronics in medical diagnosis, surgery, and hospital management. Operation of X-ray equipment is described, as well as use of the angiogram in open-heart surgery. Another demonstration shows how two-way radio and closed-circuit TV help save lives and improve hospital efficiency.

Housewares Demonstration Center. In this exhibit, demonstrations and exhibits highlight General Electric's complete line of small kitchen appliances, home care and comfort products and personal products are on display. While products are not available for sale, General Electric demonstrators are on hand to answer questions and highlight product feature.

Home Electronics Center. Here, the latest in home entertainment products will be on display and will be demonstrated. Color TV, personal television, stereo and audio products are all contained in a brand new exhibit designed to give full impact to the ever expanding home entertainment field.

Steel Mill Exhibit. A three-dimensional, animated diorama demonstrates how a modern automated hot-strip mill can transform a 25-ton steel slab to a strip 1/16th inch thick, 48-inches wide and nearly a mile long in less than two minutes. The demonstrator "operates" a full-sized control console similar to those used in today's most highly automated steel mills.

Electric Power Generation Exhibit. A parrot and a toucan, both animated through the lifelike Disney medium of "Audio-animatronics," star in a light skit that summarizes the history and economics of electric power. The display also shows how modern power generation systems work.

Space Observatory. Multiple exhibits dramatize the challenges involved in man's forthcoming explorations of space. Visitors may inspect a simulated full-scale space station and see how outer space conditions are now being duplicated on earth.

Other exhibits in Progressland's Medallion City include dioramas interpreting the role of electricity in such fields as recreation, building construction and transportation.

Medallion City is a series of "Walk-Thru" exhibits designed to accommodate visitors at their own pace. Following the Nuclear Fusion demonstration, which ends the scheduled Progressland show, visitors may leave the pavilion via Medallion City in as little as two minutes. To see each demonstration and exhibit will require about 30 minutes in addition to the 40-minute scheduled Progressland show.

PROGRESSLAND FACT SHEET

1. The General Electric pavilion is properly called, "Progressland -- A Walt Disney Attraction." It may be shortened to Progressland. There is no other correct title.

2. Progressland is located in the Industrial Area at the intersection of the Promenade of Industry and the Avenue of Commerce.

3. The Progressland building was designed by Welton Beckett Associates and constructed by Turner Construction.

4. The building is 200 feet in diameter and 80 feet high. It consists of three floors.

5. Progressland has been in the planning stages since early 1960.

6. Construction of the building started in May 1962.

7. There are over 2000 lamps in the roof lighting display.

8. This roof lighting display is controlled electronically by pre-programmed tape.

9. The total theme of Progressland is: "Peace through understanding; progress through electric power."

10. The correct title of the second floor of Progressland is the Carousel of Progress. There are 6 stages.

11. The electronically controlled figures on four of these stages are called "Audio-animatronic figures." They were developed by Walt Disney.

12. In addition to the Carousel of Progress, Audio-animatronic figures are also on display in the Pepsi Pavilion, Ford Pavilion, and the State of Illinois Pavilion, and in our Electric Utility exhibit in Medallion City.

13. The theme song for Progressland is: "There's a Great Big Beautiful Tomorrow."

14. A tour through Progressland will last from 45 to 50 minutes, possibly longer depending on how much time a guest spends in Medallion City.

15. The Carousel of Progress Show lasts 24 minutes.

16. The ramp to the third floor is called, "The Time Tube."

17. The third floor consists of The Galaxy of Science and Engineering and The Sky Dome Spectacular.

18. The center-well demonstration is called the Fusion Demonstration. It was developed by the General Electric Research Laboratory.

19. The entire first floor exhibit is called Medallion City.

20. Medallion City was designed by Donovan Worland, Inc., under the supervision of Walt Disney Enterprises. Exhibit construction in Medallion City was done by General Exhibits and Displays of Chicago and Product Presentations, Inc., of Cincinnati.

21. You are a member of the Progressland Staff.

22. The following are the correct titles of Progressland Staff Personnel:

    SEA
    Host
    Hostess
    Presentation Hostess
    VIP Receptionist
    VIP Hostess
    VIP Host
    Communicator
    Usher
    Housewares Demonstrator
    Major Appliance Demonstrator

    Know your correct title! And all the others.

23. The following is a list of New York World's Fair Operation Staff members that you should know:

James G. Rebeta	Manager - World's Fair Operation
Frank J. Allston	Manager - Information Services
Fulvio Bardossi	Manager - Shows and Exhibits
William E. Graham	Manager - Visitor Relations
George W. Keddy	Manager - Operations
Robert B. Boggs	Supervisor - Training
Thomas E. Roberts	Supervisor - Flow and Procedures
Frank E. Yandrasits	Supervisor - Administration and Finance
John J. Davis	Specialist - Personnel
Tom Pidduck	Specialist - Flow and Procedures
Ron Spalding	Specialist - Equipment and Schedules

24. The World's Fair runs from April 21 to October 18, 1965.

25. It is estimated that some 60 million visitors will come to the New York World's Fair. Progressland will attract approximately 15 million of these visitors.

26. During the 1964 season nearly 7-1/2 million people visited Progressland.

27. Our daily capacity at Progressland is almost 50,000 people. We load 260 people into the Carousel of Progress every 4 minutes.

PROGRESSLAND AND YOU

Shows and Exhibits

As a member of the General Electric Progressland staff you are also a member of an organization within the Company known as Marketing and Public Relations Services. M&PRS is the component of the Company that is concerned with corporate level advertising programs, public relations, press relations, image building...in fact those things that General Electric does to create a favorable public impression of General Electric. Naturally, Progressland is a part of that function.

But at Progressland, we also have our own organization. Without going into a detailed organizational explanation, let it suffice that there are four operations or divisions of work at Progressland. They are: Shows and Exhibits, Operations, Press Relations, and Visitor Relations.

You are a part of the Shows and Exhibits Operation. Shows and Exhibits has the responsibility for the development and continuity of all show content within the building, as well as the responsibility of seeing to it that the building continues to operate efficiently, from a guest or visitor viewpoint. This means that your job...which is the handling and directing of the guests within the building...falls directly under Shows and Exhibits.

Your performance, your appearance, the way in which you work any given station or post, discipline, all fall within the responsibility of Shows and Exhibits. With the one exception of the purely administrative functions of payroll, time cards, schedules, etc., you are directly responsible to Shows and Exhibits.

Shows and Exhibits is managed by Mr. Bart Bardossi. He is the man who has overall responsibility for anything that falls within Shows and Exhibits. Assisting him are two Supervisors...Mr. Tom Roberts and Mr. Bob Boggs. Mr. Roberts is in charge of flow and procedures... this means the care and handling of all our guests. Mr. Boggs is responsible for training you and seeing to it that you perform your jobs as directed. Now, these two functions overlap somewhat, and are very closely related to one another. You will see all three men on the floor quite a bit, watching you, encouraging, correcting. These men are the individuals to whom you are ultimately responsible. In addition there are two other men on the Shows and Exhibits staff. Mr. Pidduck and Mr. Spalding. Mr. Pidduck assists Mr. Roberts as Specialist in flow control and procedures. Mr. Spalding is directly responsible for any of the technical aspects of any part of any show and all equipment used by Shows and Exhibits personnel (radios, flashlights, etc.)

These are the men to whom you are directly responsible in your job performance. They will help you in any way they can to do your job correctly and to keep the show running smoothly and effectively.

Even though you are directly responsible to Shows and Exhibits in your job, the Personnel Section of Operations is the office that you will deal with in all matters concerning payroll, time cards, schedules, uniform procedures, laundry, etc. It is important that you remember this. You will hear quite a bit about personnel administration and practices and we will tell you everything you need to know regarding this matter.

The S.E.A.

Working for Shows and Exhibits, but working constantly on the pavilion floor are the S.E.A.'s (Shows and Exhibits Assistants). This group of men have the responsibility for the minute-by-minute running of the show. They are always on duty on the floor to keep everything functioning smoothly and efficiently. They will direct you in the performance of your job on a continuous basis and will make the immediate decisions affecting flow, procedures, etc., as they occur on the floor. They have the responsibility to keep the show going.

The S.E.A.'s will constantly monitor all aspects of the show. There will be one S.E.A. on duty on each floor at all times. They are there to handle any emergencies; to make sure that each station is being worked properly; to make sure that each host or hostess is relieved properly and on time; to handle minor disciplinary actions; and generally to keep the Shows and Exhibits Office informed of what is happening in the building throughout the day. There will also be an S.E.A. on duty in the Employee Lounge to administer time cards, schedules, equipment check-out and check-in, and keep the daily records concerning personnel.

The S.E.A. is your immediate supervisor. He has been trained by Shows and Exhibits and his supervision reflects the exact wishes of Shows and Exhibits and Personnel. You are responsible to the S.E.A. and are subject to his direction and supervision.

If there should ever arise any dispute over a matter with an S.E.A. on the floor, accept the decision of the S.E.A. without question, and then settle the dispute at some other time when you are not on the floor with guests all around you. This is extremely important. We will have no arguments among ourselves on the floor at any time.

The S.E.A. is not there to spy on you, rather to help us make sure that the entire show at Progressland is running the way we all want it to.

Operations

The Operations Section of Progressland is concerned with the physical running and upkeep of the building. It includes everything from budgetary and financial matters to buying the sugar for the VIP Lounge coffee.

Personnel administration, as well as all maintenance, electrical work, mechanical work, financial matters, come directly within the responsibility of Operations. The Manager of Operations is Mr. George W. Keddy.

Operations has to keep the Carousel turning, the domeshow running, the building clean and presentable. As you can imagine this is a tremendous job and the only section in the building that operates on a 24 hour-a-day basis.

Within Operations there are two functions that you should be specifically aware of:

1. Maintenance. Maintenance is responsible for maintaining all equipment within the building except the Audio-animatronic figures. Maintenance is also responsible for the upkeep and cleanliness of the building. If at any time any thing mechanical does not function properly, maintenance will be contacted and the necessary repairs will be made. If you notice any kind of mechanical malfunction or breakdown, notify the S.E.A. who will notify maintenance.

2. WED. This is an abbreviation to represent Walt E. Disney Enterprises who have complete and total responsibility for the Audio-animatronic figures in the Carousel Theater. WED operates out of an equipment mezzanine between the first and second floors where all the extremely complex machinery required for the figures is kept.

Visitor Relations

Visitor Relations, headed by Mr. William E. Graham, is responsible for coordinating the visits of our thousands of VIP Guests. These guests range from important customers of General Electric, to executives of the Company, to famous national and international personalities, heads of state, princes, shahs, and United States and foreign political dignitaries. This job of coordination is a very complex and exacting one. The mere scheduling of when these VIP visits will occur occupies several people all day, every day.

Because of the nature of our show and our special loading facilities, we can only schedule a given number of people at any one time. As you can well imagine, this is not an easy thing to do. That is why it is absolutely imperative that you go to visitor relations for permission to admit your friends and family to our exhibit.

In addition to the responsibilities of scheduling VIP visits, Visitor Relations also has the job of operating the VIP lounge on the third floor. This lounge is for Special Guests only. These guests come into the lounge, are served light refreshment, and are then admitted to the Carousel of Progress. The VIP Hostesses report directly to Visitor Relations in the performance of their duties.

Information Services

Information Services is headed by Mr. Frank Allston. He, with the assistance of 2 Press Aides, is responsible for coordinating any and all publicity issued about Progressland or any of its personnel. Information Services regularly receive representatives of the national and international press, tour them through the building, and issue press releases, photographs and other information about the Pavilion. They schedule any interviews, picture-taking sessions, and/or appearances by Hosts and Hostesses, and are the only representatives in dealing with the press. This is all to say that you must clear any statement to any member of the press with Information Services personnel. Do not give any interviews, agree to any appearances or photographs unless first receiving clearance from Information Services.

There are four other groups of people working at Progressland, in addition to those already mentioned. They are:

1. Professional Actors

We have employed at Progressland a company of 11 professional actors and actresses. They perform the shows at Steinmetz High School, Coolidge Hospital, and the Electric Utility, in Medallion City. These people are responsible directly to Shows and Exhibits. They perform on a given schedule as set down in the terms of their contract. It is of the utmost importance that this schedule be adhered to and coordinated with the S.E.A. in Medallion City in order to assure the maximum number of guests seeing the maximum number of exhibits in Medallion City. If you have any questions or problems concerning these schedules take them up with the S.E.A. in Medallion City or with the Shows and Exhibits Office. Do not ever attempt to make a change in the show schedule without getting clearance first. There are good reasons for the schedule being the way it is.

2. Fusion Demonstration Personnel

The fusion demonstration is manned at all times by a staff of trained personnel from the General Electric Research Laboratory. These men have the responsibility for the maintenance and operation of the fusion equipment. They are the only people authorized to operate or touch any part of this valuable and expensive apparatus. Each demonstration is an actual scientific experiment and the men in Fusion are logging data and scientific information that is used by the Research Laboratory in their efforts to make sustained nuclear fusion a reality.

3. Demonstrators

The Major Appliance display, the Home Entertainment Center, and the Housewares exhibit in Medallion City are staffed with specially trained Demonstrators, responsible directly to the various product departments, who demonstrate their wares for the public. They have their own supervisors, their own uniforms and they use the S. E. A. lounge. They will co-operate with the Medallion City Hosts and Hostesses in flow control through their displays.

4. Pinkerton Personnel

There are ten uniformed Pinkerton security guards and their sergeant on duty in the Pavilion from 8 am until midnight. They help you keep a smooth flow of people going through the building, prevent theft and rowdyism, and lend a general air of authority which you may call on in unusual cases where normal means fail.

YOUR JOB

YOUR RESPONSIBILITIES AND OUR RESPONSIBILITIES

We all have one common goal here at Progressland -- to make the General Electric Exhibit the most exciting and enjoyable pavilion at the World's Fair. That is why we are here. That is why you are here.

We on the Progressland permanent staff have the responsibility of providing our guests with a smooth, effective show. We will do everything we can to keep it functioning and operating. We will do our utmost to give you everything you need to do your job well.

To you, we have the responsibility of being available to solve any problems that you encounter in the performance of your job. We will train you, guide you, assist you in any way. But we cannot do your job for you. That is your responsibility.

While on duty at Progressland, you <u>are</u> the General Electric Company to the millions of visitors to our pavilion. You will hear that statement many times over during your employment here. You will hear it during the training sessions, you will hear it during the entire run of the Fair. You must not ever forget it.

Being General Electric to millions of people is a tremendous responsibility. The Company has spent many millions of dollars to build this show, and it has obviously done it for a good reason---to create friends and customers. Thus, it was done as a business venture. Progressland is a business, and as such it must be operated as a business--a serious one. We are in the business of entertaining and winning friends.

Because of this, we expect quite a lot from you. You were hired because of what we considered exceptional qualifications. To us, you are the best. Therefore, we expect you to live up to our trust and expectations and to treat your job seriously.

Think of yourselves as professionals. That is how we consider you and that is how you will be treated.

Take your job seriously. You are doing important work for General Electric. That is your biggest responsibility to us.

But you also have a responsibility to our guests. You have nothing else to do at Progressland but to see to it that our guests are happy, welcome, and comfortable. That is your reason for being here. Remember, every guest is a most important person and every guest deserves the same friendly courteous treatment as our most celebrated visitor.

Courtesy is the key word in your handling of Progressland visitors. Greet each person who comes into our exhibit as you would greet a guest in your own home. The magic words are "Thank you" and "Please" accompanied by a smile. This applies to everyone, from the moment they step into our waiting line, until the moment they step off our property. And it applies elsewhere on the Fair Grounds, also. Your uniforms are very easily recognizable.

Remember -- you have nothing else to do but assist our guests. Always be willing to answer a question or lend any assistance. There are going to be very few times when you will be so busy that you cannot take time to answer politely a guest's question. Never speak harshly or sarcastically to a visitor...even a difficult one. Control your temper and your tongue. It is hard to stay mad at someone who won't be mad back.

This year you all have a reputation to live up to. Last season we received countless comments telling us what an attractive, friendly, and helpful group of Hosts and Hostesses we had. That, of course, is what we had hoped for. This year, as last year, we can think of no greater success than for our guests to leave the building saying that there isn't a nicer group of young people at the Fair. It was said just that way last year.

That's quite a legacy and a responsibility to live up to. We fully expect you will do it.

PERSONNEL ADMINISTRATION AND PRACTICES

All questions relating to purely administrative matters, such as time cards, pay checks, schedules, days off, schedule changes, uniforms, lockers, etc., will be administered through the Personnel Office.

In most cases there are definite procedures to be followed concerning these matters. These procedures are firm and may not be deviated from without specific permission.

Time Cards

You are required to punch a time clock at the beginning and end of your daily work schedule. The time clock is located in the Employee Lounge. You will receive a time card at the start of each work week. Work weeks begin on Saturday and run through Friday.

As you come to work each day: 1) Obtain your time card from the S. E. A. on duty in the Lounge, not more than 20 minutes prior to the start of your work schedule. 2) Punch your card in before changing into your uniform. 3) Place the time card in the IN rack adjacent to the clock.

You will not be paid for your meal breaks. As you go on a meal break: 1) Take your card from the IN rack. 2) Punch out. 3) Give your time card to the S. E. A. on duty in the Lounge.

Upon returning from a meal: 1) Obtain your card from the S. E. A. 2) Punch in. 3) Return your card to the rack.

At the end of the day: 1) Take your card from the IN rack. 2) Punch out while still in uniform. 3) Give your card to the S. E. A. on duty in the Lounge.

Under no conditions are you ever to punch any other card than your own. Violation of this rule is cause for dismissal. If, by mistake, you punch someone else's card, take the card to the S. E. A. immediately. He will make the necessary corrections. If you should forget to punch in or out for a meal break, take your card to the S. E. A. on duty. He will make the necessary notations. However, if you should habitually forget to punch in or out, steps will be taken to remind you of your responsibility. This time card is the basis for your pay. Keep it neat and accurate.

The work week runs from Saturday through Friday. Before leaving work on Friday you must SIGN YOUR TIME CARD. If one of your two days off happens to be Friday, you must sign your card before you leave to go on your days off. Your signature on this time card is important. It means that you have examined the card thoroughly and agree with all the punches. No time card will be approved for payment unless signed by the individual. Any problems with timecards should be reported immediately to the S.E.A. on duty in the Employee Lounge.

Pay Checks

Paychecks for any work week will be distributed on the Friday following the last completed work week. They will be distributed to you by the S.E.A. on duty. Do not come to the Personnel Office for your check. Remember that your pay check represents the work week ended the previous Friday. Any paycheck adjustments will show up one week after the period in which the adjustment is made.

Absences and Lateness

You have a responsibility to report to work and to report on time. Proper manning of the building is dependent on your living up to this responsibility. Therefore, the subject of absences and lateness will be given very serious and careful attention by the Shows and Exhibits staff.

If you are more than 10 minutes late reporting to the Pavilion without an excuse, more than three times, it will be cause for your dismissal. Failing to report for work three times without having informed us in advance, will also be cause for dismissal. Absences without prior arrangement cannot and will not be tolerated for any reason other than illness or genuine emergency. Continued lateness and absences, even with prior arrangement, will be cause for disciplinary action.

If you are ill, you should call the S.E.A. in the Employee Lounge in advance of the time you are supposed to report for work. This allows us the necessary opportunity of filling your schedule prior to the time when you are supposed to start working it.

If you know that you are going to be late for any reason, you should call the S.E.A. immediately, give him the reason and your estimated time of arrival. The S.E.A. on duty has the authority to tell you not to come in for work if he must call someone in to fill your schedule. He will inform you of his action when you call in. He also has the authority to fill your schedule and not permit you to work if you report late without having called in.

All lateness and absences will be recorded. This record will be used by the Shows and Exhibits staff for general record purposes and consideration during disciplinary matters.

Overtime

There will be very little need for overtime during the Fair season. When and if there is a necessity to ask someone to work beyond his normal schedule, the General Electric Company will pay overtime at the rate of one and one-half times your regular hourly wage for all hours worked in excess of 40 hours. Overtime procedures are administered by the S. E. A. on duty in the Employee Lounge.

Lockers and Locker Rooms

You will be provided with a locker in which to keep your uniform, personal clothes and property. You will also be provided with a combination lock for your locker. The locker is for your convenience, but it is also for the purpose of keeping your uniforms neat and clean when they are not being worn. Always hang every part of your uniform in your locker with regard for creases and wrinkles. Each day, before you leave, make certain that all uniform items are placed in your locker and that you have secured the lock.

As for personal belongings, the General Electric Company assumes no responsibility whatever for any personal articles or property left in your locker. Never put anything of value in it. Things have a way of getting lost, no matter what the precautions. Always check your lock to make certain it is secure after you have finished using it. Remember the combination of your lock.

There will be a Supplies and Accessories Clerk on duty at all times. She will have a master key to all locks. However, she is not a maid or personal valet. She has specific assigned duties and is there to help you in emergencies. Her job is not as an assistant to help you dress or to pick up after you.

Uniform

Each host and hostess will be issued two complete uniforms. These uniforms will be marked with your name and are yours for your entire employment at Progressland.

Hostesses will be expected to provide their own stockings, and to wear them at all times when in uniform.

Hosts are to provide their own black shoes and black socks which are to be worn at all times when in uniform.

These uniforms issued to you are the property of the General Electric Company and are never to be taken off the Fair grounds for any reason. The only time you may wear your uniform off the Progressland grounds is during meal breaks. However, the hostesses may not wear their shoes outside the Pavilion at any time.

The manner in which the complete uniform is to be worn will be discussed later.

Laundry and Uniform Maintenance

All uniforms will be laundered on a regularly scheduled basis. Since you have been given two uniforms, you will alternate wearing one uniform every other week. As you go on your days off you will turn in your soiled uniform to the S.A.C. on duty. She will be responsible for sending the uniform out and returning it to your locker. Strict adherence to this cleaning schedule and the weekly alternating of your uniforms is absolutely necessary in order to keep them looking fresh and neat.

If you accidentally spill something on your uniform, tear it, or soil it badly, go immediately to the S.A.C. who will take care of the situation for you. However, we expect you to use care in wearing your uniform. Even the way you sit during your breaks can mean the difference between a neat or sloppy appearing uniform.

If an item of your uniform needs special attention (a popped button, split seam, grease spot, etc.), write a note calling attention to the problem and attach it as close to the problem area as possible and turn it in to the S.A.C. on duty.

Hosts will wear a clean shirt every day. At the end of each shift take your soiled shirt to the S.A.C. and receive a fresh one to be worn the next day. No host will be issued a clean shirt without his turning in a soiled one.

Each hostess is responsible for laundering her own gloves. We suggest you do this in the rest room and hang them in your locker to dry. You must wash your gloves every day. You will be issued two pair and will be required to wear clean gloves on duty at all times.

Each host and hostess is responsible for the upkeep of his/her own shoes. If hostesses shoes need repairing, turn them in to the S.A.C. with a note explaining what you feel needs to be done.

Employee Medical Coverage

All employees of the NYWFO are covered by Workmen's Compensation. Any injuries received by GE personnel on the job should be immediately reported to the Secretary in the Shows and Exhibits Office. Workmen's Compensation pays all physician and general medical fees. Salary compensation is paid at the rate of not more than $55.00 per work week missed due to on-the-job injury. These cash benefits are not payable for the first seven days of disability unless the disability extends beyond four weeks.

In the event of injury, numerous forms must be filled out. Please be cooperative if you are a witness to an employee accident and notify the Shows and Exhibits office.

Employee Meetings

From time to time, we will schedule meetings of all Progressland hosts and hostesses. Attendance is mandatory except on an excused basis. Your excuse must be presented to a member of the Shows and Exhibits staff. Every attempt will be made to schedule these meetings with the least inconvenience to all, but some will have to come in at odd times, maybe even on a day off. Attendance records will be kept and action taken for those who are absent without an excuse. You will be paid, of course.

These meetings are a required part of your job, and are held for your benefit. They will give us a chance to exchange thoughts, gripes, praise or anything else on our and your minds. We want to know what you are thinking, how you feel about things at Progressland. It will help us all to do our jobs better.

The Employees' Lounge

The Employees' Lounge is for you - for your comfort and for your enjoyment. It is not large enough to accommodate guests and friends.

The Lounge is provided for you so that you may have a pleasant place to relax when not on duty. It is not a sleeping parlor, dressing room, storage locker, or garbage dump.

We feel that it is necessary to set down a few rules concerning the lounge - in order to help you keep it a pleasant place to spend your off duty time.

1. Keep it clean!! Don't leave your trash, half-drunk cups of coffee, lunch leftovers, newspapers just lying around. There will be sufficient trash cans to handle all this. Use them. Trash lying around soon gets depressing and cups of coffee can easily get spilled and ruin someone's clothes. We will keep it mopped and dusted, but you must keep it litter free.

2. Keep the noise down. Remember that you are very close to the show itself and too much noise can be very distracting.

3. Because of limited seating space, no sprawling out and lying down. If you take up two seats, someone else may have to stand up. Besides, you'll wrinkle your uniform.

4. Read the bulletin board daily. Important information affecting you may be posted from time to time. If it's posted, you are responsible for it.

5. The pay phone is for your use. If it rings, answer it. If you want messages taken for you, take them for other people.

6. This is your lounge. You may not ask guests to spend the day there waiting for you. They will have to meet you just outside the exit, near the pay phones. They cannot wait for you in the lounge. It is too crowded.

Use the lounge, enjoy it, don't abuse it.

SCHEDULES

Introduction

Probably the most complex, and yet the most important, element of your job at Progressland will be your schedules. There are two major reasons why schedules must be complex to be efficient. One is the very nature of our operation: our building must be completely manned fourteen and a half hours a day - seven days a week, and the other is to allow variation in your positions with adequate break periods.

There are also two major reasons why your schedules are important. The first is almost axiomatic because the schedules will tell you when you work, and to what positions you will be assigned. But the second reason is far more outstanding. In becoming a member of the Progressland Staff you have accepted a great responsibility. Your schedules define a part of that responsibility in black and white. They tell you the where, when, and what about your job, but taken as a whole, they represent the efficient function of our entire pavilion. One deviation from the schedule may affect thousands of people.

Weekly Schedules

To understand the weekly schedule you must realize that not everyone will have the same type of schedule. Some people will work a rotating schedule, and others will work a fixed schedule. People on rotating schedules will work six consecutive days and have two days off; therefore, their "weekends" will advance by one day each week. People on fixed schedules will be assigned specific days off, and will work the same schedule week after week.

Figuring a rotational schedule becomes quite simple when you refer to a weekly schedule chart, similar to the one attached. Each person will be assigned a starting schedule. When the last day (Friday) of that schedule has been completed, the person begins the next consecutive schedule down the list, and the last person on the chart begins the first schedule at the top of the chart. As an example, let's study the week of the person starting on Host weekly schedule E:

Saturday	Daily Schedule #4	8:30 AM to 3:30 PM
Sunday	Daily Schedule #3	8:30 AM to 3:30 PM
Monday	Daily Schedule #14	9:00 AM to 9:00 PM
Tues. & Wed.	OFF	----------
Thursday	Daily Schedule #7	8:30 AM to 6:30 PM
Friday	Daily Schedule #8	8:30 AM to 6:30 PM

Then he begins Weekly Schedule F, which starts on Saturday with Daily Schedule #14 and has Wednesday and Thursday off. By writing the date of the Saturday next to your starting schedule, and continuing with the dates of the following Saturdays down the chart, you can compute what your weekly schedule will be two months from now.

1965 HOST & HOSTESS WEEKLY SCHEDULE CHART

SCHEDULE:	Sat.	Sun.	Mon.	Tue.	Wed.	Thu.	Fri.
A	X	1	2	9	10	3	4
B	X	X	20	21	23	5	5
C	2	X	X	1	20	14	15
D	9	11	X	X	1	9	12
E	4	3	14	X	X	7	8
F	14	15	23	24	X	X	9
G	20	6	5	27	14	X	X
H	27	16	16	29	25	23	X
I	X	2	1	10	9	4	3
J	X	X	21	20	24	6	6
K	1	X	X	2	21	15	16
L	10	13	X	X	2	10	14
M	3	8	15	X	X	8	25
N	15	14	24	23	X	X	10
O	21	5	6	28	15	X	X
P	28	24	17	15	28	24	X
Q	X	9	10	3	4	1	2
R	X	X	3	5	6	20	21
S	16	X	X	25	17	25	22
T	23	20	X	X	11	22	13
U	13	12	13	X	X	28	7
V	5	22	22	16	X	X	19
W	26	19	25	11	17	X	X
X	18	26	26	17	27	27	X
Y	X	10	9	4	3	2	1
Z	X	X	4	6	5	21	20
AA	17	X	X	26	22	16	23
BB	22	21	X	X	12	26	11
CC	25	23	8	X	X	12	18
DD	6	7	18	22	X	X	27
EE	19	29	11	12	13	X	X
FF	24	25	7	29	26	11	X

HOST KEY:

1- 4 =	8:30 - 3:30	6 hrs.
5- 8 =	8:30 - 6:30*	9 hrs.
9-10 =	9:00 - 6:00	8 hrs.
11-12 =	9:00 - 7:00	9 hrs.
13 =	9:00 - 8:00	9 hrs.
14 =	9:00 - 9:00	10 hrs.
15 =	10:00 - 10:00	10 hrs.
16-17 =	10:00 - 9:30	10 hrs.
18 =	10:30 - 10:30	10 hrs.
19 =	10:30 - 9:30	9 hrs.
20 =	10:00 - 7:00	8 hrs.
21-22 =	2:00 - 11:00	8 hrs.
23-25 =	4:00 - 11:00	6 hrs.
26 =	4:30 - 10:30*	6 hrs.
27-30 =	6:30 - 10:30	4 hrs.
31-32 =	7:00 - 10:30	3.5 hrs.
33 =	7:30 - 11:00	3.5 hrs.

* HOSTESS KEY:

8 =	9:00 - 7:00	9 hrs.
26 =	4:00 - 11:00	6 hrs.

X = Days off

Daily Schedules

Computing your weekly schedule will tell you the hours you will work each day of the week, but when you report to work each morning, you will be given a daily schedule which will tell you the positions you will work each hour of the day.

The daily schedule will give you such information as what position you will work, when you will work it, who will relieve you to go to your next position or break, and when you will have breaks and meal periods. A look at the attached sheet titled "Reading the Daily Schedule" will help explain the applications of this form. Each schedule is labeled by your staff title such as host, hostess, etc., and the daily schedule number. If your weekly schedule says that you work daily schedule #1, you will report to work at 8:30 AM. At that time you will receive your daily schedule and time card. The daily schedule shows that from 8:30 to 8:50 you dress; at 8:50 you must report to the SEA, and at 8:55 you must be on position number one. The Glossary of Abbreviations on the back of the sample schedule will help you familiarize yourself with the terms.

The left hand column indicates the various times you are to be on position, or be relieved. The times shown do not mean you are to leave the lounge at that time; you are to be on position at that time. You will soon learn how long it takes to get to your various positions, and you will be expected to plan ahead in order to report promptly. You will never be criticized for being one or two minutes early, but serious consideration will be given to people who are consistently late to position.

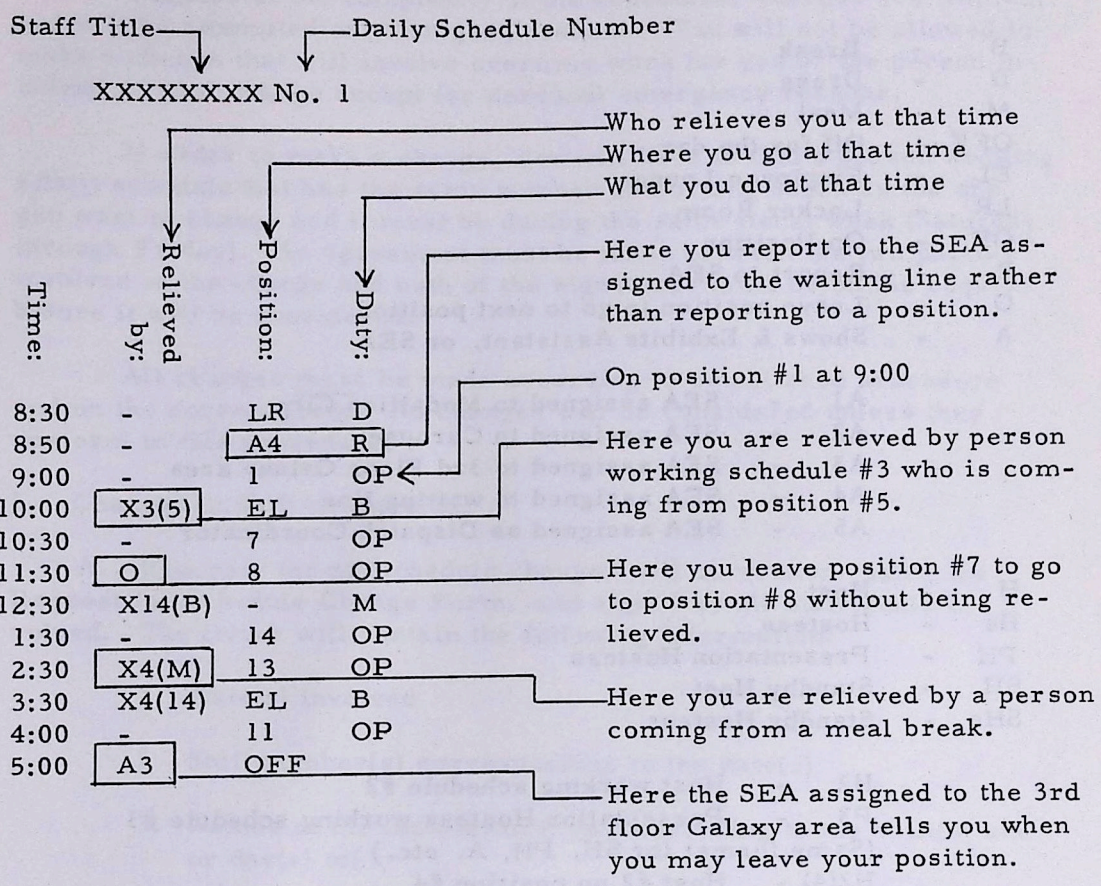
The second column tells you who will be relieving you to go to your next position or break. Unless the column is marked with a zero (0), you must wait for your relief before leaving your position. Of course there will be no one to relieve you when you are on a break. You will be expected to be on your next position following a break promptly at the time specified. The purpose of this column is to help you analyze the situation if your relief happens to be a minute or two late. You can assume that if your relief is coming from a position halfway around the building, it might take a minute or two to get to your position. If your relief is coming from a break or a meal period, there is no accepted excuse for being late. To interpret the code, a key to position numbers and their locations is listed on the back of each daily schedule. If the schedule shows that at 10:00 AM you are to be relieved by H3(5) this means the host working daily schedule #3 who will be coming from position #5. If your schedule shows that at 2:30 PM you are to be relieved by H4(M) this means the host working daily schedule #4 who will

be coming from a meal break. If your schedule shows that at 5:00 PM you will be relieved by A3 this means that you will be excused from that position by the SEA on duty in the 3rd floor area.

The third column indicates the position you will work, or where you are to go. The key on the back of your schedule will tell you the locations of your position numbers.

The last column marked "Duty" tells you what your duty will be at the various times. "B" indicates a break; "M" indicates a meal period; "OP" indicates you are to be on position for that time period.

READING THE DAILY SCHEDULE



SEE GLOSSARY ON OTHER SIDE FOR KEY TO ABBREVIATIONS USED IN DAILY SCHEDULE.

GLOSSARY OF ABBREVIATIONS
USED ON DAILY SCHEDULES

B - Break
D - Dress
M - Meal
OFF - Off for the day
EL - Employee Lounge
LR - Locker Room
OP - On Position
R - Report to SEA
O - Leave position to go to next position
A - Shows & Exhibits Assistant, or SEA

- A1 - SEA assigned to Medallion City
- A2 - SEA assigned to Carousel
- A3 - SEA assigned to 3rd Floor Galaxy area
- A4 - SEA assigned to waiting line
- A5 - SEA assigned as Dispatch Coordinator

H - Host
Hs - Hostess
PH - Presentation Hostess
SH - Standby Host
SHs - Standby Hostess

- H2 - Host working schedule #2
- P3 - Presentation Hostess working schedule #3

(Same format for SH, PH, A, etc.)

- H2(4) - Host #2 on position #4
- P3(2) - Presentation Hostess #3 on position #2

R1 - Radio Remote #1 - Communicator
R2 - Radio Remote #2 - Shows & Exhibits Office
R3 - Radio Remote #3 - Carousel of Progress
R4 - Radio Remote #4 - Dispatch Coordinator's Office
R5 - Radio Remote #5 - VIP Lounge

Changes in Work Schedule

Because of the complexity of the schedules, changes are limited, and will be attempted only for good reasons. You will not be allowed to make a change that will involve overtime work for you or the person involved in your change except for personal emergency reasons.

In order to make a change, you will have to find a person working a daily schedule that has the same number of working hours as the one you want to change and it must be during the same fiscal week (Saturday through Friday). An agreement must be made between the two parties involved in the change and both of the signatures must be on the request before it will be considered.

All changes must be made according to established procedure and on the correct form. No changes will be considered unless they conform to this procedure:

I. Changes in Shift or Days Off

A. Requests for all schedule changes will be written, using the Request for Schedule Change Form, and signed by all individuals involved. The forms will contain the following information:

1. Date(s) involved

2. Shift number(s) corresponding to the date(s)

3. Names of the individual(s) corresponding to the shift(s) and or day(s) off

4. The reason(s) for the requested change(s)

B. The Request For Schedule Change Forms can be obtained from the S.E.A. on duty in the Employee Lounge

C. These requests must be turned in to the S.E.A. on duty according to the following plan. Requests for:

1. Changes in Schedules must be turned in to the S.E.A. on duty no later than three days prior to the day on which the change is to occur. (e.g. Not later than closing time on Monday for a change on Friday.)

2. Requests for changes in Day(s) Off must be turned in to the S. E. A. on duty no later than seven days prior to the first day involved in the change. (e.g. Not later than closing time on Monday for a change effective the following Monday.)

D. Use one form for each change being requested.

E. Where changes in Day(s) Off are involved remember that all changes must occur WITHIN THE SAME PAYROLL WEEK (Saturday thru Friday).

F. It is your responsibility to locate an individual willing to make the switch you are looking for, not the S. E. A.'s responsibility. If you have a problem and feel you have a legitimate request, the Personnel Staff will be happy to do what it can to help you.

II. General

A. Changes may only be made between members of the staff holding the same position. (i. e. Hostesses with Hostesses only not with Presentation Hostess, etc.)

GENERAL ELECTRIC PROGRESSLAND

REQUEST FOR SCHEDULE CHANGE

On (Date) _____

(Name) _____, who is scheduled to work

Shift No. _____, * has agreed to work

Shift No. _____.*

For (Name) _____, who is scheduled to work

Shift No. _____.*

In exchange

(Name) _____, who is scheduled to work

Shift No. _____, * will work

Shift No. _____ *

On (Date) _____

For (Name)_____, who is scheduled to work

Shift No. _____.*

_____

(Signature of Person Agreeing to the Change)

I request this change because

_____

(Signature of Person Requesting the Change)

* Write in OFF where applicable.

S.E.A. receiving this request will date and sign it below.

_____ _____

(Date) (S.E.A. Signature)

PERSONAL CONDUCT

There are certain basic rules and regulations which must be adhered to in a job of this sort. These rules are not just some arbitrary decisions. Any organization -- just like our own lives -- must be based on a discipline. These regulations are aimed at establishing a code of personal and professional conduct while you are an employee at Progressland.

1. Absences and Lateness. Although this has already been covered in some detail, we cannot overstress the importance of being here and being here on time. You are being paid to be on duty. Unless you are ill, or have made previous arrangements with the Personnel Office, you are expected to attend everything for which you are scheduled. The exhibit cannot function properly without you. Every post must be filled at all times. Your daily schedules are worked out for this. If you are ill and cannot report to work, or are going to be late, you must call in to inform us so that we can get someone to fill the vacancy. Attendance, promptness, and adherence to the schedule is mandatory.

2. Appearance. More will be said about appearance later, but you must wear the complete uniform which has been issued to you at all times when on duty. The only exception to this rule will be clearance by an S. E. A. or the Shows and Exhibits Office. For the training period men will wear coats, dress shirts, and ties. Girls will wear stockings during training and no slacks.

3. Smoking. You may never smoke while on duty at any position. On your breaks or meal hours you may smoke only in the lounges, the offices, the employee rest rooms or outside.

4. You will never leave a position until properly relieved, or unless an S. E. A. or a member of the Shows and Exhibits staff gives you permission.

5. You will be provided a name tag and a Progressland pin; you must always wear them on your uniform. They are a part of the complete uniform.

6. Eating or drinking on duty will not be permitted. Ever.

7. Drinking alcoholic beverages during your work day is strictly forbidden. Disciplinary action will be taken immediately against anyone who ignores this rule.

8. Progressland hosts and hostesses will not, under any circumstances, accept any gratuity from any guest or visitor to the pavilion at any time.

9. Progressland hosts and hostesses will not accept or extend any invitations from guests or visitors while on duty. This is for your own protection.

10. Your work schedule will be such that you will not be able to have friends or relatives visit you at work, except during your meal break. Under no circumstances may you be interrupted in your duties by personal visits or conversations.

11. The employee lounge is for you. It is not large enough to accommodate friends of everyone. If someone is meeting you for lunch or dinner or after work, they must wait outside the main exit for you. They will not be allowed into the pavilion to wait for you in the lounge.

12. Any moral offences, turpitude, or dishonesty in any form -- whether inside or outside the General Electric pavilion -- cannot and will not be tolerated.

13. Personal telephone calls may not be received while on duty. The offices will accept only bona fide emergency messages. We cannot run a dating bureau. There will be a pay phone in the employee lounge for outgoing and incoming personal calls. However, the S.E.A. on duty will not be able to answer this phone. Only when there is someone in the lounge will the call be taken. A bulletin board or blackboard will be nearby where messages may be posted. You will never be permitted to leave a duty station to take a call. You must do it on your breaks.

14. Always behave in a calm, courteous and pleasant manner, whatever the circumstances. No running, gum chewing, no horseplay of any kind. No whistling, singing, or humming. Of course, no profanity. Remember our guests.

15. Absolutely no reading, writing letters, etc. will be permitted while on duty anywhere -- regardless of how dark it is.

16. All breaks, except meal breaks, must be taken in the employee lounge or locker rooms. We must be able to find you on very short notice. You must get permission from the S.E.A. on duty if you wish to leave the building. You may not take your breaks on the fountain-viewing terrace or in the Clairol patio.

That is a fairly long list of don'ts. But be assured they are important to us. Remember this is a business. Disciplinary action will be taken against anyone who ignores the regulation and procedures.

We will always do our utmost to be more than fair to everyone, but unfortunately, there are sometimes those people who feel they can get away with something. Anyone can make a mistake. There's nothing wrong with a good, honest mistake. We all make them and understand them. We accept a mistake as just that -- a mistake. But a mistake is one thing, ignoring a regulation is another. We will be fair to you, and we expect the same thing in return.

And now, a few words about an occupational hazard here at Progressland -- boredom. You are going to get bored. Sometimes, on duty. That's a promise. Frankly there isn't any easy solution to this problem, except to tell you that when you do get bored you must work all the harder to keep it from showing to the audience -- our guests. Little jokes played on one another might be fun to the people involved, but to the visitors in the pavilion they just might not be so hilarious. We cannot allow our boredom to infringe on the guest's enjoyment of our show. Remember you are always on view, and if you are bored it shows. And bored you looks like bored General Electric to the people. When you're bored, smile more, be more pleasant, more helpful and pretty soon the boredom will be gone.

HANDLING PEOPLE

General Crowd Control

Approximately 7 million people will pass through Progressland this season. It is your job to get them through safely, comfortably, and pleasantly.

What you will actually be doing is guiding these people through. And you must do it on schedule or all kinds of problems arise. We must keep the people moving in an orderly, scheduled pattern. They must collectively do what we want them to do. That's where you come in.

Our cardinal rule at Progressland is that we never tell people to do what we want them to do. We invite them. The trick is all in the way you say it. Phrases such as "Won't you please..." and "Ladies and gentlemen, may I ask you to..." work every time. This applies to the waiting area outside, the area outside the Carousel Theaters, the collecting areas, the down-ramp, Medallion City -- everywhere.

We never rush people. Never use the words "hurry", "Move quickly", "rush." Those words imply an impatience on our part that isn't there.

Courtesy, tact, and thoughtfulness must always be brought into play when dealing with this many people. It will tax you. It will be difficult for you at times, but remember our common goal; we want our guests to leave Progressland with more enthusiasm for General Electric than they had when they entered it.

Preferential Entry

Getting into Progressland without waiting in line is one of the favorite pastimes of almost everyone who visits us. Naturally no one wants to wait in line. But obviously most people have to. Many will try to avoid it, but there are only certain ways that it can be done.

Preferential Entry -

Stockholders and Company Employees will be admitted through a special entrance at the front of the building between 9:00 and 10:00 a.m. During this hour anyone with a stockholder pass will be admitted upon submission of his pass. After 10:00 a.m. these people will have to wait in the line, however long it is.

VIP guests will have one of two special cards that will admit them to the building at anytime. One of these cards is for entrance to the show only; the other is for admission to the VIP lounge. Should any guest present one of these cards to you outside, direct him to the driveway between our building and Clairol. This will take them to the rear entrance. They will be taken care of there by a special VIP host who knows how to handle the situation.

These are the only two ways of getting special entry into Progressland. But be warned, people will try anything. However, we cannot allow it any other way. There are too many people waiting to get in the hard way. We must not ever give that large segment the impression they are not as important to us, by letting them see us admitting people who haven't been waiting with them. If we do, we have destroyed the effect of the Pavilion before they even get inside.

The Press

The press representatives will in every case be handled by Information Services. If any member of the press approaches you about getting in the building, send him around to the back door. Information Services will be contacted and he will be taken care of.

Your Friends and Family

You will each be given 2 passes for your family or friends, however you choose. But we cannot allow you to admit specially everyone you know. If you have a special guest or visitor contact Visitor Relations and special arrangements can be made. But don't go around telling your cohorts that you can get them in. You can't.

Other Fair Employees

Special hours have been set up during which we will allow other employees of the World's Fair to enter our show without standing in line. Upon showing their pass, they will join the preferential line and go directly into the show. They are not to be taken or sent around to the back door.

These special hours have been sent to all the other pavilions and concessions, you won't be allowed to keep your half of the bargain, and soon you'll have enemies and not friends.

The hours for Fair Employees special entry are 9:00 to 10:00 a.m.

Wheelchairs and Other Disabled Guests

We cannot under any circumstances admit anyone to Progressland who is confined to a wheelchair. The nature of the building and the actual flow of the show simply do not permit it. The host on duty at the entrance must explain that because of the moving ramps, long spiral down ramp, and stairs within the building it is not possible to accommodate individuals handicapped to that extent. However, benches and a canopy will be provided right at the entrance to the property where people may wait for companions who have gone into the show.

You will get complaints about this, and perhaps encounter some people who are less than completely understanding, but you must impress upon them, most tactfully, that it simply cannot be done, and if you continue to be begged or cajoled, call the S.E.A. who will take over for you.

There are some handicapped people however, who can be admitted. Anyone who can walk fairly well, with or without crutches can of course see our show. You will have to be the judge of what walking fairly well means. Don't be afraid to let people enter, but by the same token, don't be afraid of discouraging obviously crippled people from entering because of the amount of walking they must do.

The blind should be accompanied by a companion before being allowed onto the travellator. It is obvious that someone who cannot see will not be able to handle himself in our building alone; and much as we would like to provide escorts for these people, we simply do not have the personnel to be able to do this. There may be times when a large group of blind would be coming through when we will deploy a standby or off-duty host or hostess to guide the group through, but that will have been prearranged.

Your own judgement will have to dictate in many of the instances involving handicapped people, but remember, under no circumstances is anyone confined to a wheelchair allowed to enter the building.

THE EXPECTED UNEXPECTED

During the course of regular operations of Progressland there will undoubtedly be occurrences that happen unexpectedly that require quick thinking and a good knowledge of exactly what to do to keep things flowing smoothly. These expected unexpected happenings break down into four categories: Mechanical difficulties, difficult people, accidents and minor emergencies, lost articles and children.

There are definite procedures for handling some of these occurrences, but others merely require common sense and a knowledge of who to contact to handle the situation.

Let's take up the four categories individually:

Mechanical Difficulties

These breakdowns are minor in nature and do not necessitate a complete halt of flow into the building, at least not for more than a very few minutes. Any major breakdown will be handled by the Shows and Exhibits and Operations Offices and you will be directed in your actions in that event. The emergency procedures found in another section of this manual will tell you what to do in case of any major breakdowns.

Experience from last year tells us that a few things are going to happen.

A. Travellator stops. Both travellators were at times inoperative last year. They both came to a halt unexpectedly while people were on them. There is no real cause for alarm when this happens: merely instruct the people to walk on up. Inform the S.E.A. on duty on that floor, he will contact maintenance and they will send someone to start it again. When the maintenance person arrives to restart the travellator, stop the flow (if outside), let the ramp clear of people, then as soon as it is started resume flow. If it is the Time Tube that stops, wait until all people have left the travellator on the third floor and then let the maintenance man start it. Above all, don't become nonplussed and excited, this is a very minor problem and one that is easily solved.

B. Missed cycle. If the Carousel Theater misses a turn, check to make sure that your ready button is pushed and that all lights are on. Most times the cause of a missed cycle is a forgotten Ready Button, or a slip of the hand that turned the Cancel Ready or Emergency Stop. Simply turn the Ready Button again and in all probability the

Carousel will operate normally at the next scheduled turn. If more than one cycle is missed, contact the S.E.A., tell him that apparently there is some other electronic difficulty and wait for instructions. If you are stuck at a given stage longer than two cycles, get on your loudspeaker and explain to the audience that there is some technical difficulty which will be rectified shortly. Either the Carousel will turn the next time around or you will be given instructions by the S.E.A. as to what to do. If it should be necessary to empty the cars, you will follow the emergency procedures found in another section of this manual.

C. Rainstorms. While this is not really a mechanical difficulty, you should be aware that in heavy rains people do not want to leave our building, but prefer to stay inside or under the loading area where they are nice and dry. As inhumane as it sounds, we cannot allow them to do this. Remember that we have 260 people flowing into Medallion City every 4 minutes and in no time at all this creates a serious traffic jam at the exit to the first floor. When this happens, and it will, some of you will be called out of the lounge to help disperse the crowd and literally send them out into the rain. The S.E.A. in charge of the first floor will have gotten one of the portable microphone and speakers to use to encourage people to leave. You will also be deployed to urge them that they are creating a fire hazard and cannot be allowed to stay. This obviously is a very ticklish situation that must be handled with all politeness and tact. You will have to raise the volume of your voice to be heard over the talking, but the tone that you use will have to be kindness itself. The phrases "We're awfully sorry but fire laws do not permit your standing here" and "Please keep moving, you are blocking the exit" are good ways of persuading people to leave.

Difficult People

You will also run into some individuals who are very unpleasant to deal with. These range all the way from just unpleasant, argumentative types to pickpockets. In every case, whatever type individual, you must try to handle the situation with extreme care to avoid embarrassment to you, to the individual, and to the Company.

A. Arguers. Some people are just aching for an argument. They will take offense at the slightest and most innocent remark. The only thing you can do in cases like this is to recognize that person for what he is and try all the harder to be pleasant and charming. Of course, the best policy would be not to ever say or do anything that would give this type of person an opening or opportunity to take offense. Sometimes the slightest thing can rub someone the wrong way. If it should, remember it is hard for someone to stay mad at a person who won't be mad back. Don't lose your temper.

B. Rowdies. There will be groups of people who are rowdy and offensive and destroy the enjoyment of the show for others. You will recognize them immediately. Try once to impress them with the fact that they are creating a disturbance, and if they pay you no attention or try to argue with you, drop the subject and report it immediately to the S.E.A. or to a Pinkerton guard. Do not get into an argument or fight. Let the security personnel handle it. They are better equipped to do so and you will find that the sight of the uniform will do wonders in quieting even the most restive of individuals.

C. Pickpockets. This is a very dangerous area. If you feel that you have spotted a pickpocket, do not try to apprehend him yourself. This could be very embarrassing. Keep your eyes on the individual and report it to the S.E.A. immediately who will get in touch with the Pinkerton guards who will take over from there. Once again, do not try to handle this situation yourself. A pickpocket is a professional and can spot you trying to spot him. All he has to do is drop anything he may have stolen and you and the Company could have a lawsuit pending. Report it and then let the proper authorities handle the situation. The same strategy applies to molesters or suspected molesters. Report it to the S.E.A. and let him call the guards. Probably if a molester thinks he has been spotted he will leave the building immediately. If you should get a complaint from another guest about being molested, ask him to identify the guilty party and then call the S.E.A.

D. Eccentrics. You will also run into eccentric people who are difficult to handle and difficult to get rid of. Here, utmost tact and consideration must be used. Listen, be helpful, and if you feel that you have a real problem call an S.E.A. who will take over the situation and let you return to your duties.

E. Early exiters. While not exactly classified as a difficult person, you will run into this type of individual most frequently of all. These are those who have seen the show before and want to see only the Carousel again, or do not want to stay for the Fusion Demonstration. We cannot force people to stay in the building. There are some times when people have a legitimate excuse for leaving early. But rather than saying no in a very unpleasant and definite way, you should encourage people to stay and see the remaining portions of the show. Most people will cooperate after they sense that you do not want them to leave. Only in a few cases will you get people who insist on leaving early. There is nothing you can do but show them the nearest exit. Do not be rude or exasperated. That is just as bad as absolutely making them stay when they have to exit. However, if someone does leave, others will often see this and try to leave also. You can handle this by merely stating that there was an emergency and that exit is for emergencies only and that they only have so many minutes before they are out of the building.

F. Rest Room Problems. The public rest rooms are on the first floor at the entrance to Medallion City. However, human nature sometimes cannot wait till Medallion City. If someone must get to a rest room while on the Carousel of Progress, they will have to leave the building and go to the nearest public room off the GE property. If this happens on the third floor and it is a true emergency with a child, etc., wait until the dome show has emptied and then direct them to the rest rooms outside the third floor offices. These are the only two areas where you will have any real problem, and while we discourage public use of the third floor rest rooms, there are circumstances where we have to bend the rules a little.

So there are several categories of difficult people. No one can really tell you what to do in every case. The best answer we can give you to prepare you for some of these situations is to tell you to use your common sense and, above all, to remain calm, polite and gracious. This will overcome the most difficult of difficult people.

Accidents and Minor Emergencies

Considering the numbers of people who pass through Progressland daily (approximately 45,000) you realize that you are going to be faced with many minor accidents and sick people. Fortunately, last year we had very few occurrences that involved serious injury or illness. But you should be prepared for anything from a skinned knee to impending motherhood.

The most common accident that will occur within and without our building will be falls. If there is anything at all that people can trip on, rest assured they will. Most times these falls will not be serious, but however mild the accident may appear, don't ever act as if you consider it unimportant. When there is an accident, do not offer any kind of medical assistance to the individual. Do not even touch them. The liability laws in this state are quite rigid and you may find that you are facing a law suit. Offer any kind of assistance that they may otherwise require, but do not touch them, offer them water, an aspirin or anything of that nature. You are not medically qualified to do so. You may lend someone your arm and help them sit down, but don't try to assist them in getting up by pulling or pushing. This is very important.

As soon as the person has recovered his sensibilities, offer to call the ambulance. If a person is unconscious, call the ambulance immediately. When an accident does occur, notify the S.E.A. at once. If the S.E.A. cannot come right away, if at all possible, stay with the injured person until he leaves either on his own power or with the ambulance.

If the injured person is accompanied by more than one person, you should inform the companions that the ambulance will only take one person besides the injured one. This will help them make plans to meet, and save inquiries from the group later on. In accident and sickness cases, we must have certain information about the person involved for insurance purposes. You will have to fill out an Accident Report form. A sample Accident Report Form is shown here to prepare you for getting the information you will need. Get the person's name, address, phone number, age, and a brief description of the accident, and names of witnesses. Sign this form and turn it in to the S.E.A. on your floor while you are on duty.

The important thing about an accident or someone who becomes sick is how you handle the situation. Be just as nice and helpful as possible. Show real concern and willingness to help. This will mitigate some of their disappointment and discomfort. But, remember, in your willingness to help do not offer any kind of physical assistance that could in any way be considered medical assistance. Do not move or touch anyone. That may sound very inhumane, but our lawyers and insurance people insist upon this for very good legal reasons. It is for your protection.

Lost and Found

People are going to lose things. They are even going to lose each other. We have limited facilities for handling these occurrences.

When an article is found, it should be sent immediately to the Information Booth near the exit to Medallion City. The hostess on duty there will log the article in a Lost and Found Ledger and then lock it up for safekeeping. It will be kept for a short period in the building and then turned over to the World's Fair Lost and Found.

If an article is found in the Theater Cars, it should be sent down to the Information Booth as quickly as possible. It is conceivable that the lost article can be redeemed before the person has left the building.

Lost people are handled in pretty much the same way, except that we don't lock them up in a cabinet for a brief period. A lost child or parent should be sent to the Information Booth in Medallion City to try to spot his companions as they leave the building. If a child becomes separated from his group while on the second or third floor, you should notify the S.E.A. who will notify other S.E.A.'s in case they get inquiries from anyone throughout the building.

In keeping with our whole approach to our visitor's comfort and convenience at Progressland, we want to do everything we can to help him find his lost article or child or companions. Don't ever dismiss any inquiry casually. The lost article could have great value or sentimental attachment. Consideration is the important thing here. Imagine how you would feel if it happened to you.

GROOMING AND APPEARANCE

As important as the way you do your job is the way you look on your job. You are General Electric as far as the crowd is concerned, and if you look sloppy and messy, our guests will get the same impression of General Electric. You will be held accountable for the way you look, just as you will be held accountable for your job performance. Appearance is, to us, a good indicator of how seriously you take your job and your responsibilities to it. We will give you the ground rules or basics of what we consider good grooming and appearance. These are the minimum standards and we will accept no deviation from them. You will not be allowed to go out on the floor of the pavilion if you do not meet these standards.

The Complete Uniform

A great deal of time and money has been spent in selecting your uniforms. They are brand new this year and are different from last year's uniforms. Anne Fogarty, Inc. designed the female uniform again and her designs represent a fine sense of color, style, and function. We are very proud of them. You should be too.

The complete uniform for Hostesses consists of dress, jacket, hat, gloves, shoes, and stockings, Progressland pin, and name tag. Every item is to be worn at all times. Every item was bought to give a complete look and we insist that every item be worn. You will not be allowed to remove your hats or your gloves while on duty. If your particular hair style makes wearing the hat difficult, we suggest a style that would make you more comfortable in your hat. You will be issued a quantity of gloves. If you lose them, you will be expected to provide your own, but you must wear gloves at all times. You must keep your shoes clean and neat looking. That is your responsibility. It may mean taking a few minutes of your break to do it, but you will be sent off the floor if your shoes look too bad.

Hostesses will not ever go on duty without stockings. If you have forgotten them, either borrow some or plan to lose a little pay while you go home and get them, for you will be expected to have them on at all times.

The Host's uniform consists of jacket, trousers, shirt, tie, black shoes and black socks, Progressland pin,and name tag. Every item will be worn without exception. A host may not ever remove his jacket while on duty without the express permission of the Shows and Exhibits Office... no matter how hot it may seem. Hosts must also wear T-Shirts while on duty.

Shoes and socks are not issued as a part of the Host's uniform, however, you are expected to provide your own. Black shoes and socks for Hosts are mandatory. You will not be allowed to work with brown shoes or any other color shoes or socks. Your shoes must be kept clean and neat looking. These shoes are your own so you may take them home with you to polish them and clean them, but you will be expected to keep them looking neat.

You will not be permitted to take any part of your uniform off the Fair Grounds at any time. Don't ask if you can, you can't. Hostesses are not allowed to wear their shoes outside the building. You must change your shoes if you leave the building on your breaks or meal times. Do not forget this and don't say you haven't been told.

To sum up: Your uniform is important. It is important to the over-all picture of Progressland and the way you perform your job. Don't treat it lightly.

Hair - Men and Women

Our aim at Progressland is to create the impression of wholesome, clean-cut optimistic young people. In our opinion, we cannot create this impression with extremes in hair styles (male and female). Girls, we will not permit extremely bouffant styles, nor very long, very straight, very messy styles. Men, neither will we permit you to wear extremely bouffant or long hair styles. We are not trying to dictate your hair style, we are only telling you that we cannot and will not permit extreme styles, or styles that are not in good taste. If you have a question about your own particular style and its acceptability, let's discuss it individually with someone from Shows and Exhibits.

Men - no mustaches or beards will be allowed. We will also require that you be clean shaven before you go on duty every day - no matter how light your beard.

Make-up

Hosts will not wear make-up. Ever.

Hostesses again are cautioned not to indulge in extremes in make-up...either too much make-up or too little. We want you to have the natural look. Overly exaggerated eye make-up is not permissible. However, at the other extreme, we insist that our Hostesses wear lipstick at all times when on duty. The high fashion look may be just the opposite from what we require, but we are not trying for the high fashion look. We want the All-American Girl look. So...no extremes.

Personal Hygiene

You are in a business where you will be dealing with people, often very closely. Therefore, it is very important that your personal habits be such that you are always pleasant to be near. We don't intend to tell you what your own personal habits should be, but we do want to caution you that your job requires that you look clean and fresh and that you remember that courtesy to our guests extends even to this subject.

Don't come to work after a hard tennis match or a morning at the beach or other strenuous activity without stopping off at home first to freshen up. There are no showers at Progressland. Keep a toothbrush and mouthwash in your locker. You'll feel better if you do.

GENERAL ELECTRIC PROGRESSLAND
POSITION GUIDE - SHOWS AND EXHIBITS

SHOWS AND EXHIBITS ASSISTANT #4 (SEA-4)

Shows and Exhibits Assistant #4 has full responsibility and authority, as delegated by Shows and Exhibits staff, for directing operations in the Park Collecting area, along the audience feed lines adjacent to the building, and through the Collecting area maze to the turnstiles. This responsibility includes:

1. Supervising and directing the work of the Entrance Hosts and Ramp Host.

2. Supervising the entrance of guests into the Park, in its lanes, and maintaining an even flow along the lines in the street, in the Collecting area, and through the turnstiles onto the travelator.

3. Maintaining and adjusting, as needed, the flow pattern in the Park area, Collecting area and adjusting the flow as directed by SEA-2 or as weather and size of crowd indicate.

4. Directing the use of the PA systems at the Park entrance, in the Park, and in the Collecting area.

5. Handling communications from his area to other SEAs, personnel reporting to him, employee lounge, Shows and Exhibits staff.

6. Supervising handling and loading of Preferential guests.

7. Keeping a periodic and accurate check on waiting times with the aid of Time Checks issued by Entrance Host #1, and advising SEA-2 when signs should be changed.

8. Supervising opening and closing of Pavilion as it affects his area and personnel reporting to him.

9. Directing hosts and other assigned personnel during emergencies in carrying out emergency procedures affecting his area.

10. Maintaining good working relationships with Pinkerton guards and/or other Pinkerton personnel on duty outside the building.

11. Familiarity with:

    a. All equipment in the Park and Collecting areas such as travelator, traveling sign, waiting time sign, canopy, and PA systems.

    b. Key locations in the Park and Collecting areas such as exits, Stroller Park, waiting benches, turnstiles, travelator emergency stop button.

12. Reporting any emergencies or accidents that occur in his area.

Detailed instructions are appended on:

a. Opening and Closing

b. Communications

c. Preferentials, Press, and Disabled Visitors

d. Emergencies

April 1, 1965

GENERAL ELECTRIC PROGRESSLAND
PROCEDURES - SHOWS AND EXHIBITS

SUBJECT: OPENING AND CLOSING PROCEDURES (SEA-4)

OPENING:

1. Check out communications equipment before 8:30 a. m. for Entrance Hosts and Ramp Host from SEA office.

2. Report on Station at 8:30 a. m.

3. Check that front and rear mazes and all other ropes and stanchions are in order.

4. Check that travelator is operating.

5. Issue equipment as Entrance Hosts report at 8:50 a. m.

6. Check that all positions are manned. Report any unmanned stations by Voice Commander to SEA-5.

7. Report ready by radio to Shows and Exhibits Supervisor.

8. At 9:00 a. m. or as close to that time as possible, direct the Ramp Host to lead the Preferential guests up to the turnstiles.

9. Upon signal from SEA-2, begin loading Preferential guests on travelator.

10. As soon thereafter as possible, instruct EH-4 to lead the general public through the maze and, subsequently, through the turnstile.

11. Inform SEA-2 when Preferential loading is completed and the number of Preferential guests loaded.

12. Establish waiting time and inform SEA-2 and EH-1.

13. Keep abreast of crowd situation in the Park, instructing the Entrance Hosts as to utilization of lanes.

14. Keep a log during the day of all reportable events or of any action necessary by Shows and Exhibits.

CLOSING:

1. At 10:00 p. m. (by the 7-Up clock), instruct EH-1 to close the line and turn off the rear sign.

2. Advise SEA-2 when line has been closed.

3. Stand by until the last guest has been loaded on travelator.

4. Dismiss hosts, collect their communications equipment, and advise SEA-2 that you are going off duty.

5. Record Turnstile readings in SEA report.

6. Turn communications equipment in to SEA Office.

April 1, 1965

GENERAL ELECTRIC PROGRESSLAND
PROCEDURES - SHOWS AND EXHIBITS

SUBJECT: COMMUNICATIONS (SEA-4)

1. SEA-4 is responsible for handling all communications from the outdoor loading area to other points in the Pavilion. Except as SEA-4 may otherwise direct, all personnel reporting to him should direct their messages through him.

2. SEA-4 is equipped with a Voice Commander. Before reporting for duty in the morning, he should pick up his Voice Commander from the SEA Office. The SEA-4 on duty at closing time should return the Voice Commander to the office and place it on charge before leaving. (This also applies to other communications equipment for his area.)

3. The following procedure is recommended for channelling messages:

a. All requests for maintenance, all queries regarding procedures, all messages regarding situations requiring a decision or attention by a Shows and Exhibits Supervisor or Specialist, should be directed to the Shows and Exhibits Office (Remote 2). Please keep that Office informed on all conditions that might seriously affect show operation or crowd flow.

b. All messages regarding routine operations and adjustments in flow should be addressed to the SEA(s) or Host(s) concerned.

c. All messages regarding personnel - shift changes, relief, etc. - should be directed to SEA Office via radio.

EMERGENCIES:

See emergency procedures.

April 1, 1965

GENERAL ELECTRIC PROGRESSLAND
POSITION GUIDE - SHOWS AND EXHIBITS

SHOWS AND EXHIBITS ASSISTANT #2 (SEA-2)

Shows and Exhibits Assistant #2 has full responsibility and authority, as delegated by Shows and Exhibits staff, for directing operations on the second floor. This responsibility includes:

1. Maintaining an even flow on the travelator, crowd control in the second floor collecting areas, and efficient and courteous loading of the Carousel.

2. Supervising and directing the work of hostesses, hosts, and ushers, including preferential hosts and hostesses, and maintaining liaison with VIP Lounge.

3. Handling communications with Shows & Exhibits staff, SEAs on other floors, employee lounge, and VIP Lounge.

4. Keeping a log of all events during his tour of duty that call for corrective action or should be communicated to Shows & Exhibits staff and SEAs succeeding him on duty.

5. Familiarity with:
   a. All equipment operated by second floor personnel such as theater car controls, time tube doors, travelators and communications equipment.

   b. Location of key areas on second floor such as exits, second floor sound room, rear stairs, and elevators.

6. Reporting any show malfunctions and any emergencies or accidents that occur in his area.

7. Directing all second-floor personnel during emergencies in carrying out procedures for evacuation of guests from second floor.

8. Maintaining good working relationships with Pinkerton guards.

Detailed instructions are appended on:

a. Opening and Closing

b. Communications

c. Emergencies

April 1, 1965

GENERAL ELECTRIC PROGRESSLAND
PROCEDURES - SHOWS AND EXHIBITS

SUBJECT: OPENING AND CLOSING PROCEDURES (SEA-2)

OPENING:

1. Check out communications equipment before 8:40 a. m. for Hostesses from SEA office.

2. Report on station at 8:40 a. m.

3. Check that:
   a. Ropes and stanchions are in order

   b. Loading and collecting areas are clean and clear of all obstacles

   c. All communication systems are operative

4. Check that all positions are manned. Report any unmanned positions by phone to SEA-5.

5. Report ready to Shows and Exhibits Supervisor.

6. Upon signal from Supervisor, tell SEA-4 or the Ramp Host to start loading guests on travelator. Note: Do not load guests until Hostesses have made at least one test turn of Carousel.

7. Report to VIP Lounge, Carousel Hostesses, Remotes #1 and #2, and SEA-5 when first car has been loaded.

8. Make necessary opening notations in log.

9. When Preferentials are all loaded, record reported number in log.

10. Upon receiving information from SEA-4, have Theatre Hosts change Waiting Time signs.

CLOSING:

1. When last car has been loaded, inform all other SEAs, Remotes #1 and #2.

2. When they are no longer needed, dismiss Ushers and Hosts.

3. When last car has been unloaded, advise Remotes #1 and #2 and all SEAs that last guests are on way up Time Tube.

4. Dismiss Carousel Hostesses after asking them to check that Voice Commanders are turned off and charging, and to check in their mikes.

5. Inform Remotes #1 and #2 that you are leaving post.

6. Turn communications equipment in to SEA Office.

April 1, 1965

GENERAL ELECTRIC PROGRESSLAND
PROCEDURES - SHOWS AND EXHIBITS

SUBJECT: COMMUNICATIONS (SEA-2)

1. SEA-2 is responsible for handling all communications from his floor to all other points in the Pavilion. Except as he may otherwise direct, all personnel reporting to him should direct their messages through him.

2. SEA-2 is equipped with three communication systems:

a. TALK-A-PHONE: From his Station 7, the SEA can communicate with the following stations:

1-6 Carousel Stages
8 2nd Floor (WED) Sound Room
9 Shows and Exhibits office (First Floor)

Except in emergencies when the Talk-A-Phones are inoperative, SEA-2 should use his Talk-A-Phone to communicate with the Carousel Hostesses. The Hostesses, in turn, should direct all messages to the SEA-2 via Talk-A-Phone.

TO CALL:
1. Pick up phone
2. Select desired station(s) by pushing down proper button(s)
3. Press and hold down right hand lever, identify yourself (e.g. "This is SEA-2 calling Station #3")

TO RECEIVE:
1. Pick up phone
2. Push down button of station calling, and
3. Hold down right hand lever while receiving and speaking

At end of all transmissions, return all buttons to UP position and phone to cradle.

b. REMOTE RADIO STATION EQUIPPED WITH MICROPHONE: This system can reach anyone carrying a Voice Commander or open Message Mate, and anyone at another remote station. Remote positions are:

#1 - Third Floor Communicator
#2 - Shows and Exhibits Office (First Floor)
#3 - Second Floor Console (SEA-2)
#4 - SEA Office
#5 - VIP Lounge
#6 - Maintenance Office (First Floor)

Shows and Exhibits Supervisors and SEAs are equipped with Voice Commanders as are all the theatre cars (Note: Use Voice Commander in Theatre Cars only if Talk-A-Phone is inoperative or some other emergency dictates such use.)

Remote Stations can be reached (1) by depressing gray bar at base of microphone or (2) moving switch on remote box either to "Transmit" or "Intercom." When the "Intercom" position is used, only remote stations will receive the message.

TO TRANSMIT: Depress the gray bar or move the switch to the desired position.

TO RECEIVE: Release the gray bar or return the switch to the middle position.

Voice Commanders can be reached by depressing the gray bar on the microphone and then releasing to Receive.

Select-call Voice Commanders in Theatre cars can be reached by going through the SEA Office.

c. TELEPHONE: Located on the SEA-2 Console and connected with most official phones in the Pavilion. A list of numbers frequently called is posted near the phone.

d. In addition to these three primary systems, SEA-2 is equipped with a Voice Commander to be kept on charge in his Console and used during the periods when he is away from the Console for ANY length of time.

3. The following procedure is recommended for channelling messages.

a. All requests for maintenance, all queries regarding procedure, operation of Carousel or operation on stages, all messages regarding any situations requiring a decision or attention by a Shows and Exhibits Supervisor or Specialist, should be directed to the Shows and Exhibits Office (First Floor) by phone if possible, or by remote. Please keep the First Floor Office informed on all conditions which might seriously affect show operation or crowd flow.

b. All messages regarding routine operations and adjustments in flow should be addressed to the SEAs concerned via Remote to Voice Commander.

c. All messages regarding personnel shift changes, relief, etc., should be directed to SEA-5 via phone.

d. All messages to Carousel Hostesses - use Talk-A-Phone (or, in emergencies, remote to Voice Commanders).

EMERGENCIES:

See emergency procedures.

April 1, 1965

GENERAL ELECTRIC PROGRESSLAND
POSITION GUIDE - SHOWS AND EXHIBITS

SHOWS AND EXHIBITS ASSISTANT #3 (SEA-3)

Shows and Exhibits Assistant #3 has full responsibility and authority, as delegated by Shows and Exhibits staff, for directing operations on the Third Floor from top of Time Tube to the entrance to Medallion City. This responsibility includes:

1. Maintaining an even flow through the Galaxy, the Dome Show, and Fusion Show to Medallion City entrance.

2. Supervising and directing the work of hostesses and hosts.

3. Handling communications from his floor to Shows and Exhibit staff, SEAs on other floors, and employee lounge.

4. Keeping a log of all events during his tour of duty that call for corrective action or should be communicated to Shows and Exhibits Staff and SEAs succeeding him on duty.

5. Familiarity with:

   a. All equipment operated or used by Third Floor personnel such as lights, travelator, public address systems, dome show doors.

   b. Location of key areas such as exits, Third Floor sound room, elevator.

6. Reporting any show malfunctions, emergencies, or accidents that occur in his area, and properly recording them in the log.

7. Direct all Third Floor personnel during emergencies in carrying out procedures for evacuation of guests from third floor.

Detailed instructions are appended on:

a. Opening and Closing

b. Communications

c. Emergencies

GENERAL ELECTRIC PROGRESSLAND
PROCEDURES - SHOWS AND EXHIBITS

SUBJECT: OPENING AND CLOSING (SEA-3)

OPENING:

1. Check out communications equipment and flashlights before 9:00 a. m. from SEA Office.

2. At 9:00 a. m. SEA-3 reports to his floor and ascertains that everything is in readiness to receive guests. (If any situation exists that would affect show operation or crowd flow, he reports immediately to Shows and Exhibits Supervisor and also advises SEA-2.)

3. SEA-3 checks for proper functioning of the following:

   a. Synchronization of Skydome and Carousel

   b. Time Tube travelator

   c. Galaxy projectors

   d. PA systems in Collecting Area and Skydome

4. He reports any unmanned stations to SEA-5.

5. Reports to Shows and Exhibits Supervisor that his floor is manned and ready for operation.

6. When first guests reach Galaxy collecting area, SEA-3 advises SEA-1 and Shows and Exhibits Supervisor.

CLOSING:

1. When last guests have been loaded into Dome Show, SEA-3 advises SEA-1 and Shows and Exhibits Supervisor.

2. After checking Galaxy to make sure all guests have cleared that area, he dismisses Top of Time Tube Hostess.

3. As soon as last guests have moved down ramp to Fusion show, SEA-3 dismisses remainder of Third Floor personnel, proceeds down ramp and follows last of guests into Medallion City (dismissing Ramp Hosts and Fusion Scientist enroute).

4. Informs Remote #1 and #2 that he is going off duty.

5. Checks in communications equipment and flashlights to SEA Office.

April 1, 1965

GENERAL ELECTRIC PROGRESSLAND
PROCEDURES - SHOWS AND EXHIBITS

SUBJECT: COMMUNICATIONS (SEA-3)

1. SEA-3 is responsible for handling all communications from his floor to all other points in the Pavilion. Except as SEA-3 may otherwise direct, all personnel reporting to him should direct their messages through him.

2. SEA-3 is equipped with a Voice Commander. In addition, there is a telephone near the Collecting Area.

   a. This Voice Commander is to be checked out from the SEA Office each morning (along with other Third Floor communications equipment) by the first SEA reporting to the SEA-3 position each morning.

   b. The equipment is to be returned to the SEA Office each evening by the last SEA-3 on duty and properly placed on "charge".

3. The following procedure is recommended for channeling messages:

   a. All requests for maintenance, all queries regarding procedure, operation of shows, all messages regarding any situations requiring a decision or attention by a Shows and Exhibits Supervisor or Specialist should be directed to the First Floor Office by radio.

   b. All messages regarding routine operations and adjustments in flow should be addressed to the SEAs concerned via radio.

   c. All messages regarding personnel - shift changes, relief, etc., should be directed to the Employee Lounge via radio.

EMERGENCIES:

See: Emergency procedures.

April 1, 1965

GENERAL ELECTRIC PROGRESSLAND
POSITION GUIDE - SHOWS AND EXHIBITS
SHOWS & EXHIBITS ASSISTANT #1 (SEA-1)

Shows and Exhibits Assistant #1 has full responsibility and authority, as delegated by Shows and Exhibits Staff, for directing operations on the First Floor (from the Medallion City entrance to the outer exit). This responsibility includes:

1. Supervising and directing the work of Hosts and Hostesses.

2. Maintaining proper loading of shows in accordance with established procedure. (See: Medallion City flow control.)

3. Maintaining smooth flow of guests through Medallion City -- not allowing bottlenecks to occur, and clearing up situations that could affect audience safety and enjoyment of exhibits and shows.

4. Protecting product displays from theft and damage as much as possible.

5. Handling communications from his area to other SEAs, employee lounge, Shows and Exhibits Staff and actors and actresses, and Demonstrators.

6. Reporting any malfunctions in shows or exhibits and any emergencies or accidents that occur in his area.

7. Familiarity with all equipment and key locations on his floor.

8. Collecting information cards from boxes and delivering to First Floor Office.

9. Maintaining good working relationship between Progressland Personnel reporting to him, and actors, actresses, and Demonstrators.

10. Maintaining a Log for necessary reports to S&E staff.

11. Maintaining a good working relationship with Pinkerton guards on duty.

DETAILED INSTRUCTIONS ARE APPENDED ON:

a. Opening and Closing
b. Communications
c. Emergencies

April 1, 1965

GENERAL ELECTRIC PROGRESSLAND
PROCEDURES - SHOWS AND EXHIBITS

SUBJECT: OPENING AND CLOSING (SEA-1)

OPENING:

1. Check out communications equipment from SEA Office before 9:00 a.m.

2. At 9:00 a.m., SEA-1 reports to his floor and checks to make sure everything is in order and ready for normal operation. (If any situation exists that would affect show operation or personnel performance, he reports immediately to S&E Supervisor.)

3. SEA-1 reports any unmanned stations to SEA-5.

4. Checks out all automated shows and entire Medallion City area to insure proper functioning.

5. Reports to Shows and Exhibits Supervisor that his floor is manned and ready for operation.

CLOSING:

1. As soon as last group of guests enters Medallion City, check curtain area and lower end of fusion ramp to make sure all guests have cleared Fusion Show.

2. As each show along Value Avenue concludes, dismiss respective personnel on duty. (Collect cordless microphones.)

3. When last guest has left building, check each show and exhibit to make sure no one has remained behind.

4. Inform Remotes #1 and #2 you are going off duty.

5. Return communications equipment to SEA Office and place on "charge".

April 1, 1965

GENERAL ELECTRIC PROGRESSLAND
PROCEDURES - SHOWS AND EXHIBITS

SUBJECT: COMMUNICATIONS (SEA-1)

1. SEA-1 is responsible for handling all communications from his floor to all other points in the Pavilion. Except as SEA-1 may otherwise direct, all personnel reporting to him should direct their messages through him.

2. SEA-1 is equipped with a Voice Commander.

   a. This Voice Commander is to be checked out from the SEA Office each morning along with cordless mike by the first SEA reporting to the SEA-1 position each morning.

   b. The equipment is to be returned to the SEA Office each evening by the last SEA-1 on duty and properly placed on charge.

3. The following procedure is recommended for channelling messages:

   a. All requests for maintenance, all queries regarding procedure or operation of shows and exhibits, all messages regarding any situations requiring a decision or attention by Shows and Exhibits personnel should be directed to the First Floor S&E Office.

   b. All messages regarding routine operations and adjustments in flow should be addressed to the SEAs concerned.

   c. All messages regarding personnel -- shift changes, relief, etc., should be directed to SEA-5.

EMERGENCIES:

See Emergency Procedures

April 1, 1965

GENERAL ELECTRIC PROGRESSLAND
POSITION GUIDE - SHOWS AND EXHIBITS

SHOWS AND EXHIBITS ASSISTANT #5 (SEA-5)

Shows & Exhibits Assistant #5 has full authority and responsibility, as delegated by Shows & Exhibits staff -- and in administrative areas by Personnel -- for directing the SEA Office, the Employee Lounge, and for overall assigning and dispatching of personnel as needed. These responsibilities include:

1. Schedule coordination, maintenance, assignment, use of Standbys
2. Time card administration
3. Communications equipment supervision
4. Record-keeping:
   a. Lateness/Absence Log
   b. Daily SEA-5 Report Log
   c. Schedule change requests
5. General communications with all other supervisory personnel.

I. GENERAL PROCEDURES

A. Opening Procedures:

1. Set Schedule Machine
2. Check attendance on daily attendance sheet as people report for time cards
3. Issue time cards with daily schedules attached
4. Issue communications equipment to SEAs
5. Fill any unmanned stations with standby personnel.

B. Closing Procedures:

1. Collect time cards and place in rack
2. Collect and check communications equipment
3. Prepare schedules for next day
4. Coordinate all daily SEA reports into master Log Book
5. Record all lateness and absence in master attendance book.

C. Schedule Charts and Schedule Machine

Master daily schedule charts have been drawn for each job classification. Along the tops of the sheets are the times of the day in half-hour intervals. Along the sides of the sheets are the daily schedule numbers. The daily schedules will remain the same from day to day, but the people who will work them will change according to the weekly schedule chart.

C. Schedule Charts and Schedule Machine (Cont'd)

The schedule machine is an automatic device which contains master schedule charts for hosts and hostesses. The names of all Hosts and Hostesses appear on the machine along with their positions which appear in a window opposite the name. Position numbers change every half hour to simulate position rotation in the building. The machine is set each morning and turned on. Throughout the day it will indicate positions for all hosts and hostesses as they change each half hour. The machine is to be used as a quick reference guide for locating any host or hostess at any time of the day.

D. Daily Schedules

Each person reporting to work is to be given a daily schedule along with his time card in the morning. The daily schedules have been prepared and padded for easy distribution.

During the evening, SEA-5 should attach the daily schedules for the next day's work to the timecards in the rack in the office. This work may be finished the following morning before the staff reports to work at 8:30 a. m.

E. Master Log Books

It is important that proper records be kept on all activities of the building. SEA-5 is responsible for coordinating two sets of records: The Master Lateness and Absence Log and the Master SEA Report Log.

The Master Lateness and Absence Log is a binder with the names of all uniformed personnel. Whenever a person is late to work, fails to come to work, or is reported late to position, the proper information should be recorded in the log next to the person's name. Notations should be made by date, extent of lateness, and when necessary the excuse should be recorded. The daily attendance sheets will also be filed in a separate section of the Master Lateness and Absence Log.

The Master SEA Report Log is a binder holding all individual SEA report forms and any additional information from SEA-5 regarding action taken in any situation requiring his assistance.

SEA-5 will be responsible for periodically checking the logs for repeated lateness or any repeated exhibit malfunction that should be brought to the attention of the Shows & Exhibits staff.

F. Equipment Check Out and Check In

Each morning communications equipment and flashlights must be issued to the four SEA s working the early shift. The equipment is stored in the SEA office. It will be picked up by the SEA s starting on positions 1, 2, 3 and 4 by signing the check out list in the SEA office. The four SEA s will then distribute the equipment to the Hosts and Hostesses as they report to them going to position.

Eash evening at closing the four SEA s on duty will collect all equipment from the hosts and hostesses and return it to the SEA office, signing the list in the office to make sure all equipment is returned. All radio equipment is to be checked by SEA-5 to make sure that it is turned off and properly placed on charge.

Every Monday, Wednesday, and Friday evening new batteries are to be put in the wireless microphones by SEA-5. This must be done on a regular schedule. Flashlights are to be checked each evening as they are turned in. If they are dim, the batteries must be replaced. It is important that these flashlights are checked every night. If it is put off to the following morning, the worn batteries may have stored enough energy to give the false impression that they are fresh. This means they will have to be replaced some time during the day anyway.

In the event that batteries in either the flashlights or the wireless microphones give out during the day, SEA-5 should be notified and he should issue fresh batteries, and have them sent up to the position by a Standby if one is available.

As the equipment is returned each evening it should be visually checked for damage. Any damaged equipment should be brought immediately to the Shows and Exhibits office.

G. SEA Office

The office adjacent to the Employee Lounge is for the use of the Shows & Exhibits Staff only, and in particular, the SEA s. It is not large enough to become a lounge area, so no one should be allowed in the office except for legitimate business reasons.

The office should be locked each night, and the pass-through window securely closed. The persons working in the office for weekly shifts will be given keys to be used during the week they are in the office.

ATTENDANCE CHECKLIST FOR DATE OF:_____

7:45	SEA	11	
8:00	SEA	1	
	SEA	2	
8:30	SEA	3	
	SEA	4	
	SEA	5	
	H	1	
	H	2	
	H	3	
	H	4	
	H	5	
	H	6	
	H	7	
	H	8	
	Hs	1	
	Hs	2	
	Hs	3	
	Hs	4	
	Hs	5	
	Hs	6	
	Hs	7	
	SH	1	
	SH	2	
	SHs	1	
	SHs	2	
	VIPHs	1	
	VIPHs	2	
	VIPHs	3	
	VIPHs	4	
8:45	VIPH	1	
9:00	H	9	
	H	10	
	H	11	
	H	12	
	H	13	
	H	14	
	Hs	8	
	Hs	9	
	Hs	10	
	Hs	11	
	Hs	12	
	Hs	13	
	Hs	14	
	PH	1	
	PH	2	
	PH	3	
	VIPH	2*	

10:00	H	15	
	H	16	
	H	17	
	H	20	
	Hs	15	
	Hs	16	
	Hs	17	
	Hs	20	
	PH	4	
10:30	H	18	
	H	19	
	Hs	18	
	Hs	19	
	VIPHs	5	
11:30	VIPHs	6	
12:30	SEA	6	
1:00	VIPH	3**	
2:00	H	21	
	H	22	
	Hs	21	
	Hs	22	
	PH	5	
	VIPHs	7	
2:30	SEA	7	
	SEA	8	
	VIPHs	8	
3:00	SEA	9	
	H	13B	
	Hs	13B	
3:30	SEA	10	
	SEA	12	
4:00	H	23	
	H	24	
	H	25	
	Hs	23	
	Hs	24	
	Hs	25	
	Hs	26	
4:30	H	26	
	H	18B	
	H	19B	
5:00	H	8B	
	SBH	3	
	SBH	4	
	SBHs	3	
	SBHs	4	

*Sunday 10:00 AM to 10:00 PM

**Sunday 1:00 PM to 8:00 PM

5:30	H	13D	
	PH	6	
6:00	PH	7	
6:30	H	27	
	H	28	
	H	29	
	H	30	
	Hs	27	
	Hs	28	
	Hs	29	
	Hs	30	
7:00	H	31	
	H	32	
	Hs	31	
	Hs	32	
7:30	H	33	
	Hs	33	

KEY:

SEA	-	Shows & Exhibits Assistant
H	-	Host
Hs	-	Hostess
SH	-	Standby Host
SHs	-	Standby Hostess
VIPH	-	VIP Host
VIPHs	-	VIP Hostess
PH	-	Presentation Hostess

EXTRA HOURS

Table of Minutes Expressed as Tenths and Hundredths of Hour

Time Chart

Hundredths	Tenths	Minutes	Hundredths	Tenths	Minutes
.02	1	1	.52	6	31
.04	1	2	.54	6	32
.05	1	3	.55	6	33
.06	1	4	.56	6	34
.08	1	5	.58	6	35
.10	1	6	.60	6	36
.12	2	7	.62	7	37
.14	2	8	.64	7	38
.15	2	9	.65	7	39
.16	2	10	.66	7	40
.18	2	11	.68	7	41
.20	2	12	.70	7	42
.22	3	13	.72	8	43
.24	3	14	.74	8	44
.25	3	15	.75	8	45
.26	3	16	.76	8	46
.28	3	17	.78	8	47
.30	3	18	.80	8	48
.32	4	19	.82	9	49
.34	4	20	.84	9	50
.35	4	21	.85	9	51
.36	4	22	.86	9	52
.38	4	23	.88	9	53
.40	4	24	.90	9	54
.42	5	25	.92	10	55
.44	5	26	.94	10	56
.45	5	27	.95	10	57
.46	5	28	.96	10	58
.48	5	29	.98	10	59
.50	5	30	.00	10	60

II. ADMINISTRATIVE PROCEDURES

A. Timecards:

1. Employees will be required to record hours worked each day on weekly clock cards. Employees will be paid weekly for the work week beginning Saturday and ending the following Friday at midnight.

2. As employees come to work each day, they will obtain their cards from SEA-5 and will punch in before changing into uniform. The SEA is not to distribute timecards more than twenty minutes prior to start of schedule.

3. Employees are NOT paid for meal breaks. When an individual goes on a meal break he is to get his card from the "IN" rack and punch out. The card should then be given to SEA-5 . who will put it in the "OUT" rack. Upon returning from a meal, the Host or Hostess will get his card from SEA-5, punch in, and return the card to the rack. At the end of the day, each employee will punch out while still in uniform and give his card to SEA-5.

4. Under no conditions is anyone to punch other than his own card. Violation of this rule is cause for dismissal. If in error someone else's card is punched, the card should be immediately taken to SEA-5 who will cross out the erroneous punch and initial the card. If someone forgets to punch out for a meal break,the SEA, upon notification, should write in the correct punches and initial the card.

5. The work week runs from Saturday through Friday. Before leaving work on Friday, every employee must sign his timecard. If an individual's day off happens to be Friday, the card must be signed before he leaves to go on his days off. An employee's signature on his timecard is important. It means that he has examined the card thoroughly and is in agreement with all the punches. No card will be approved for payment unless it has been signed by the employee.

6. Timecards will be processed, given to the Personnel Office, and mailed to Services Personnel Accounting, Schenectady.

B. Processing Clockcards:

1. The Saturday day-shift SEA will process clockcards.

2. Timecards are to be collected after the last shift has been worked on Friday night, and new cards placed in the slots.

3. SEA-5 will make sure every card has been signed. In the event someone is ill or for some other reason has been unable to sign his timecard, SEA-5 will make a photostat of the card. This photostat will be sent to Schenectady in place of the card. SEA-5 must remember to secure the signature on the original card as soon as the employee returns to work.

4. All timecards should be checked off against a list of employees to insure that no cards are missing. All cards of non-uniformed, non-exempt employees (e.g. VIP Reservationists) should be given to SEA-5 before 12 noon on Saturday. These people have been informed of their obligation in this regard. If, however, some cards are missing, phone calls requesting immediate delivery of the cards should be made.

5. After the cards have been alphabetized, the punches should be checked for clarity. Under no circumstances should any employee write on the face of his card.

6. If any questions concerning punches arise, check the punches against the employee's weekly work schedule.

7. Refer any timecard problems to Mr. Davis.

C. Timecards — Non-uniformed Progressland Staff

Relief Secretaries, VIP Reservationists, SAC's, Specialists, Press Aides, Communicators, Visitor Relations Specialists, and others have been instructed to write in the hours worked during any work week on their cards. These employees are subject to the same clockcard rules and regulations as are the Hosts and Hostesses (e.g. they are not paid for meal breaks, etc.). At the end of the work week, their supervisors initial the cards to verify hours worked.

D. Overtime:

Although it is expected that there will be little, if any, need for anyone to work on an overtime basis, the following procedure should be followed when overtime is necessary.

1. SEA-5 should be sure that the overtime is really warranted. If it is, fill out an Overtime Request Form in duplicate and secure approval.

2. Record in Lateness-Absence-Overtime Log (by name, date, and position) that overtime has been worked.

3. Overtime should only be worked by members of the staff holding the same position. For example, no Presentation Hostess should work a Hostess' position on an overtime basis. However, in the event that it is absolutely necessary to request a person to work overtime, priority will be given to the people in the lowest per/hour pay category, e.g., Hosts and Hostesses before Standby Hosts and Standby Hostesses, and the latter before Presentation Hostesses and VIP Hosts.

4. Overtime is paid by the General Electric Company at the rate of one and one-half times the employee's hourly wage for all hours worked in excess of 40 hours (non-exempt employees only).

5. If an overtime situation is anticipated, SEA-5 should first try to get in touch with people who have part-time schedules. If these people are available, they should be used before Standbys and before people with full-time (40 hr.) schedules are used. For the most part, part-timers are anxious to get additional work, and from Management's point of view, time-and-a-half will not have to be paid these part-time individuals because in most cases their total hours during any work week would not exceed 40 hours.

6. In the event that Messrs. Keddy, Davis, and Yandrasits are for some reason not available to approve overtime, it may be approved by the Exhibit Manager or Acting Exhibit Manager.

7. Overtime for non-uniformed, non-exempt personnel will be approved by their managers. A list of the personnel who are included in the above categories will be provided the SEA s.

GENERAL ELECTRIC PROGRESSLAND
PROCEDURES - SHOWS AND EXHIBITS

SUBJECT: SPEECH -- BOTTOM OF TIME TUBE HOSTESS

BTT HOSTESS (LIVE) (As Carousel moves into Stage 6)

AND NOW LADIES AND GENTLEMEN, WE ASK THAT YOU REMAIN SEATED UNTIL THE CAROUSEL HAS COME TO A COMPLETE STOP. (Hold up hands to keep them seated.)

FROM THIS POINT YOU WILL ENTER OUR TIME TUBE WHICH WILL CARRY YOU UP TO THE GALAXY OF SCIENCE AND ENGINEERING.

YOU HAVE FOUR MORE SHOWS TO SEE HERE IN PROGRESSLAND --- SO BE SURE TO TAKE ALL YOUR BELONGINGS AND MOVE ON INTO THE WORLD OF SCIENCE.

(As soon as the Carousel is completely stopped . . .)

MAY I ASK EVERYONE TO MOVE ONTO THE FLOOR OF THE STAGE? (Gesture them onto stage.) THANK YOU FOR VISITING OUR CAROUSEL OF PROGRESS. PLEASE COME AGAIN.

(Ad lib "HOLD THE RAILING" etc.)

April 1, 1965

E. Paychecks:

1. Employees will be paid weekly for work beginning Saturday and ending the following Friday. Services Personnel Accounting will process the paychecks and mail them to the Personnel Supervisor on Wednesday evening. All checks will be dated the following Friday after the close of the regular work week and will be distributed on that day by SEA-5.

2. No paychecks will be given out by the SEA prior to Friday unless the individuals have Friday and Saturday off. In this case, the SEA may give out the checks to these people on Thursday night when individuals go off duty.

F. Lateness and Absence

1. All latenesses and absences must be recorded in the log by SEA s. (NOTE: the Lateness-Absence-Overtime Log is an important instrument of management which will be referred to during incentive compensation reviews, when particular disciplinary actions are anticipated, and for general record purposes.)

2. If a Host or Hostess is 35 minutes late without having given notice and the SEA has already a) requested a standby to take over the position or b) requested that a part-time person come in and work the entire schedule, then the SEA has the authority to tell the late individual not to work that day. (NOTE: In cases like this, the SEA may find it advisable to re-evaluate the entire situation in light of discipline and his particular man-power needs for that day.)

3. If an employee is late more than 10 minutes without an excuse more than three times, it will be cause for dismissal. If an individual fails to report for work three times without having informed SEA-5 in advance, he will be dismissed.

4. If an employee is ill, he should call SEA-5 well in advance of the time his schedule begins, thus allowing sufficient time to find a replacement.

5. If an employee knows he will be late for a legitimate reason (car breakdown, fire, broken leg, etc.), he should notify the SEA. In this case, SEA-5 has the authority to tell the employee not to come in for work if the SEA has already filled the schedule.

F. Lateness and Absence (Cont'd)

6. If someone calls the SEA and will be late, the SEA must then a) decide whether the position could be covered by a Standby; b) decide if it will be necessary to call in someone else to cover the position — in which case the tardy person should be told not to come in.

7. If the SEA is notified that an employee will miss work due to prolonged illness, the SEA should try to get a part-time person to fill the sick person's schedule. Moreover, the SEA should request notification of return to work so he will be able to adjust scheduling accordingly.

8. The SEA should understand the duties of the Standby Hosts and Hostesses. The Standbys are to be used to take over schedules of individuals who are ill, or for some other valid reason cannot man their position. Standbys are never to be used as "relief men." In connection with this, it should be noted that in the event a Presentation Hostess cannot work her schedule, a Standby Hostess should be asked to take the position before anyone else.

9. After the first week of operation, any Host or Hostess reporting on station late may be sent home for the day without pay.

10. The SEA is not to accept personal phone calls for anyone. There is a pay phone in the Employee Lounge and it is to be used by employees wishing to make or to receive outside personal phone calls.

G. Medical Coverage:

1. All employees of the N. Y. W. F. O. are covered by Workmen's Compensation. Any injuries received by General Electric Personnel on the job should be immediately reported to the Personnel Office.

2. Workmen's Compensation pays all physician and general medical fees for on-the-job injuries. Salary compensation is paid at the rate of not more than $55.00 per week missed due to on-the-job injury. These cash benefits are not payable for the first seven days of disability unless the disability extends beyond four weeks.

G. Medical Coverage (Cont'd)

3. In the event of injury to General Electric personnel, numerous forms must be filled out. If possible, the SEA should note the time, place, cause of injury, name of the injured party and the name(s) of any witness(es). This information should be given to the Personnel Office as soon as possible. In the event the Personnel Office is closed, the Shows and Exhibits Office should be notified immediately.

4. Any problems concerning uniforms, uniform maintenance, and lockers should be referred to the SAC Coordinator who will take action. The three SACs are responsible directly to the Specialist-Personnel. However, all questions having to do with SAC duties should first be referred to SAC Coordinator.

April 1, 1965

GENERAL ELECTRIC PROGRESSLAND
PROCEDURES - SHOWS AND EXHIBITS

SUBJECT: COMMUNICATIONS (SEA-5)

1. SEA-5 is responsible for handling all master communications between the SEA Office and all other units in the Pavilion. All requests for paging of Select-call units should be directed to SEA-5.

2. The SEA Office is equipped with a Remote unit and an Encoder for paging Select-call Voice Commanders and Message Mates.

3. The following procedure is recommended for channeling messages:

   a. All requests for replacement communications equipment issued from the SEA Office due to any malfunction of the original equipment should be properly noted and new equipment issued if it is available.

   b. All inquiries concerning schedules or their application during the day should be properly noted and the correct information dispatched. Lateness to position should be noted if radio communication with another SEA verifies the fact that someone has not reported properly.

   c. All communications regarding maintenance or queries regarding procedure or operation of Shows and Exhibits should be directed to the Shows and Exhibits Office via telephone.

   d. All inquiries regarding the location of any member of the Progressland staff while on duty should be received and dispatched according to the master schedule charts available to SEA-5.

   e. All messages or inquiries regarding personnel or relief should be received and dispatched in a routine manner. Any questions regarding Personnel procedures or discipline should be directed to the Shows & Exhibits Office via telephone. Any questions regarding time cards, payroll, or overtime should be directed to the Personnel Office via telephone.

April 1, 1965

GENERAL ELECTRIC PROGRESSLAND
POSITION GUIDE - SHOWS AND EXHIBITS

ENTRANCE HOST #1 (EH-1)

Entrance Host #1 is responsible for admitting guests into the Park Collecting Area behind the Pavilion; for maintaining an orderly flow into the queueing area; for answering questions, keeping the Waiting Time sign posted properly, and for making necessary PA system announcements.

Entrance Host #1 reports directly to SEA-4 and takes instructions directly from him.

PAVILION OPENING PROCEDURE:

1. EH-1 reports to SEA-4 and gets his communications equipment.

2. EH-1 then checks the PA system at his post, makes sure the signs are ready to operate, and generally assists in assuring that the line and Park areas are ready to receive guests.

3. EH-1 then stations himself at the curb near the main entrance to the Pavilion where the first guests to arrive will gather. As the line grows, he moves back down the street toward the Park entrance, opening or closing ropes for guests.

4. As sufficient numbers arrive and upon direction from SEA-4, EH-1 stations himself at the Park entrance to admit guests.

5. EH-1 will always be alert to the special situations dictated by aged or infirm guests. (See "Wheelchairs and Other Disabled Guests" for specific instructions.) EH-1 must be especially alert to intercepting all such guests. As discussed in the referred-to section, those unable to walk must be told when they first attempt to enter our lines. But other options are available for those who can walk but are in wheelchairs anyway: they may be wheeled through the line if they wish to remain with their companions, providing they leave the chair in the Stroller Park; they may go to the benches near the Stroller Park and wait for companions to go through the line. In the latter instance, however, no one will be admitted directly to the front area unless a member of their party has gone through the line. The same applies to those on crutches or braces. The difficulties of negotiating the building MUST BE EXPLAINED TO ALL SUCH PERSONS before they enter our line.

6. EH-1 must be particularly alert during the 9 to 10 a.m. period for special guest passes (G. E. Employees and Share Owners) so as to direct them to the Preferential Entry area at the Exit to the Pavilion.

PAVILION POST-OPENING PROCEDURE:

1. At direction from the SEA, EH-1 will change waiting-times on the entrance sign. (N. B. All times posted will always be on the over-estimated side rather than the reverse.)

2. As directed by the SEA as the situation dictates, EH-1 will use his PA system to inform the public as to waiting time, temporary closing of the entrance, difficulties within the building of a temporary nature, etc. The PA will be used only on direction.

3. Every 20 minutes, EH-1 will note the time on a 3 x 5 card and give it to a guest with a request that he give the card to the host at the turn-stiles. This will permit accurate Time Checks, with the information going to SEA s 2 and 4 who will give instructions for changing the waiting time signs around the building.

PAVILION CLOSING PROCEDURE:

1. EH-1 will remain at the Park area entrance at closing time. Upon signal from the SEA, he will close the entrance and turn off the sign. This normally will be at 10:00 p. m. by the 7-Up clock.

2. He should remain on duty until all guests have cleared the Park, then follow the end of the line to the building along with Line Hosts 2 and 3.

3. He may not leave this position until dismissed by SEA-4 and turns in his communications equipment to him.

COMMUNICATIONS:

Communications equipment will be used for emergencies only in order to keep unnecessary traffic off the air.

EMERGENCIES:

Take instructions from SEA-4.

April 1, 1965

SUBJECT: COMMUNICATIONS (EH-1)

Equipment: Microphone, Message Mate, and Voice Mate.

A. All equipment will be issued by SEA-4 to the first host to report to this position each morning.

B. All equipment will be collected by SEA-4 before the last host on this position at closing is dismissed.

C. During the day, this equipment is to be passed on to the persons filling this position as they report to the position.

D. Equipment Use:

1. The microphone assigned to this position is to be plugged into the proper amplifier circuit at the entrance to the waiting line each morning. It is to be used on such occasions as temporary breakdown of any major portion of our exhibit or any emergency situation. It is not a public address system for paging someone within the waiting line, and is to be used only under the direction of SEA-4.

2. The Message Mate and Voice Mate combination is to be used for communications with SEA-4 and,in some cases, under the direction of SEA-2, for the posting of the proper waiting time.

3. All inquiries should be directed to SEA-4.

4. In the event of an emergency such as an accident or difficult person, communications should be directed immediately to SEA-4.

April 1, 1965

GENERAL ELECTRIC PROGRESSLAND
POSITION GUIDE - SHOWS AND EXHIBITS

ENTRANCE HOST #2 (EH-2)

Entrance Host #2 is responsible for patrolling the entire Park Collecting Area and the line alongside the building both to keep the line flowing smoothly and to prevent cut-ins.

EH-2 reports directly to SEA-4 and takes instructions directly from him.

PAVILION OPENING PROCEDURE:

1. EH-2 reports to SEA-4 and gets his Message Mate.

2. EH-2 then stations himself near the front of the waiting public line forming at the curb near the main entrance to the Pavilion, then moves back along with the line as guests gather. Together with EH-1, he opens and closes ropes for guests until the Park entrance is reached. He utilizes the various lanes as the size of the crowd necessitates and upon direction from SEA-4. (EH-3 assists in lane utilization.)

PAVILION POST-OPENING PROCEDURE:

Entrance Host #2, during the day, will patrol the Park area and the line adjacent to the Pavilion, assuring that guests move smoothly three-to-four abreast. Care also must be taken to prevent cut-ins and, in the event of such occurrences, to ask politely but firmly that any such persons leave the line.

PAVILION CLOSING PROCEDURE:

1. Together with Entrance Hosts 1 and 3, Entrance Host #2 will remain in the Park until all guests have cleared the Park, then either move along with the line or follow behind the guests to the travelator.

2. He must not go off duty until dismissed by SEA-4 and turns in his Message Mate to him.

COMMUNICATIONS:

EH-2 should channel all messages through the SEA.

EMERGENCIES:

Take instructions from SEA-4.

SUBJECT: COMMUNICATIONS (EH-2)

Equipment: Message Mate and Voice Mate.

A. All equipment will be issued by SEA-4 to the first host to report to this position each morning.

B. All equipment will be collected by SEA-4 before the last host on this position at closing is dismissed.

C. During the day, this equipment is to be passed on to the persons filling this position as they report to the position.

D. Equipment Use:

1. The radio equipment has been provided to maintain contact with SEA-4 concerning all flow problems, waiting time checks, etc.

2. In the event of an emergency such as an accident or difficult person, communications should be directed immediately to SEA-4.

3. In some cases direct contact with the other entrance hosts may provide quick solutions to flow problems of a minor nature. However any serious problem should be directed to SEA-4.

4. All inquiries should be directed to SEA-4.

April 1, 1965

GENERAL ELECTRIC PROGRESSLAND
POSITION GUIDE - SHOWS AND EXHIBITS

ENTRANCE HOST #3 (EH-3)

Entrance Host # 3 is responsible for overseeing the Park Collecting Area from the elevated platform at the rear of the Park and for coordinating any necessary action with Entrance Hosts 1 and 2 under direction from SEA-4.

Entrance Host # 3 reports directly to SEA-4 and takes instructions directly from him.

PAVILION OPENING PROCEDURE:

1. EH-3 reports to SEA-4 and secures his communications equipment.

2. LH-3 then checks the Park PA system, then makes sure that the Park Area is ready to receive guests.

3. As the crowd grows and Entrance Hosts 1 and 2 move back to the Park, EH-3 will work with EH-2 in opening the several lanes as the crowd size necessitates and upon direction from SEA-4.

PAVILION POST-OPENING PROCEDURES:

1. Throughout the day, EH-3 remains on the platform, observes the traffic flow and assists, by radio, EH-2 in solving problems.

2. Entrance Host # 3 is responsible for monitoring the fences around the Park as well as the Park lanes. The elevated platform permits him to observe the fences and to spot anyone who might attempt to enter without going through the line.

3. As directed by SEA-4, Entrance Host # 3 uses his PA system to inform the guests about waiting time, temporary delays, and the like. The PA will be used ONLY by direction from the SEA.

PAVILION CLOSING PROCEDURE:

1. Together with Entrance Hosts 1 and 2, EH-3 will remain in the Park until all guests have left, then turn off his PA system, and move along with the end of the line of guests to the travelator.

2. He must not go off duty until dismissed by SEA-4, and until he has turned in his communications equipment to the SEA.

COMMUNICATIONS:

EH-3 should defer to the SEA for all but emergency communications.

EMERGENCIES:

Take instructions from SEA-4.

April 1, 1965

SUBJECT: COMMUNICATIONS (EH-3)

Equipment: Microphone, Message Mate, and Voice Mate.

A. All equipment will be issued by SEA-4 to the first host to report to this position each morning.

B. All equipment will be collected by SEA-4 before the last host on this position at closing is dismissed.

C. During the day, this equipment is to be passed on to the persons filling this position as they report to the position.

D. Equipment Use:

1. The microphone assigned to this position is to be plugged into the proper amplifier circuit on the podium in the Park Collecting area each morning. It is to be used only under the direction of SEA-4. It is to be used to control the flow in the waiting line area, and to stop the flow in the case of an emergency such as an illness or accident in the waiting line. In the case of such an emergency where it is impossible to contact SEA-4 immediately, EH-3 will be expected to stop the flow without creating any disturbance, and then notify SEA-4 immediately.

2. The Message Mate and Voice Mate combination is to be used for communications with SEA-4 and other Entrance Hosts.

3. All inquiries should be directed to SEA-4.

4. In the event of an emergency such as an accident or difficult person, communications should be directed immediately to SEA-4.

April 1, 1965

GENERAL ELECTRIC PROGRESSLAND
POSITION GUIDE - SHOWS AND EXHIBITS

ENTRANCE HOST #4 (EH-4)

Entrance Host # 4 is responsible for all guests who approach his side of the Pavilion, for admitting all guests into the collecting area at the main entrance, and, when necessary, for helping to maintain an orderly flow through the maze and to the turnstiles. He also is responsible for the Stroller Park and the adjacent waiting benches.

Entrance Host # 4 reports directly to SEA-4 and takes instructions directly from him.

PAVILION OPENING PROCEDURE:

1. EH-4 reports to SEA-4 and secures his communications equipment.

2. EH-4 then checks to insure that the ropes are all in place, then stations himself at the corner where the public line forms on the street.

3. At signal from the SEA (after the first of the Preferential Entry guests have been admitted), EH-4 will guide the general public into and through the maze to the turnstiles.

4. He should return to the entrance area near the street to direct questioning pass-holders to the Preferential Entry area on the other side of the Pavilion near the Exit and monitor the crowd flow into the maze. Special attention should be paid to Preferential guests either wearing or carrying passes to insure that they use the proper entrance rather than enter the maze along with the general public.

PAVILION POST-OPENING PROCEDURE:

1. Entrance Host # 4 remains alert throughout the day to questions from the public -- all of which must be answered courteously and pleasantly, and for the several varieties of pass holders and members of the Press who are to be directed to the rear entrance. (See Press Procedures for details.) Care should be taken not to mention either elevator or VIP Lounge to any guests inasmuch as some pass-holders get different treatment from others.

2. EH-4 works primarily at his assigned position, guiding guests into the maze, answering questions and monitoring the Stroller Park, and giving guidance to guests using the Park. When members of a family halt to permit a parent to park his stroller, the group should be asked to step out of the line temporarily so as to avoid blockage of the flow.

3. EH-4 should also be alert to any situations developing along the line as it moves toward the entrance which should be called to SEA-4's attention for action.

PAVILION CLOSING PROCEDURE:

1. EH-4 should stand by at closing time to help close off the line under the direction of SEA-4.

2. Once the last guest has been admitted to the collecting area, EH-4 should close off the entrance and stand by to advise the public that the Pavilion is now closed.

3. He must remain on post until dismissed by the SEA and until he has turned in his communications equipment.

COMMUNICATIONS:

EH-4 should channel all messages through SEA-4.

EMERGENCIES:

Take instructions from SEA-4.

April 1, 1965

SUBJECT: COMMUNICATIONS (EH-4)

Equipment: Message Mate.

A. Equipment will be issued by SEA-4 to the first host to report to this position each morning.

B. Equipment will be collected by SEA-4 before the last host on this position at closing is dismissed.

C. During the day, this equipment is to be passed on to the persons filling this position as they report to the position.

D. Equipment Use:

1. The Message Mate is used to receive calls directed from SEA-4 or the Ramp Host.

2. All inquiries should be channeled through SEA-4 or the Ramp Host if communication with any other position is necessary.

3. In the event of an emergency such as an accident or difficult person, channel communications through SEA-4 or the Ramp Host.

April 1, 1965

GENERAL ELECTRIC PROGRESSLAND
POSITION GUIDE - SHOWS AND EXHIBITS

RAMP HOST (RH)

The Ramp Host is responsible for the entire flow of guests through the turnstiles in an orderly manner at all times of day and at a rate of flow determined by SEA's 2 and 4.

The Ramp Host reports directly to SEA-4 and takes instructions directly from him except in such cases as SEA-2 directs via radio from the second floor. The Ramp Host will act immediately on such instructions without intermediate approval from his immediate supervisor (SEA-4) in those instances when flow must be stopped, resumed, or its rate changed -- such flow being determined only by SEA-2.

PAVILION OPENING PROCEDURE:

1. The Ramp Host reports to SEA-4 and gets his communications equipment.

2. He will then check his PA system near the turnstiles, and make sure that all ropes in the maze are in order.

3. He will prepare the turnstiles to admit guests. Preferential Entry passholders will be admitted first, through the right turnstile approached by a single line of stanchions and ropes. A second lane will be formed through which the general public will be admitted.

4. Upon signal from SEA-4, the Ramp Host will go to the exit and lead the Preferential guests to the turnstile. No guests will be permitted up the travelator until SEA-2 has given such signal.

5. Preferential guests will continue using the single right-hand turnstile. When SEA-4 has permitted Entrance Host #4 to lead the general public through the maze, the Ramp Host will permit them to use the single left-hand turnstile until such time as the SEA determines that the general public may use both lanes and turnstiles. The Ramp Host will make the necessary rope and stanchion adjustments to permit this.

PAVILION POST-OPENING PROCEDURE:

1. The Ramp Host will remain at or near the turnstiles at all times to assure a smooth flow and the use of both turnstiles.

2. Upon direction from either SEA-2 or SEA-4, the Ramp Host will use the PA system to inform or instruct the public.

3. Upon direction from SEA-4 -- or by radio from SEA-2 in certain instances -- the Ramp Host will decrease the flow by using a single turnstile, or increase the flow by using the PA system to request that gaps in the lines be filled and two-to-three abreast lines maintained.

CLOSING PROCEDURE:

1. The Ramp Host should stand by at closing time to help close off the line under the direction of SEA-4.

2. As the last guests pass through the maze, the Ramp Host will follow them up the travelator to the SEA-2 position where he reports all guests as being cleared.

COMMUNICATIONS:

The Ramp Host may use his communications equipment for necessary contact with either SEA-2 or SEA-4, but should channel all other messages or communications through SEA-4.

EMERGENCIES:

Take instructions from SEA-4.

April 1, 1965

SUBJECT: COMMUNICATIONS (RH)

Equipment: Microphone, Message Mate, Voice Mate, and telephone.

A. Equipment will be issued by SEA-4 to the first host to report to this position each morning.

B. Equipment will be collected by SEA-4 before the last host on this position at closing is dismissed.

C. During the day, this equipment is to be passed on to the persons filling this position as they report to the position.

D. Equipment Use:

1. The microphone assigned to this position is to be plugged into the proper amplifier circuit near the turnstiles each morning. It is to be used in the event of breakdown of any major portion of our exhibit, and for the purpose of regulating flow in the Collecting area. To operate the microphone, a switch near the plug must be placed in the operating position. This will automatically cut out the background music in the Collecting area.

2. The Message Mate, Voice Mate, and telephone are used to keep in constant contact with SEA-2 on the second floor. This is to regulate the flow of people up the travelator and into the theatre cars. Regulation of the flow at this point is very critical, as too many people on the second floor deck may cause an accident, and too few people will not allow the load hosts properly to fill the theatre cars.

3. In the event of an emergency such as an accident on the travelator, or difficult person, SEA-4 should be contacted immediately. If the situation does not allow time to contact SEA-4, the Ramp Host should stop the flow by using the microphone without causing any great disturbance, and then notify SEA-4 immediately. SEA-2 should always be informed of such action.

4. All inquiries should be directed to SEA-4.

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LOAD HOST (LH)

The Load Host is responsible for guiding guests off the travelator and into the two second-floor collecting areas in an orderly pattern that will permit maximum loading of theatre cars. Visual reference must be used to determine when guests should be directed to the right or left, but usually the movement of the Carousel can be used as a signal to divert the flow.

The Load Host reports directly to SEA-2 and takes instructions directly from him.

1. Since the constant movement of the travelator makes the Load Host position the most critical flow area in the building, the Load Host must be alert to any situations which could impede crowd flow and/or create a safety problem, and make rapid adjustments in the flow pattern to relieve such situations.

2. Except when otherwise directed by SEA-2, the Load Host must remain at this position near the top of the travelator.

3. When necessary, the Load Host will take phone or radio messages for the SEA.

EMERGENCIES:

Take instructions from SEA-2.

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THEATRE HOSTS #1 AND #2 (TH-1 and TH-2)

The Theatre Hosts are responsible for maintaining order in the collecting areas to the right and left of the travelator on the second floor, making whatever adjustments of stanchion ropes that are necessary to accommodate shifts in the flow pattern, and guiding guests through the doors of the theatre cars. Hosts should take every opportunity to keep the public informed and assure courteous control in their area. Care should be taken to prevent too many people from entering the theatres -- it is better to invite additional guests into the theatre rather than to make some return to line.

The TheatreHosts report directly to SEA-2 and take instructions directly from him.

1. During loading, the Theatre Hosts stand at the theatre doors and guide guests into the cars where they will be seated by the ushers. Since ushers have full responsibility for seating guests, the Theatre Loading Hosts -- except when instructed otherwise by SEA-2 -- should remain in position at the theatre doors or just inside the theatre.

2. As soon as the ushers indicate all seats are taken, the Host will halt the line and close the theatre doors. Loading, under normal conditions, should be completed in 2 1/2 minutes. This allows time for all guests to be seated so that the doors can be closed, before the narration begins and well in advance of the time when the warning light on the car control panel begins to flash.

3. When not engaged in guiding guests into cars, Hosts should check their holding area to make sure conditions are such as to permit smooth flow of guests through the stanchion lanes and be alert to handle any questions guests may have.

4. Any problems requiring a decision by SEA-2 should be reported to him immediately.

5. Theatre Loading Hosts will not ride the Carousel around from stage six to stage one, and will not be permitted the use of theatre PA systems except as directed by the SEA.

6. Upon instruction from SEA-2, the Theatre Loading Hosts will change the several waiting-time signs. This must be done only immediately following the loading of theatre cars.

EMERGENCIES:

Take instructions from SEA-2.

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POSITION GUIDE - SHOWS AND EXHIBITS

CAROUSEL HOSTESSES #1 - #6 (CH-1 -- CH-6)

Carousel Hostesses are responsible for operating the Carousel, maintaining control of audience in the theatres, and reporting any situations that might affect the show, audience loading and unloading, and smooth functioning of the Carousel.

The Carousel Hostesses report directly to SEA-2 and take instructions directly from him.

The Carousel Hostesses are our only continuous monitors of what is occurring on the Carousel - onstage and in the audience. Their alertness is our single greatest assurance of efficient operation. It is particularly important that they maintain access at all times to their car control panels and avoid any interference by other personnel or guests with this key area. Situations will arise periodically when the Hostess will have to leave her post to assist guests or correct a problem that exists elsewhere in the theatre car. In such instances, however, the Hostess should strive to hold the time absent from her post to a minimum.

Detailed instructions regarding operation of the Carousel, loading and unloading, and use of theatre car communications are appended.

EMERGENCIES:

Take instructions from SEA-2.

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GENERAL ELECTRIC PROGRESSLAND
PROCEDURES - SHOWS AND EXHIBITS

SUBJECT: LOADING AND UNLOADING - CAROUSEL OF PROGRESS

Since there are continuing questions regarding the function of Carousel Hostesses at the loading and unloading positions, the following suggestions are intended as a guide.

LOADING:

The Hostess is not to engage in actually seating guests. However, since she is in control of the PA system, she can issue whatever instructions seem needed to expedite this operation. It is recommended that the PA be used to assist the ushers in seating guests by requesting that all guests move to the center of the theatre and fill all seats. She can also be alert for any situations that might impede loading and assist the ushers in clearing them up. In so doing, she must be sure not to lose access to or control of her control panel.

UNLOADING:

Only under unusual conditions will the Carousel Hostess need to use the PA system to assist in unloading. The Hostess on Stage 6, by using her wireless mike, should be able to direct unloading. The Hostess at Stage 6 must always be alert to the situation as guests enter the Time Tube. While the Bottom of Time Tube Hostess is in charge of the Time Tube door control button, the Carousel Hostess must keep aware of crowd movement so that, in the event that any problem arises, she can provide necessary assistance. As a safety precaution, there is a second control button for the doors near the Stage 6 Talk-A-Phone. Should the BT not be able to react quickly to any dangerous situation, the CH should operate the doors.

GENERAL ELECTRIC PROGRESSLAND
PROCEDURES - SHOWS AND EXHIBITS

SUBJECT: OPERATION OF CAROUSEL OF PROGRESS

The Hostess' control station is at the left wall of the theatre car seating area. The Theatre number is on the rack that holds the Voice Commander. Theatre cars are numbered T-1 through T-6. The stage number is on the left partition of the stage near the control board position. Stages are numbered S-1 through S-6.

All doors to the theatres are opened manually, not from the theatre control board.

The hostess assigned to a car is the monitor of the control panel. Under no circumstances should unauthorized individuals be allowed access to this control board. If any questions arise regarding these instructions, please refer them to SEA-2.

LOADING PROCEDURE:

1. Assume your car is at the loading position, Stage 1. Ushers and Hosts will open doors on right and left hand sides of car and seat incoming guests. Until all guests are seated and doors are closed, the ready button for your car should be in the OFF position.

2. As soon as guests are seated and doors are closed, turn your ready light on. The ready light should be on before the white warning light begins to flash. Otherwise, the Carousel may miss a cycle. Time available for loading is approximately 2-1/2 minutes. The white warning light will flash for 30-45 seconds. When it stops flashing, the Carousel will move, if all Ready buttons are lighted. (The Ready Light at this stage is normally the last one to be lighted. Therefore, the Hostess at this station should be particularly alert to noting whether all other Ready buttons have been turned on. If any one is not on when you turn on yours, you should promptly notify SEA-2 by Talk-A-Phone so that the necessary action can be taken.)

PROCEDURE FOR STAGES 2, 3, 4 and 5:

Wait for the Carousel to come to a halt. Ten seconds after the Carousel has halted and the Ready lights have gone out, turn on your Ready light again. To guard against missed cycles, it is imperative that this procedure be adhered to at stages 2, 3, 4 and 5 during normal operation. (Exceptions are covered below under USE OF CANCEL READY BUTTON and EMERGENCIES).

UNLOADING PROCEDURE:

1. After your car has reached the Stage 6 unloading position, keep your Ready switch at the OFF position until every guest has stepped onto the stage.

2. Then turn your Ready light on. Unloading time available is approximately 2 1/2 minutes. Normally, this is ample time to unload a car and turn the Ready light on before the white light begins to flash.

USE OF CANCEL READY BUTTON:

1. If, after your Ready light has been turned on at any position, a situation arises that needs correction before the Carousel moves, punch the CANCEL READY button at your lower left hand side of the panel, directly below the Ready button.

2. As soon as the situation has been corrected, turn your ready light on again. In all such situations be sure to inform SEA-2 why the CANCEL READY was employed and what action you have taken.

3. If a cycle is missed for any reason, tell the guests that they will see that one show over again. Apologize for the delay.

EMERGENCIES:

If, while the theatre is moving, a guest tries to leave the theatre or a situation arises that might endanger someone, turn the switch marked "E" (at the left and bottom of your control panel) from RUN to STOP. Inform SEA-2 immediately. He will summon a maintenance man to JOG the Carousel back into position as soon as the emergency has been resolved. CAUTION: Do not use the EMERGENCY switch unless there really is an emergency. Except in emergency situations, the emergency switch should be left in the RUN position.

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SUBJECT: COMMUNICATIONS (CH-1 - CH-6)

Equipment: Voice Commander, Talk-A-Phone, and Microphone.

A. The microphone is to be issued by SEA-2 to the first hostesses to report to the Carousel theatre each morning.

B. The microphones will be collected by SEA-2 before the last hostesses on these positions at closing are dismissed.

C. During the day the microphones will remain in the theatre cars.

D. Voice Commanders and Talk-A-Phones are locked into position and are not to be removed without permission of the Shows and Exhibits office.

E. Equipment Use:

1. The Voice Commander is provided for emergency communications only. However, thorough knowledge of its operation is necessary. Make sure you understand the procedure outlined in "Communications Equipment and Use."

2. The Talk-A-Phone units are provided for communication with SEA-2 and for emergency calls to other stages. Make sure you understand its operation outlined in "Communications Equipment And Use." All calls concerning any malfunction on the stages should be directed to SEA-2.

3. The microphone is provided for announcements in the event that there is any serious malfunction in the Carousel, and as an aid in seating the audience at Stage 1.

To operate the microphone, the switch on the amplifier must be placed in the "operate" position, and the volume adjusted to an adequate level without causing feedback or distortion.

4. In the event of an emergency, SEA-2 should be contacted immediately. If there is any reason why he cannot be contacted on the Talk-A-Phone, then use the Voice Commander provided.

5. All routine inquiries should be directed to SEA-2 via the Talk-A-Phone.

GENERAL ELECTRIC PROGRESSLAND
POSITION GUIDE - SHOWS AND EXHIBITS

BOTTOM OF TIME TUBE HOSTESS (BT)

The Bottom of Time Tube Hostess is stationed on Stage 6 of the Carousel. Her primary responsibility is to direct guests from the theatre cars onto the stage and up the Time Tube. In performing her duties, she has the assistance of the Carousel Hostesses. She reports to SEA-2 and takes instructions from him.

UNLOADING PROCEDURE:

1. As the theatre car moves to Stage 6, the Bottom of Time Tube Hostess should be in position downstage center, using her cordless mike to tell guests they are not to rise until the car comes to a stop. (See appended script.)

2. Once the car has stopped, she should move to the door control button to stage left of the doors, depressing the button to open the doors to the Time Tube.

3. She should remain stage left of the Time Tube once unloading has commenced so as to guide guests onto the travelator. When the majority of guests are on the stage, she should suggest to those remaining in the aisles to move onto the stage on the far right and far left.

4. When all guests are on the travelator, she is to close the doors by using the control button.

EMERGENCIES:

1. Take direction from SEA-2. Messages to him can be relayed via Talk-A-Phone mounted on Stage 6.

2. The Bottom of Time Tube Hostess should know the location of the emergency stop button for the travelator. By pressing this button, the travelator can be halted without endangering guests on it.

3. Any stopping of the travelator should be reported immediately to SEA-2. As soon as the situation occasioning the stoppage of the travelator has been corrected, it should be set in motion again only by Operations Maintenance people. The travelator MUST be cleared of guests before it is restarted.

4. If possible, whenever it is necessary to stop the travelator, all guests at Stage 6 should be requested to continue up to the third floor without the assistance of the moving ramp.

If it becomes obvious that this cannot be done easily or in time, SEA-2 and the Carousel Hostess at Stage 6 must be alerted to keep the Carousel

stationary until the situation has been corrected.

5. The Bottom of Time Tube Hostess should never take a seat in the theatre car while at this position. This is imperative as, under no circumstances, should guests or other unauthorized persons have access to the stage door control or the travelator button. (Note: If for any reason this hostess position is temporarily unmanned, it should be noted that there is an additional control button near the Talk-A-Phone location for use by the Carousel Hostess.)

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GENERAL ELECTRIC PROGRESSLAND
PROCEDURES - SHOWS AND EXHIBITS

SUBJECT: COMMUNICATIONS (BT)

Equipment: Cordless microphone

A. The microphone will be issued each morning by SEA-2 to the first hostess to report to this position.

B. The microphone will be collected by SEA-2 before the last hostess on this position at closing is dismissed.

C. During the day, the microphone will be passed on to the persons filling this position as they report to the position.

D. Equipment Use:

1. The cordless microphone has been provided as an aid in exiting the audiences from Stage 6 of the carousel. It allows mobility and freedom to help direct the people.

2. To operate the mike, press the talk button, hold the unit close to the mouth, and speak in a normal manner. DO NOT SHOUT. Always make sure that the antenna cord is hanging free.

3. If there is any malfunction of the unit, contact SEA-2 on the Talk-A-Phone on Stage 6.

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POSITION GUIDE - SHOWS AND EXHIBITS
TOP OF TIME TUBE HOSTESS (TT)

The Top of Time Tube Hostess is stationed at the head of the Time Tube (left hand side near door leading to Third Floor Sound Room). Her primary responsibility is to greet guests coming up the travelator from Stage 6 and directing them into the Galaxy. She reports directly to the SEA-3.

She should give any directions that are needed to insure that guests step off the travelator safely and continue on through the Galaxy without blocking the area near the top of the travelator. She should avoid using phrases that suggest we're engaged in a race.

She should report any unusual situations that might endanger guests or personnel or halt crowd flow to SEA-3.

EMERGENCIES:

1. Take instructions from SEA-3.

2. If the travelator stops or is stopped for any reason, the Top of the Time Tube Hostess should assist in clearing all guests and then notify the Third Floor Sound Room and SEA-3 that the travelator must be restarted.

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GALAXY HOSTESS (GH)

The Galaxy Hostess polices the Galaxy to answer questions and provide a reassuring GE guide for guests moving through the Galaxy to the Dome collecting area. The Galaxy Hostess also helps to guide people into position in the collecting area and through the doors to the Dome Show. The Galaxy Hostess reports directly to SEA-3.

1. The Galaxy Hostess should stand midway in the Galaxy between the Time Tube and the Dome Show doors.

2. As each new group begins moving into the Galaxy, the Hostess should guide them towards the collecting area.

3. As the group builds up, she should move toward the Dome and guide the guests toward the doors so that they can hear the Presentation Hostesses' instructions and be in position for a smooth entrance to the Dome. (Groups will be gathered alternately to the left and right of the stanchions in the collecting area.)

4. When the doors open, she should move into the Dome area to guide guests through the doors and into all lanes.

5. As soon as the guests have cleared the doors, the Hostess returns to the Galaxy to greet the next group.

EMERGENCIES:

Take instructions from SEA-3.

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GALAXY PRESENTATION HOSTESS (GP)

A. The Galaxy Presentation Hostess is responsible for greeting guests before they enter the Dome Show, and informing them about remaining shows. The Galaxy Presentation Hostess reports directly to SEA-3 and takes directions from him.

1. As the audience begins to arrive in the Sky Dome Collecting area, the Galaxy Presentation Hostess welcomes the first arrivals and directs them to the proper waiting area in preparation for their entering the Sky Dome. Working in conjunction with the Dome Hostess, she forms the audience on one side of the stanchions as they wait to enter the Dome. She will alternate audiences on either side of these stanchions for each show.

2. As the crowd is forming, the GP addresses them, commenting on the Carousel, the Galaxy, and the shows they have yet to see.

3. At the proper time, a small light will flash in a control panel located on the platform. This is the signal for the GP to begin her memorized speech about the Dome Show and Fusion Demonstration. She must deliver this speech exactly as written.

4. After she finishes her speech, there will be a few seconds in which she cautions the audience to follow the Dome Hostess' flashlight and to look up--the show is on the ceiling.

5. As the audience enters the Sky Dome, she continues talking to them--encouraging them to use the proper doors and aisles. She is NOT to tell the guests that the doors will be closing on them unless and until absolutely necessary.

6. After the doors close, the new audience begins arriving, and the GP repeats the procedure, this time using the alternate audience waiting area.

B. The GP can play a vital role in building audience rapport and making guests' enjoyment of the Dome and Fusion Shows plus Medallion City more complete by a clear, lively explanation of what remains to be seen and what to expect next. She is to remain on the stage at all times, moving back and forth as she delivers the speech or ad libs prior to the speech. She should be alert to all questions, but the memorization of the script (appended) and its smooth delivery as well as expert use of the accompanying visuals will make both the job and control of the audience easier.

DO'S AND DON'T'S

1. Always check to make sure microphone sound level is loud enough for all to hear, but not so loud as to be overpowering.

2. Be alert to stragglers who might get caught by the automatically closing doors, and be prepared to flip the switch to keep the doors open.

3. Do not ask the audience questions such as: "Did you enjoy the Carousel?" You can easily lose control of the crowds this way.

4. Do not brag about the show. State facts, not opinions.

5. Do not play games with the audience. Always retain the position of making a controlled presentation to them.

6. In the event of an emergency, work with the SEA. Take instructions from him.

7. The microphone is not a toy. Use it only as a communications device.

8. Always perform courteously and calmly for the audience--regardless of the situation.

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HOSTESS (LIVE) (Ad-libs to visual cue)

IN THE CAROUSEL THEATER, YOU TRAVELED WITH US FROM THE PAST TO THE PRESENT ... AND SAW HOW RAPIDLY ELECTRICITY HAS BROUGHT GREATER COMFORT AND CONVENIENCE INTO OUR LIVES.

(Visual)
(Solar System) IN WALT DISNEY'S SKYDOME SPECTACULAR, YOU ARE ABOUT TO SEE THE EXCITING STORY OF MAN'S NEVER-ENDING SEARCH FOR NEW SOURCES OF ENERGY TO POWER EVEN GREATER PROGRESS IN THE FUTURE.

(Visual)
(Atom Splits) THE MOST POWERFUL FORCES OF NATURE ARE WITHIN THE ATOM. SCIENTISTS HAVE ALREADY LEARNED TO HARNESS THE POWER OF NUCLEAR FISSION – THE SPLITTING OF ATOMS.

(Visual)
(Globe) TODAY, AROUND THE WORLD, ATOMIC PLANTS, DESIGNE AND ENGINEERED BY GENERAL ELECTRIC, ARE PUTTING THIS ENERGY TO WORK.

(Visual)
(Fusing Atoms) BUT THERE IS AN EVEN MORE POWERFUL ATOMIC FORCE THAN FISSION. IT IS THE JOINING OF ATOMS – NUCLEAR FUSION. HERE IS LIMITLESS ENERGY.

HOSTESS (LIVE) CONTINUED

(Visual) (Ocean transparency) FOR EXAMPLE, ONE FUEL FOR THE FUSION REACTION IS DEUTERIUM – A FORM OF HYDROGEN – EASILY OBTAINED FROM SEA WATER.

(Visual) (Mediallion Home transparency) THE TINY AMOUNT OF DEUTERIUM IN A QUART OF OCEAN WATER HAS ENOUGH ENERGY TO POWER YOUR HOME FOR MORE THAN A MONTH.

FOLLOWING THE SKYDOME SPECTACULAR, YOU WILL SEE AN ACTUAL RESEARCH EXPERIMENT BY GENERAL ELECTRIC – AN EXPERIMENT WHICH IS AN EARLY STEP TOWARD ENERGY UNLIMITED, THE CONQUEST OF FUSION POWER.

(Ad-lib instructions to audience to follow hostess, with light, through door and go to the end of each row in sky dome.)

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DOME HOSTESS (DH)

The Dome Hostess is responsible for guiding guests into the Dome Viewing area and making sure that they do not become mixed with guests exiting down the Fusion Ramp. She reports directly to SEA-3. The Dome Hostess is equipped with a capped flashlight to enable guests to follow her as she moves across the aisle in the Dome Show area.

1. When the audience is gathering in the Dome Collecting area, the Dome Hostess stands between guests and the doors.

2. At a cue from the Dome Presentation Hostess, she should hold her light aloft so all of the guests, even those at the rear, can identify her.

3. When the doors open, she should precede the guests, holding her light in plain view and lead the guests into the aisles and to the opposite end, stopping all guests at the end of the rails.

4. When all guests are in position, the Dome Hostess returns to the Dome Collecting area to receive the next group of guests.

EMERGENCIES:

Take instructions from SEA-3.

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DOME PRESENTATION HOSTESS (DP)

The Dome Presentation Hostess is responsible for helping guests to enter and exit from the Dome Show area smoothly and without awkward delays. She reports directly to SEA-3 and takes instructions from him.

PROCEDURE:

1. When the Dome Show ends, she advises the audience to exit down the ramp to view the Fusion show. As the audience begins moving around her, she is to advise the guests that they are not entering a moving ramp and that there are hand rails to assist them on both sides.

2. When the spotlight goes off, the DP should turn around and assist the exiting guests by continuing to re-assure them about the ramp. Care should be taken in the use of the PA system: unless the voice is modulated, it can often be heard on the first floor in the Fusion show area.

3. The Dome Presentation Hostess can be of great help in helping to keep the audience moving down the ramp. In so doing, however, she should avoid seeming to hurry the guests but should re-assure them and motivate them to keep moving smoothly.

EMERGENCIES:

Take instructions from SEA-3.

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DOWN RAMP HOST # 1 (DR-1)

Down Ramp Host #1 is responsible for guiding the guests out of the lanes in the Sky Dome show and on to the down ramp to see the Fusion show. He works in the area near the Presentations Hostess in the Dome, using a flashlight to guide guests. He reports to and takes instructions from SEA-3.

1. As the Sky Dome show ends ("...the dream that may wake up tomorrow."), DR-1 should alert the exiting group by saying, "Right this way, please," and gesturing with his flashlight.

2. Guests should be encouraged to continue moving to the lower portions of the ramp so as to see the entire Fusion show, and the flashlight should be used to indicate direction, flow, and movement.

3. DR-1 should be alert to prevent jam-ups, particularly as people start down the ramp.

4. Especial care should be taken not to shine the flashlight into guests' faces, or on the Pavilion dome or other areas where it might be distracting to guests or conflict with shows in progress.

EMERGENCIES:

Take instructions from SEA-3.

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DOWN RAMP HOST # 2 (DR-2)

Down Ramp Host #2 is responsible for helping to maintain an orderly flow of guests and keeping them moving down the upper portion of the down ramp. He reports directly to and takes instructions from SEA-3.

1. Ramp Host #2 is stationed between the top of the Ramp and the Lexan covering of the Time Tube. As the group of guests starts down the Ramp, DR-2 is to stand at the outer railing and encourage the guests to continue moving to the lower portion of the Ramp for best viewing of the Fusion show.

2. The flashlight should be used to indicate direction, flow, and movement.

3. DR-2 should not attempt to work his way back up through the group, but instead should remain in position until the entire group has passed.

4. Especial care should be taken not to shine the flashlight in guests' faces, or on the Pavilion dome or other areas where it might be distracting to guests or conflict with the shows in progress.

EMERGENCIES:

Take instructions from SEA-3.

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POSITION GUIDE - SHOWS AND EXHIBITS

DOWN RAMP HOST #3 (DR-3)

Down Ramp Host #3 is responsible for helping to maintain an orderly flow of guests down the Fusion Ramp and guiding them into good viewing position along the lower railings and within range of the speakers. DR-3 reports directly to and receives instructions from SEA-3.

DR-3 is equipped with a Voice Mate and a Message Mate which has the select-call feature. All messages should be directed to SEA-3.

1. As the first of each group reaches DR-3's position between the lower end of the Time Tube and the dog-leg, he turns on his flashlight and leads them down the ramp behind the departing group of guests.

2. Upon reaching the dog leg, DR-3 directs the guests onto the LOWER portion of the split-level section. (This is important so as to allow the Hostess at the bottom to handle the guests properly.) As the group grows in size due to slowing down at the corner, DR-3 should prevent a bottleneck by permitting both levels to be used, then continue to urge the guests to use both levels. The leaders should be encouraged to continue as far as the Hostess at the bottom. (Such instructions should not be continued past the first guests in each group, however, inasmuch as most would attempt to continue all the way down rather than stopping along the rail through natural inclination.)

3. DR-3 normally remains at the corner, using his flashlight and politely urging the guests to continue on down.

4. When he can see the end of the group at the Time Tube from his position at the dog leg, DR-3 must determine how many more can fit into the lower levels, then start working his way back up, advising guests to stop and take positions along the rail for best viewing. DR-3 then positions himself at the end of the group to await the next group.

5. All movement of guests should be completed by the time the Fusion show narration begins.

6. It should not be necessary to urge people to continue moving out when the narration makes the invitation into Medallion City. Further, anyone who so wishes should be encouraged to remain to see another show if timing or crowds were such to prevent good viewing.

EMERGENCIES:

Take instructions from SEA-3.

April 1, 1965

SUBJECT: COMMUNICATIONS (DR-3)

Equipment: Select-call Message Mate and Voice Mate.

A. All equipment will be issued by SEA-3 to the first host reporting to this position each morning.

B. All equipment will be collected by SEA-3 before the last host on this position at closing is dismissed.

C. During the day, this equipment is to be passed on to the persons filling this position as they report to the position.

D. Equipment Use:

1. The radio units are provided for emergency communications only.

2. Because the receiver is Select-call, only messages directed to the Down Ramp Host #3 should be monitored. When this position is being called, a "beep tone" will come from the unit. To hear the message, depress the "listen" button on the top of the Message Mate.

3. In the event of an emergency such as an accident or illness on the down ramp, SEA-3 should be contacted immediately.

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FUSION HOSTESS (FH)

The Fusion Hostess is responsible for keeping guests from going beyond the end of the ramps and to insure that they are in a good position for best viewing of the Fusion show. She is also responsible for removing the rope at the end of the Fusion show to permit access to Medallion City. She reports directly to SEA-1 and takes instructions from him.

1. As each group of guests begins to arrive at the bottom of the down ramp, the Hostess will have secured the rope across the lower ramp and will remain there to ask those arriving first to stand at the railing for best viewing of the Fusion show.

2. Before the guests begin arriving on the upper level, she will station herself at the rise of that level so as to stop guests at that point for best viewing at the rail.

3. When the show begins and as it progresses, she will remain at that position so that there is no disturbing movement during the show.

4. As the narration says, "Now you are invited . . . " she should move down the ramp, unhook the rope, and move to the center well railing to permit guests to pass her and enter Medallion City.

5. When all guests have departed, she should reattach the rope for the next group.

6. The Hostess should be alert to assist any guests out of the curtain in those instances when they have lingered at the control room window after the curtain has closed automatically.

7. Any guests who so wish should be encouraged to remain (behind the rope) to see another Fusion show if timing or crowds prevented optimum viewing.

EMERGENCIES:

Take instructions from SEA-1.

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POSITION GUIDE - SHOWS AND EXHIBITS

FUSION SCIENTIST (FS)

The Fusion Scientist is responsible for knowing the sequence and content of the Fusion Demonstration and performing the prescribed pantomime necessary to lend realism to each demonstration.

The Fusion Scientist reports directly to SEA-1.

The Fusion Scientist should report any variations in prescribed procedures for handling guests on the fusion ramp and exit area that might detract from the guests' enjoyment of the demonstration.

(Suggested pantomime and text of speech are appended.)

April 1, 1965

GENERAL ELECTRIC SCRIPT

FUSION NARRATION - SCIENTIST

The "Scientist" holds microphone close to his mouth and simulates narration which follows.

NARRATION

LADIES AND GENTLEMEN: YOU ARE WATCHING A REAL RESEARCH EXPERIMENT. WE'LL BE RELEASING ENERGY BY NUCLEAR FUSION, THE BASIC REACTION OF THE SUN. SOME OF THE LIGHTS AND SIGNS YOU'LL SEE WILL SHOW YOU WHAT IS HAPPENING, OTHERS WILL SHOW US IF OUR EXPERIMENT SUCCEEDS.

THE QUARTZ TUBES, NOW BEING LIGHTED ON TOP OF THE APPARATUS, CONTAIN DEUTERIUM GAS. BELOW THE APPARATUS, POWER CAPACITORS ARE BEING GIVEN A HUGE CHARGE OF ELECTRICITY -- SIXTY THOUSAND VOLTS. WE'LL DISCHARGE THIS ENERGY THROUGH THE ELECTROMAGNETIC COILS AROUND THE QUARTZ TUBES. THIS WILL CREATE A MAGNETIC PRESSURE INSIDE THE TUBES, SQUEEZING THE ATOMS TOGETHER, AND CONCENTRATING ENERGY TO MILLIONS OF DEGREES. THERE SHOULD BE A VERY LOUD NOISE AS THE CAPACITORS DISCHARGE THIS POWER AND MATTER IS CHANGED INTO ENERGY THROUGH FUSION.

FUSION NARRATION - SCIENTIST

THE CAPACITORS ARE FULLY CHARGED. WATCH THE TUBES. YOU WILL SEE ACTUAL NUCLEAR FUSION, THE POWER OF THE HYDROGEN BOMB, CONTROLLED BY MAN FOR PEACEFUL PURPOSES. THE COUNTDOWN HAS ALREADY BEGUN.

FOUR

THREE

TWO

ONE

(BANG)

Fusion reaction occurs (approximately four seconds pause).

NARRATION

WE JUST RELEASED ENERGY BY FUSING DEUTERIUM ATOMS TOGETHER, AND RELEASING NEUTRONS. THOSE ELECTRONIC COUNTERS AND FLASHING LIGHTS HAVE BEEN TRIGGERED BY THE NEUTRONS. EACH FLASH INDICATES THOUSANDS OF FUSION REACTIONS, AND BY THE PATTERN ON THE GREEN OSCILLOSCOPE SCREEN, YOU SEE THAT THESE REACTIONS OCCURRED IN ABOUT SIX MILLIONTHS OF A SECOND. THE ENERGIES CORRESPOND TO TEMPERATURES MEASURED IN TENS-

FUSION NARRATION - SCIENTIST

OF-MILLIONS OF DEGREES.

ALTHOUGH IT MAY BE MANY YEARS BEFORE FUSION POWER IS PRACTICAL, WHAT YOU HAVE SEEN IS AN EXAMPLE OF HOW GENERAL ELECTRIC CARES ABOUT THE FUTURE -- SO THAT OUR TOMORROWS WILL BE THE BRIGHTEST EVER KNOWN TO MAN.

Curtains open into Medallion City.

NARRATION

NOW, YOU ARE INVITED TO AMERICA'S MOST UP-TO-DATE, ALL-ELECTRIC COMMUNITY - MEDALLION CITY. THANKS FOR JOINING US.

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April 1, 1965

G. E. WORLD'S FAIR..... FUSION SCIENTIST NARRATION

4/11/65

Cycle Tone... 4 to 5 seconds

Voice:

EQUIPMENT READY.... STAND BY FOR FIRING.

Fusion Scientist:

(Holds microphone close to his mouth and simulates actual narration)

LADIES AND GENTLEMEN: YOU ARE ABOUT TO SEE A REAL RESEARCH EXPERIMENT. WE WILL RELEASE ENERGY BY NUCLEAR FUSION, THE BASIC REACTION OF THE SUN. YOU WILL BE ABLE TO FOLLOW WHAT IS HAPPENING BY LIGHTS AND SIGNS ON THE EQUIPMENT.

NOW BEING LIGHTED ON TOP OF THE APPARATUS ARE QUARTZ TUBES TO WHICH WE ARE SUPPLYING DEUTERIUM GAS, A FORM OF HYDROGEN FOUND IN SEA WATER. THROUGH THE WINDOWS BELOW, YOU SEE POWER CAPACITORS BEING CHARGED ELECTRICALLY TO 60,000 VOLTS. THIS ENERGY WILL BE DISCHARGED THROUGH ELECTROMAGNETIC COILS AROUND THE QUARTZ TUBES. WHEN THIS HAPPENS, THE ELECTRIC CURRENT WILL CREATE A MAGNETIC PRESSURE on the gas INSIDE THE TUBES, SQUEEZING THE ATOMS TOGETHER AND CAUSING THEIR NUCLEI TO FUSE. THIS FUSION WILL RELEASE TREMENDOUS ENERGY AND PRODUCE TEMPERATURES OF MILLIONS OF DEGREES.

THE FUSION COUNTDOWN HAS JUST BEGUN.

NINE
EIGHT

WATCH THE TUBES NOW you will see matter changed into energy through fusion.

FOUR
THREE
TWO
ONE (BOOM)

YOU HAVE JUST WITNESSED ACTUAL NUCLEAR FUSION. THIS FUSION PROCESS RELEASED MILLIONS OF NEUTRONS WHICH ARE BEING COUNTED BY ELECTRONIC COUNTERS AND FLASHING LIGHTS. THE GREEN OSCILLOSCOPE SCREEN SHOWS THAT THE REACTIONS OCCURRED IN ABOUT SIX-MILLIONTHS OF A SECOND. FROM THESE MEASUREMENTS, WE KNOW THAT ENERGIES WERE PRODUCED WHICH CORRESPOND TO TEMPERATURES OF TENS OF MILLIONS OF DEGREES. THUS, FOR A FRACTION OF A SECOND, WE HAVE RELEASED THE POWER OF THE SUN HERE ON EARTH.

ALTHOUGH IT MAY BE MANY YEARS BEFORE FUSION POWER IS PRACTICAL, WHAT YOU HAVE SEEN IS AN EXAMPLE OF HOW GENERAL ELECTRIC CARES ABOUT THE FUTURE – SO THAT OUR TOMORROWS WILL BE THE BRIGHTEST EVER KNOWN TO MAN.

(Curtains open into Medallion City.)

NOW YOU ARE INVITED TO AMERICA'S MOST UP-TO-DATE, ALL ELECTRIC COMMUNITY – MEDALLION CITY. THANKS FOR JOINING US.

# # # #

How long speech?

GENERAL ELECTRIC PROGRESSLAND
PROCEDURES - SHOWS AND EXHIBITS

SUBJECT: PANTOMIME FOR FUSION SCIENTIST

The Fusion Show audience will be near enough to see the face of the Host who is on duty as the Scientist. Therefore he must memorize the recorded speech in order to synchronize his lips with the tape.

The Scientist will be cued by a chime ringing in the blockhouse. As soon as he hears it, he will begin the following pantomime, timing himself to keep in step with the tape:

The Scientist appears from the blockhouse as the Fusion counter begins to count down. He proceeds to control panel and makes quick notes on his clip board.

The spotlight flashes on. The Scientist should be ready to start his speech.

Speech begins. The Scientist simulates actions as designated by taped script.

Fusion countdown begins -- is detected by an audible "beep."

Script: "HERE IS THE COUNTDOWN ... FOUR, THREE, TWO, ONE" ..... B A N G.

Scientist reaches point in his speech which says, "NOW YOU ARE INVITED ..." At this point, the automatic curtains open to reveal the entrance to Medalion City.

End of speech. Scientist may be back into blockhouse.

April 1, 1965

GENERAL ELECTRIC PROGRESSLAND
POSITION GUIDE - SHOWS AND EXHIBITS

MEDALLION CITY ENTRANCE HOST #1 (MH- 1)

Medallion City Entrance Host #1 is responsible for guiding guests into Medallion City from the Fusion Demonstration and assisting in maintaining an orderly flow to the various shows at the entrance to Medallion City. He reports directly to SEA-1.

(See procedures for handling guests in Medallion City for a full rundown on this position.)

MH-1 should use his microphone to guide guests courteously without seeming to herd or hurry them and should coordinate closely with Medallion City Entrance Host #2. He should not give the impression of undue hurrying or of being a circus barker.

EMERGENCIES:

Take instructions from SEA-1.

April 1, 1965

GENERAL ELECTRIC PROGRESSLAND
PROCEDURES - SHOWS AND EXHIBITS

SUBJECT: COMMUNICATIONS (MH-1)

Equipment: Cordless microphone.

A. The microphone will be issued by SEA-1 to the first host to report to this position each morning.

B. The microphone will be collected by SEA-1 before the last host on this position at closing is dismissed.

C. During the day, the microphone will be passed on to the persons filling this position as they report to the position.

D. Equipment Use:

1. The cordless microphone is provided to aid in directing the audiences entering the Medallion City area. It allows mobility and freedom to help direct the people.

2. To operate the mike, make sure that the antenna wire is hanging free, then press the talk button, hold the unit close to the mouth, and speak in a normal tone. DO NOT SHOUT.

3. If there is any malfunction of the unit, contact SEA-1 and ask for a replacement, or proper adjustment of the receiver.

April 1, 1965

GENERAL ELECTRIC PROGRESSLAND
POSITION GUIDE - SHOWS AND EXHIBITS

MEDALLION CITY ENTRANCE HOST #2 (MH-2)

Medallion City Entrance Host #2 is responsible for helping to direct guests into the various shows at the entrance end of Medallion City and maintaining orderly flow of guests through Medallion City. He reports directly to SEA-1.

(See procedures for handling guests in Medallion City for a full rundown on this position.)

Medallion City Entrance Host #2 should guide guests courteously without seeming to herd or hurry them and should coordinate closely with hostesses and Medallion City Entrance Host #1. He should not give the impression of undue hurrying or of being a circus barker.

EMERGENCIES:

Take instructions from SEA-1.

April 1, 1965

GENERAL ELECTRIC PROGRESSLAND
POSITION GUIDE - SHOWS AND EXHIBITS

HOTPOINT HOSTESS (HH)

The Hotpoint Hostess is responsible for monitoring flow of guests into Hotpoint Kitchen and assisting Medallion City Hosts to guide guests to other shows. She reports directly to SEA-1.

(See procedures for handling guests in Medallion City for a full rundown on this position).

The Hotpoint Hostess should guide guests courteously without seeming to herd or hurry them and issue whatever directions will enhance their smooth flow into and out of shows.

EMERGENCIES:

Take instructions from SEA-1.

April 1, 1965

GENERAL ELECTRIC PROGRESSLAND
POSITION GUIDE - SHOWS AND EXHIBITS

CITY HALL HOSTESS (CHH)

The City Hall Hostess is responsible for monitoring flow of guests into City Hall and coordinating operation of City Hall shows with Medallion City Host #2. She reports directly to SEA-1 and should report all malfunctions in City Hall to him.

(See procedures for handling guests in Medallion City for a full rundown on this position.)

The City Hall Hostess should guide people courteously without seeming to herd or hurry them and prepare guests for what they are about to witness. As needed, she should help direct people to the other exhibits down the street, thus helping to eliminate any bottlenecks which may develop at the entrance.

EMERGENCIES:

Take instructions from SEA-1.

April 1, 1965

GENERAL ELECTRIC PROGRESSLAND
POSITION GUIDE - SHOWS AND EXHIBITS

STEEL MILL, ELECTRIC UTILITY, SPACE HOSTESS (SSH)

The Steel Mill, Electric Utility, Space Hostess is responsible for monitoring the flow of guests through the last third of Medallion City. She reports directly to SEA-1 and takes instructions from him.

1. The Hostess actively encourages and invites guests into the various exhibits and shows in her area.

2. She moves among all three exhibits continuously trying to draw people into the shows and to lead them smoothly into the various areas.

3. This position requires that the Hostess be purposeful in her direction of guests, trying to draw them inside as courteously as possible.

EMERGENCIES:

Take instructions from SEA-1.

April 1, 1965

GENERAL ELECTRIC PROGRESSLAND
POSITION GUIDE - SHOWS AND EXHIBITS

INFORMATION PRESENTATION HOSTESS (IP)

The Information Presentation Hostess has responsibility for the smooth functioning of the Medallion City Information Booth. She reports directly to SEA-1. This responsibility includes:

1. Answering questions from the general public about any of the products in the Pavilion.

2. Assisting the public in filling out the information request cards and depositing them in the collecting boxes.

3. Answering questions in the Information Booth about Progressland or the Fair in general.

4. Serving as baby-sitter for lost children.

5. Maintaining the Lost and Found. (See Procedures - Lost & Found.)

6. Communicating unusual questions or requests to Shows and Exhibits Staff.

EMERGENCIES:

Take directions from SEA-1.

April 1, 1965

GENERAL ELECTRIC PROGRESSLAND
PROCEDURES - SHOWS AND EXHIBITS

SUBJECT: FLOW CONTROL IN MEDALLION CITY

GENERAL

Medallion City has been substantially changed from last year. There are now three live shows — Steinmetz High School, Coolidge Hospital, and the Electric Utility. There are five taped shows — the Hotpoint Home, City Hall, Steel Mill, Space Show, and the Transportation Show. In addition, there are three product demonstration areas representing Major Appliances, Housewares, and Consumer Electronics (Radio-TV).

SHOW SCHEDULES

A. Live shows are scheduled as follows:

1. Shows at Steinmetz High School are scheduled to start every ten minutes. Each show lasts five minutes and is followed by a five minute break.

2. Shows at Coolidge Hospital start every eight minutes, and last for four minutes followed by a four minute break.

3. Shows at the Electric Utility last five minutes, followed by a five-minute break. Shows start every ten minutes for four or five shows in a row, then there will be an intermission of about half an hour.

B. The taped shows run roughly four minutes each. Except for the Transportation Show which runs continuously, they are started by the Hostesses. The Hostesses will wait until an audience is collecting before pushing the button to start one.

C. The product displays are on a flow basis with no special beginning or end to a show.

FLOW IN THE SHOW

A. Each audience entering Medallion City will be directed into the various shows and displays. SEA-1 and the two Hosts at the entrance will have schedules of the live shows so that they can route people to them at the appropriate time. The three Hostesses will further direct people not channeled into a live show into the product demonstration areas and the various taped shows and start the taped shows when they are filling with guests.

B. The Medallion City Hosts and Hostesses must work together to control the flow of people through their area. They must keep the people moving through and out so that the City does not become congested. At the same time, they must keep the shows full and make sure that each guest sees as many shows and displays as possible. But guests are never to be ordered or pushed into a show, they must be invited or asked. No Host or Hostess should sound like a side show barker.

C. It is anticipated that within a few weeks after opening, a more definite flow pattern through Medallion City can be devised. At that time, another Procedure will be issued to define the flow and the duties of the Medallion City Hosts and Hostesses more clearly.

April 1, 1965

SUBJECT: LOST AND FOUND

A. Duties of Hosts and Hostesses

1. Any article found in the pavilion will be turned over immediately to the SEA on duty in the area.

2. Most articles lost in Progressland are lost in the theater cars. Therefore, at the conclusion of the tape in Stage 6, the bottom of Time Tube Hostess will remind the audience to be sure to take all their personal possessions with them as they leave. After Stage 6 is cleared and before the sweepers come in, the Carousel Hostess will check all aisles and rows to find any items that have been left behind. She will turn over such items immediately to SEA-2.

3. Hosts and Hostesses should be alert to guests trying to backtrack through the show to retrieve items. This is a problem especially on the third floor where guests may try to go back down the time tube to Stage 6. Such guests should be told that lost items, as located, will be waiting for them at the Information Desk on the first floor at the end of the show.

B. Duties of SEA's

When an SEA receives a lost article, he will immediately call the Information Desk and give the Hostess there a description of it. When he is next relieved, he will take it to the Information Desk. If the article is claimed at the Information Desk before he is relieved, a Standby Host or Hostess will be sent to get the article. Articles must never be dropped over the railing from the second floor to the first.

C. Duties of the Information Desk

1. Articles received at the Information Desk will be sealed in brown envelopes. Envelopes will be numbered according to the article's number in the log book and dated. Articles larger than the envelopes will be tagged with the Log Number. All these articles will be placed under the counter of the Information Desk. At the end of the day, the Hostess will lock them in the room next to the Desk.

2. Articles received at the Information Desk will be recorded in the Found section of the Lost and Found book with the following information:

   a. Date article was received.
   b. Description of article.
   c. Envelope number.
   d. Name of person who claimed lost article or notation that it has been turned over to World's Fair Police.

3. If an article is reported lost at the Information Desk, it will be recorded in the Lost section of the Lost and Found book with the following information:

   a. Date article was reported lost.
   b. Description of article.
   c. Name, address, and phone number of enquirer.
   d. Notation if the article has been found and returned.

4. Whenever an article is found, the Hostess on duty at the Information Desk will check the Lost section of the book to see if an inquiry has been made for it. And whenever an article is reported lost, she will check the Found section of the book to see if it has been found.

5. When the room next to the Information Desk becomes crowded with Lost articles, the World's Fair Police will be called to pick them up.

D. Lost People

Adults who have lost children will be sent to the Information Desk to wait for their child to come out of the exhibit. Lost children will be escorted to the Desk, either by the Host who finds them or, if that is impossible, by a Standby. If the person lost does not come through the line within an hour or so, the World's Fair Police will be called to see if he has shown up somewhere else.

GENERAL ELECTRIC PROGRESSLAND
PROCEDURES - SHOWS AND EXHIBITS

SUBJECT: ADMISSION OF VIPs, PREFERENTIAL GUESTS, PRESS PERSONNEL

1. All Guests entitled to VIP and Preferential treatment are assigned passes.

2. The following are the only passes honored at Progressland:

A. Gold Cards. These are in the permanent possession of top General Electric executives or Board Members. These VIP's should be directed to the rear entrance where they will be accorded all VIP privileges. They are to be admitted to the Pavilion any time they show their passes. Always notify an SEA or the S&E office about the presence of a Gold Card Holder.

B. Red Cards. These entitle guests to VIP Lounge facilities. They are issued to top customers or executives. Direct holders to the Rear Entrance.

C. Green Cards. These entitle guests to preferential loading during the approximate time indicated on the card. Direct holders to the rear entrance.

D. Blue Cards with a black bar across the top: These are issued to Share Owners and entitle the bearers to preferential loading at the front entrance only between 9:00 a. m. and 10:00 a. m. If these guests arrive later than the designated time, we can only say we are sorry. They are not entitled to rear entrance privileges.

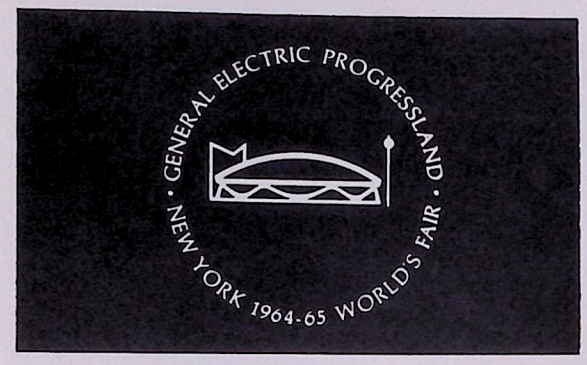
E. Blue and White Badges. These entitle the bearers to preferential loading at the front entrance only between 9:00 a. m. and 10:00 a. m. If guests arrive later than the designated time, apologize to them, but explain that we cannot accomodate them. No rear entrance privileges.

3. Holders of bona fide press cards (including accompanying small family groups) are entitled to special courtesy entry. In most cases, only preferential entry will be required. However, the following press categories will be accorded VIP treatment:

A. Press scheduled in advance for VIP treatment.

B. Special list of press representatives (to be continually updated by Information Services) who are to be given VIP treatment automatically.

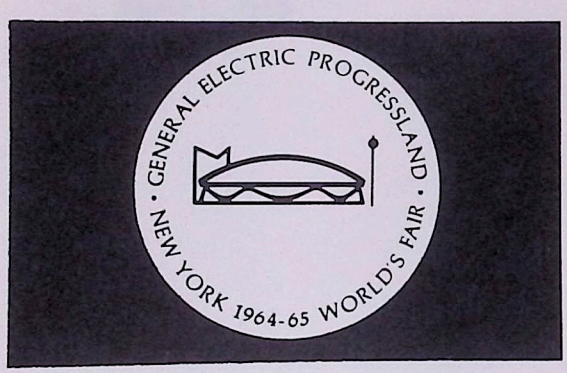
C. Members of the press who specifically request VIP treatment.



GOLD CARD



BLUE CARD



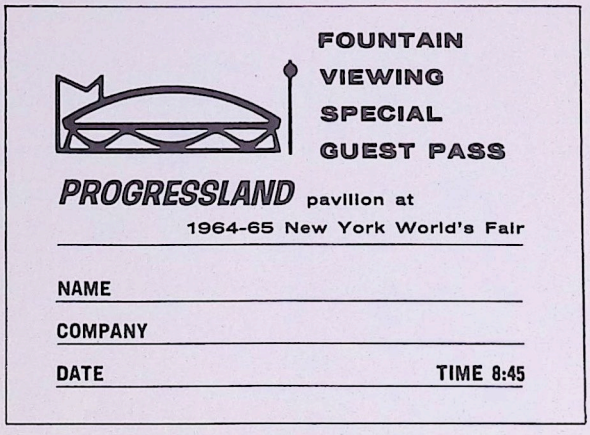
RED CARD



BLUE & WHITE BADGE



GREEN CARD



YELLOW CARD

4. All persons arriving at the front of the building showing press passes should be directed to the rear entrance of the building. No indication should be given as to their chances of admission at that point.

5. When any member of the press arrives at the rear entrance, whether accorded VIP treatment or preferential entry, Information Services should be notified immediately. No member of the press should be detained while Information Services is notified unless specific instructions to that effect have been issued.

April 1, 1965

GENERAL ELECTRIC PROGRESSLAND
PROCEDURES - SHOWS AND EXHIBITS

SUBJECT: REPORTING AND HANDLING ACCIDENTS

REPORTING AN ACCIDENT

1. When an accident occurs, the SEA on duty in the area should be called immediately. If it is a very serious accident or if the SEA is not available, the Exhibit Manager or Acting Exhibit Manager should be called.

2. The responsible SEA, or, if he is not present, the Exhibit Manager, will fill out a memo at the scene of the accident with the following information:

A. Date and Time
B. Place
C. Name, address, and phone number of the injured.
D. Nature of injury
E. Names, addresses, and phone numbers of witnesses, if any.
F. Action taken.

3. As soon as possible the responsible SEA will go to the Shows & Exhibits office or the SEA office to fill out and sign an accident report form. One of the Shows & Exhibits officers will countersign it and take the proper additional action.

4. If an accident occurs to a member of the Progressland staff, please report it to the secretary in the Shows and Exhibits office or the secretary in the Personnel office.

HANDLING AN ACCIDENT

1. When there is an accident, do not try to give the injured any kind of medical assistance. Do not even touch them. This is for your and our legal protection.

2. The SEA or Shows & Exhibits officer who covers the accident should ask the injured person what action he wants taken:

A. In many cases of very minor injury the person may refuse any medical aid whatever.

B. In other cases of minor injury, the person may be sent to the nearest First Aid Station (near the Brass Rail Restaurant behind the General Electric Pavilion).

C. In case of serious injury, or when the injured requests to go to the World's Fair Hospital, Remote #1 or #2 should be called. Remote #1 or #2 will summon an ambulance and inform SEA-1 or SEA-4 of the situation so that when the rescue squad arrives they can be directed to the injured person without delay. The responsible SEA will keep the Pinkerton guards outside informed.

April 1, 1965

GENERAL ELECTRIC PROGRESSLAND
PROCEDURES - SHOWS AND EXHIBITS

SUBJECT: WHEELCHAIRS AND DISABLED GUESTS

1. There are many areas in the building which are potential hazards to people who are not able to walk. Therefore, we cannot admit wheel chair cases to Progressland, even by the rear elevator. Some people will resent this, but entrance hosts will just have to explain the hazards and apologize. If they are persistent, rather than antagonize them, call SEA-4.

2. If a person can walk or move fairly well with or without crutches, they may be admitted, especially if they have a companion who can help them. However, the entrance hosts should warn these people of the amount of walking they will have to do and of the existence of down ramps and travelators.

3. There will be benches and a canopy at the entrance to the property between the Stroller Park and the hedge. Those who are too handicapped to go in the show may wait there while their companions go through. And those who are handicapped but can still walk through the show may wait there while their companions go through the line. No one, however, will be permitted to join the line at this point unless joining a member of his party.

April 1, 1965

Subject: COMMUNICATIONS EQUIPMENT AND USE

Several positions throughout the building require direct communication with other positions or locations. The availability of radio and telephone equipment then allows immediate communication when situations arise which cannot be solved by the individual on position. The units used vary according to the needs of the position, and are outlined below according to the type of equipment and its use.

I. REMOTE CONTROL STATIONS

A. There are six remote units located throughout the pavilion. These are console radio receiver and transmitter units which are used as communication centers for all other radio units. They are located in the following areas:

1. Third Floor Communicator
2. Shows and Exhibits Office - First Floor
3. Second Floor Console (SEA-2)
4. SEA Office - First Floor
5. VIP Lounge - Third Floor
6. Maintenance Office - First Floor

B. All of the remote units are equipped with a microphone which has a "push" bar at the base for transmitting. Also there is a switch on the remote unit which has two positions, transmit and intercom. The transmit position of the switch and the push bar on the microphone serve the same function. However, if you wish to transmit only to the other remote units, simply use the switch on the remote unit in the "intercom" position, and do not depress the bar on the mike. (This is desirable inasmuch as other traffic can then use the system at the same time.

II. ENCODER UNITS

The Encoder is the paging mechanism used with some remote units which sends out the "beep tone" to activate closed radio units.

To operate, set the number of the radio you wish to contact by depressing the appropriate two digits on the encoder unit. Then press the transmit or "call" bar to send out the signal. While the signal is being sent, the bar will light up red. When the red light goes out, the message may be transmitted through the remote microphone by depressing the transmit bar. Do not depress transmit bar when there is any traffic on the air because the Encoder will over-ride any other signal.

III. VOICE COMMANDERS

This is a portable radio receiver and transmitter capable of communicating with any other radio equipment in the building. There are two types used in our pavilion.

1. Open Voice Commander

   All SEA's will carry one of these radios while on position. They receive all transmissions. Operation is simple, but care must be taken to avoid costly repairs.

   To transmit: Depress the black transmit bar in the center of the unit and speak in a clear distinct voice, holding the unit about nine inches away. Direct your voice into the small microphone area but DO NOT shout or hold the unit too close to your mouth. Pick-up is very sensitive, and speaking in a normal tone is sufficient. Identify yourself first and then the person or station you wish to contact. Example: "This is A3 calling Remote 2" then release the transmit bar and wait for a return message.

   To receive: All messages transmitted will be received on open Voice Commanders. To receive clearly, the antenna must be extended. When you are being paged, wait for the message to be completed, and then acknowledge by transmitting according to the above procedure.

2. Select-Call Voice Commanders

   These are the radios assigned to each theatre car. They receive only the messages directed to them.

   To transmit: Push the black transmit bar and speak in a moderate tone into the microphone section. Release the bar when your transmission is complete, and wait for a return message. If you wish to start a call for an emergency reason, you automatically open the radio channel by pressing the transmit bar.

   After your call has been completed, you must push the small black button labeled "Ant." This closes your unit to all calls except those directed to you. Failure to reset this button after each time the radio is used will result in all calls coming through your unit, and disturbing the visitors in your theatre car.

   To receive: When your unit is being paged, a "beep" tone will come from the unit. This opens the radio channel so that you will receive all messages after the beep. Acknowledge the message promptly by following the transmit procedure.

IV. MESSAGE MATES AND VOICE MATES

A. These units are the most portable units of the entire system. The message mate is the receiver which is clipped to your belt while on duty. The voice mate is the transmitter and is carried in the inside coat pocket. The message mate operates on a select-call or open basis. This means you may be called individually if you carry a select call unit, or you may hear all transmissions if you are carrying an open unit.

B. The open message mates are used in the following positions:

1. Entrance Host #1
2. Entrance Host #2
3. Entrance Host #3
4. Entrance Host #4
5. Ramp Host

C. The Select-Call will be used by Downramp Host #3

1. If you are being paged on this radio, you will hear a "beep" tone from your unit.
2. To hear the message, depress the "listen" button on the top of the unit.
3. Volume level may be adjusted by turning the volume control knob to the best position.

D. Voice Mate

1. The positions using this radio are:

   a. Entrance Host #1
   b. Entrance Host #2
   c. Entrance Host #3
   d. Ramp Host
   e. Downramp Host #3

2. To transmit, pull the antenna out to full length.

3. Depress the grey transmit button on the side of the unit.

4. Speak distinctly into the small hole on the face of the unit, holding the unit six to nine inches away. DO NOT SHOUT.

5. Release the button at the end of transmission.

6. When using a Voice Mate in conjunction with a Message Mate, care must be taken to avoid feed-back. If an open Message Mate is used, cover the lapel speaker with one hand while holding the Voice Mate in the other and transmitting. If a closed or Select-Call Message Mate is used, simply do not depress the listen button while you are transmitting. If these methods are ineffective in any case, turn down the volume on the Message Mate until the feed-back is eliminated.

V. TALK-A-PHONE

A. This system is similar to an intercom and is used for communications in the Carousel Theatre.

To Call:

1. Pick up phone
2. Select desired station(s) by pushing down proper button(s)
3. Depress and hold down right hand lever and identify yourself (e.g. 'This is station #2 calling station #3)

To Receive:

1. Pick up phone
2. Push down button corresponding to the station calling you
3. Hold down right hand lever which receiving and speaking

AT THE END OF ALL TRANSMISSIONS YOU MUST RETURN ALL BUTTONS TO THE UP POSITION AND PHONE TO THE CRADLE

B. Locations of Talk-A-Phone units:

1-6 Carousel Stages
7 Second Floor Console (SEA-2)
8 Second Floor Sound Room
9 Shows and Exhibits Office

VI. TELEPHONES

Telephones for <u>internal</u> communications are located in the following areas:

A. Exterior Gathering Area
   1. Wall phone at base of travelator.

B. Second Floor Terrace
   1. Second Floor Console (SEA-2)
   2. Viewing Terrace
   3. Elevator Entry

C. Third Floor Area

1. Top of Time Tube
   The hostess working this position will use the telephone in the Operations office in the event of an emergency.
2. Entrance to Skydome Spectacular
   There is a wall phone in the small emergency exit area behind the Galaxy Presentation Hostess position.

D. First Floor Area

1. Fusion Area
   In case of an emergency, use the phone in the Fusion Control Room.
2. Information Booth and exit area.
3. SEA Office
4. SEA Lounge
5. Shows and Exhibits Office
6. Personnel Office
7. SAC Office

E. At each of these positions telephone numbers most frequently used are listed.

VII. MICROPHONES

A. Microphones have been placed in positions which require public announcements when the operation of the Carousel has stopped or complications have arisen which would prevent normal operation. Also, microphones will be used to help regulate crowd flow from area to area throughout the pavilion. The microphones are located in the following areas:

1. Entrance to Park Collecting area
2. Podium in Park area
3. The base of the entrance travelator
4. Stage 6 of the Carousel-cordless microphone
5. Carousel Hostess positions 1 thru 6
6. Galaxy Presentation Hostess
7. Skydome Presentation Hostess
8. Medallion Host #1-cordless microphone

B. Operation of Wireless Microphones:

Just as the name implies, these amplification units function without any wiring between the amplifier and the microphone. A small transmitter is in the microphone unit, and a receiver is in the amplifier. This type of unit allows great freedom of movement in places where people might otherwise trip over a microphone cable.

These units are very sensitive, and require careful handling. There may be times when adjustments are necessary. If at any time you notice poor performance of the units, notify the SEA on your floor and he will make arrangements for proper adjustment.

To operate the microphone, allow the antenna wire to hang free, hold the microphone close to your mouth, press the talk button, and speak in a distinct manner.

VIII. GENERAL CAUTION

The equipment you will be using is of a very high quality, and therefore very expensive. One mention of this fact should be enough to discourage any mishandling. But there will be those who think they have been given a wonderful toy. They will not be given a second opportunity to play games with the equipment.

In the event that there is a malfunction of any type of equipment assigned to your position, notify the SEA on your floor immediately. He will be able to get you a replacement unit.

GENERAL ELECTRIC PROGRESSLAND
PROCEDURES - SHOWS AND EXHIBITS

SUBJECT: HANDLING OF GUESTS DURING SHOW BREAKDOWNS (ALTERNATE PROCEDURES)

The following procedures are intended to cover situations when a major breakdown in one of the shows dictates the use of alternate procedures for handling flow of guests in the Pavilion.

A. CAROUSEL INOPERATIVE:

1. A major breakdown is one that completely stops or disrupts the Carousel show for an indefinite period. For example:

a. Carousel won't rotate or is seriously out of phase.

b. Tape machines are inoperative or malfunctioning so as to make show unintelligible.

2. SEA-2 reports any situation affecting Carousel operation to Exhibit Manager (EM) or Acting Exhibit Manager (AEM).

3. SEA-2 halts loading on Travelator and into theatres.

4. SEA-2 instructs Carousel Hostesses to inform audiences that technical difficulties have interrupted show and apologize for inconvenience.

5. SEA-2 informs other SEAs of situation.

6. EM or AEM obtains report from Maintenance on estimated duration of breakdown.

7. If situation warrants, EM or AEM then instructs SEA-2 to initiate alternate flow procedures.

8. SEA-2 instructs Carousel Hostesses at Stage 1 and Stage 6 to keep READY buttons on OFF position.

9. Carousel Hosts drop stanchion ropes and Ushers guide guests from Second Floor collecting areas to car at Stage 6.

10. Guests are sent up Time Tube via Stage 6 at a rate of approximately 260 every four minutes.

ALTERNATE PROCEDURES

11. Carousel Hostess at Stage 6 and Bottom of Time Tube Hostess assist ushers by keeping people informed and offering guidance.

12. Meantime, Carousel Hosts assist Carousel Hostesses in other cars to unload guests and lead them around to Stage 6.

13. Cars should be unloaded in the following order:

a. Car at Stage 1
b. Car at Stage 5
c. Car at Stage 2
d. Car at Stage 4
e. Car at Stage 3

14. To maintain control, unload one side of car at a time.

15. During unloading period, SEA-4 and Entrance Hosts continue periodic announcements to guests in maze, line, and Park that show has been halted temporarily due to technical difficulties.

16. As soon as unloading is completed, SEA-2 instructs SEA-4 to resume flow.

17. After explaining to those waiting that Carousel is inoperative but that those who choose may view other shows, SEA-4 resumes loading.

18. Entrance Hosts continue explaining to those in the line that they will be seeing other shows but not Carousel.

19. Personnel not needed on Second Floor are sent by SEA-2 to assist in Medallion City, if needed, or to stand by in Employee's Lounge for further instructions.

20. As soon as EM or AEM learns Carousel is ready to operate again, he instructs SEA-2 to halt loading on Travelator, clear all guests on Second Floor and ask SEA-5 to dispatch all personnel to their regular posts again.

21. As soon as positions are manned and ropes on Second Floor rearranged, SEA-2 instructs SEA-4 to resume loading.

22. EM or AEM details member of Shows and Exhibits Staff to coordinate with Third Floor Sound Room on putting all shows back in phase.

ALTERNATE PROCEDURES

B. DOME/FUSION SHOWS INOPERATIVE:

1. A major breakdown is one that completely shuts down or disrupts the Dome and/or Fusion shows.

2. SEA-3 reports any situation affecting Dome or Fusion shows to EM or AEM.

3. SEA-3 instructs Dome Presentation Hostess to apologize for inconvenience and invite guests in Dome to descend the ramp to Medallion City.

4. Until situation can be corrected, doors to Dome Shows should remain open and Emergency lights remain on to facilitate flow.

5. Each group of guests is held in collecting area until group ahead has exited into Medallion City.

6. They are then guided through the Dome by the Dome Hostess and asked to go down the ramp to Medallion City.

7. Presentation Hostess explains to guests in collecting area reason for delay, apologizes for shows being down but points out that they will be able to tour Medallion City.

8. As soon as shows are operative again, EM or AEM instructs SEA-3 to resume normal operations.

9. EM or AEM details member of Shows and Exhibits Staff to coordinate with Third Floor Sound Room on putting all shows back in phase.

C. MEDALLION CITY SHOWS SHUT DOWN:

In case of failure of a particular exhibit, that exhibit will be roped off and visitors will be guided past it until it can be put in operation again.

April 1, 1965

GENERAL ELECTRIC PROGRESSLAND
PROCEDURES - SHOWS AND EXHIBITS

SUBJECT: FLOW STOPPAGES

1. There may be a complete stoppage of the flow of guests through the Pavilion, but under circumstances where evacuation of the building is undesirable. For example, an accident may occur in the Time Tube or on the Down Ramp from the Dome Show, and the victim cannot be moved immediately. Or there may be a minor fire in the Dome Show Collecting area or Viewing Terrace. In such circumstances, we must prevent a pile-up of guests behind the stoppage.

2. When such a problem occurs, the SEA on duty in the area where it occurs must be notified immediately. He will inform SEA-2 who will stop loading the Carousel. He may also have to halt the rotation for a brief time. If the stoppage is of long duration, evacuation may be necessary. (See Emergency procedures.)

3. When the stoppage is removed, SEA-2 will be informed and will resume loading the Carousel.

April 1, 1965

GENERAL ELECTRIC PROGRESSLAND
PROCEDURES - SHOWS AND EXHIBITS

SUBJECT: MINOR FIRES

1. In case of a minor fire (one that can be put out by the personnel and equipment on hand), the SEA on duty in the area will be notified immediately. The fire alarm will not be sounded for minor fires.

2. The SEA will direct personnel in his area in putting out the fire with the fire extinguishers which are located throughout the building.

3. The SEA will handle the flow of guests through his area in accordance with either "Handling of Guests During Show Breakdowns" or "Flow Stoppages," depending on the circumstances.

4. A minor fire in the VIP Lounge or Third Floor Offices will be handled by Operations and/or Maintenance personnel.

April 1, 1965

GENERAL ELECTRIC PROGRESSLAND
PROCEDURES - SHOWS AND EXHIBITS

SUBJECT: EMERGENCY EVACUATION OF PAVILION

DEFINITION OF EMERGENCY EVACUATION SITUATION

Emergency Evacuation ("Red Alert") will begin immediately when one or more of the following situations occur:

A. Fire that cannot be extinguished quickly by equipment or means at hand.

B. Power failure throughout building. (It is anticipated that a localized power failure will be treated procedurally as a show breakdown rather than a "Red Alert.")

C. Threatened or actual explosion.

D. Floor conditions that, in the opinion of Maintenance, threaten total power failure, electrical shock, or fire.

E. Actual or threatened damage to building or earthquake, civil riot, or war.

F. So-called "Crank Threats" by bomb planted in building.

REPORTING OR DECLARING AN EMERGENCY:

An emergency ("Red Alert") will automatically exist when the Fire Alarm sounds. In all other instances, an emergency ("Red Alert") will be declared either by the Pavilion Manager, the Exhibit Manager (EM), the Acting Exhibit Manager (AEM) or an SEA on duty.

The Fire Alarm is sounded only in the event of fire (as defined under "A" above.) Before sounding the alarm, be sure an emergency really exists. As soon as the alarm sounds, the person turning in the alarm should report to his SEA who will immediately inform the EM or AEM.

In all other situations, report the nature of the emergency to your SEA who will either declare an emergency at once, or, if there is any doubt, will contact the EM or AEM for a decision.

Insofar as possible, all Hosts, Hostesses, Guards, and Ushers will concern themselves with guiding guests from the building. Maintenance will be responsible for going immediately to the scene of the emergency and fighting the fire or restoring power while the evacuation progresses.

RESPONSIBILITIES AND AUTHORITY:

1. The Exhibit Manager (EM) or Acting Exhibit Manager (AEM) assumes "command" of emergency evacuation. He has been delegated this responsibility and authority because of his close knowledge of the building and of the training in emergency evacuation procedures that the Progressland Staff has received.

He is broadly responsible for directing and coordinating all evacuation procedures.

He has absolute authority for making decisions relating to evacuation and for directing all Progressland personnel in their duties under "Red Alert" conditions. Failure to comply with his instructions could result in later disciplinary action since the safety of large numbers of people is involved.

2. Responsibility and authority for on-the-scene direction of evacuation is delegated to the SEA's as outlined hereinafter. It is crucial that no one usurp this authority in any way unless it is obvious that the SEA has become physically or emotionally disabled. SEA's have been carefully trained in procedures to follow for their assigned areas.

3. Hosts, Hostesses, Pinkerton Guards, and Ushers take instructions from SEA's. Specific instructions pertaining to key Host, Hostess, Guard, and Usher positions are included hereinafter.

All personnel must be familiar with these emergency procedures and know all exits for all posts to which they may be assigned. When reporting, please pinpoint the area where an evacuation problem exists. All fire exits will have painted on or near them a floor number and letter. For instance, the exit near Stage 2 of the Carousel is "2A" - "2" for Second Floor and "A" for that particular exit.

EVACUATION PROCEDURES AND SEQUENCE:

A. General:

1. As soon as an emergency has been declared, the EM or AEM assumes command. If humanly possible he will remain at a Remote Station to maintain contact with SEA's and others.

EVACUATION PROCEDURES AND SEQUENCE: (Cont'd)

A. General (Cont'd)

2. It is essential that as much radio silence as possible be maintained during a "Red Alert." The use of radio by EM and SEA's has top priority. Channel all reports and requests for assistance to the SEA's who, in turn, will clear with the EM.

3. During period of emergency, the EM maintains constant radio contact with SEA;s to provide them with any assistance they require.

4. The SEA's will report directly to the EM and, subject only to direction from him, will be responsible for initiating evacuation of their floors.

5. If the radio network should fail (despite the emergency power supply) but the telephones are still working, the EM will remain at a remote station of his choosing and use off-duty personnel from the Employee Lounge to act as "runners" between him and the SEA's. The "runners" will report the situation by nearest available phone to the EM.

6. If all communications should fail, the EM will do his best to direct evacuation from the Second Floor Console position — again using off-duty personnel as "runners."

7. It is vital for all personnel on duty not to leave their floors until dismissed by the EM or SEA's, or unless it is necessary to leave to carry out assigned duties.

B. Outdoor Area and Travelator:

1. When an emergency is signalled or declared, SEA-2 or SEA-4 immediately stops loading and halts travelator by pressing STOP button.

2. Guests on travelator are instructed by SEA-2 and SEA-4 to turn around and walk back down travelator to outdoor collecting area.

EVACUATION PROCEDURES AND SEQUENCE (Cont'd)

B. Outdoor Area and Travelator (Cont'd)

3. Entrance Hosts and Pinkerton Guards, open Maze and feed people from collecting area into street.

4. At same time, Entrance Hosts and Guards disperse people in feed lines by explaining that Progressland will be closed indefinitely because of technical difficulties.

5. Hosts and Guards continue to patrol outside of building to keep crowd from gathering or blocking exit areas.

C. Second Floor:

1. When an emergency is signalled or declared, SEA-2 immediately halts loading of cars.

2. He instructs all Carousel Hostesses to put their READY buttons on OFF position and prepare guests for evacuation of cars.

3. He instructs Bottom of Time Tube Hostess to halt Travelator in Time Tube.

4. As soon as guests on outside travelator are cleared, he instructs Theatre Hosts to lead guests in second floor collecting areas back to travelator where Load Host will throw back ropes and direct traffic down ramp.

5. Ushers and Theatre Hosts will unhook stanchion ropes in collecting areas and unload theatre car at Stage 1 and direct people down travelator.

6. Meantime, Carousel Hostesses will begin evacuating cars, instructing people to exit in orderly fashion and proceed down emergency exits nearest to their car.

7. Guests in theatre car at Stage 4, should be instructed to walk down the back stairs (elevator tower).

C. Second Floor (Cont'd)

8. Preferential Host and Hostess and Pinkerton Guards should take up positions at emergency exits to assist Carousel Hostesses in maintaining an orderly flow from cars down emergency exit stairs.

9. As soon as Ushers, Load Host, and Theatre Hosts have completed clearing of collecting areas, car at Stage 1 and Stage 4, they should be deployed as needed to emergency exits to assist Carousel Hostesses and Guards.

Emergency Exits to Theatre Stages:

Stage 2	Exits 2A and 2B
Stage 3	Exits 2B and 2C
Stage 5	Exits 2F and 2G
Stage 6	Exits 2G and 2H

10. If trouble arises at any point, ask SEA-2 for assistance. He will either take action himself or message the EM.

11. SEA-2 checks entire floor to make sure it has been evacuated.

D. Third Floor:

1. When an emergency is signalled or declared, SEA-3 immediately initiates evacuation procedures.

2. The Dome Presentation Hostess turns on emergency lights, urges guests down ramp to continue to first floor, and instructs guests in Dome Show to exit through the doors at either end of the Dome Show area. (Exits to Stair Tower and 3G and 3F.) Do not direct guest to emergency exits between these doors because access to these exits is blocked by viewing rails.

D. Third Floor (Cont'd)

3. Ramp Host #1 in dome show direct guests in Dome area to emergency exits as indicated in "2" above.

4. Ramp Hosts #2 and #3, assisted by Fusion Hostess and Fusion Scientist at bottom of ramp, keep people on ramp moving down and out emergency exit at foot of ramp.

5. The Galaxy Presentation Hostess directs guests in collecting area to use emergency exit behind (at right of dome doors — Exit 3H).

6. The Galaxy Hostess intercepts guests in the Galaxy and leads them to nearest emergency exit in second bay of Galaxy (Exit 3A) or Exit 3H behind the collecting area presentation.

7. The Top of Time Tube Hostess leads guests coming off travelator to nearest emergency exit in first bay of Galaxy — Exit 3B — just beyong door to Third Floor Sound Room. Do not lead guests into Sound Room.

8. Before leaving the floor, SEA-3 should be certain all guests and personnel have been evacuated.

E. First Floor:

1. When an emergency is signalled or declared, SEA-1 immediately initiates evacuation procedures.

2. Hosts and Hostesses should clear all shows and exhibits and direct all guests to move quickly through all available exits.

3. A thorough check of all areas — rest rooms, live and tape shows — should be made by SEA-1 to insure everyone has left the Pavilion.

F. LOCATION OF FIRE ALARM PULL BOXES:

THIRD FLOOR: On landings on ALL exterior stairways going down from Third Floor. A total of 4 boxes. One box located on wall opposite elevator in stair tower.

SECOND FLOOR: One box located on wall opposite elevator in stair tower.

Boxes located at bottom of all stairways leading to outside of Pavilion — adjacent to exterior fire doors.

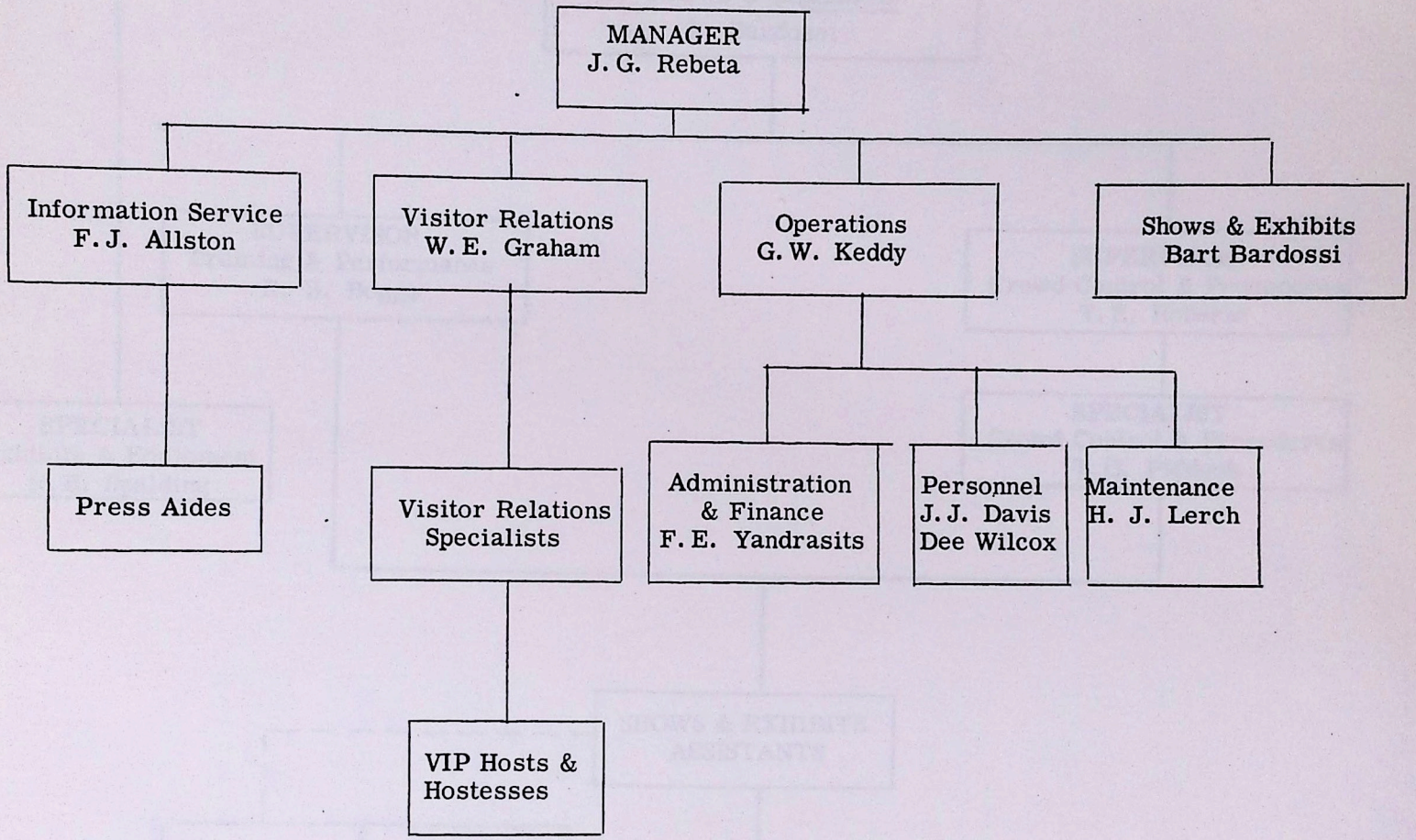
FIRST FLOOR: On wall opposite elevator on stair tower. On wall between phones and door to employee quarters (Exit 1A).

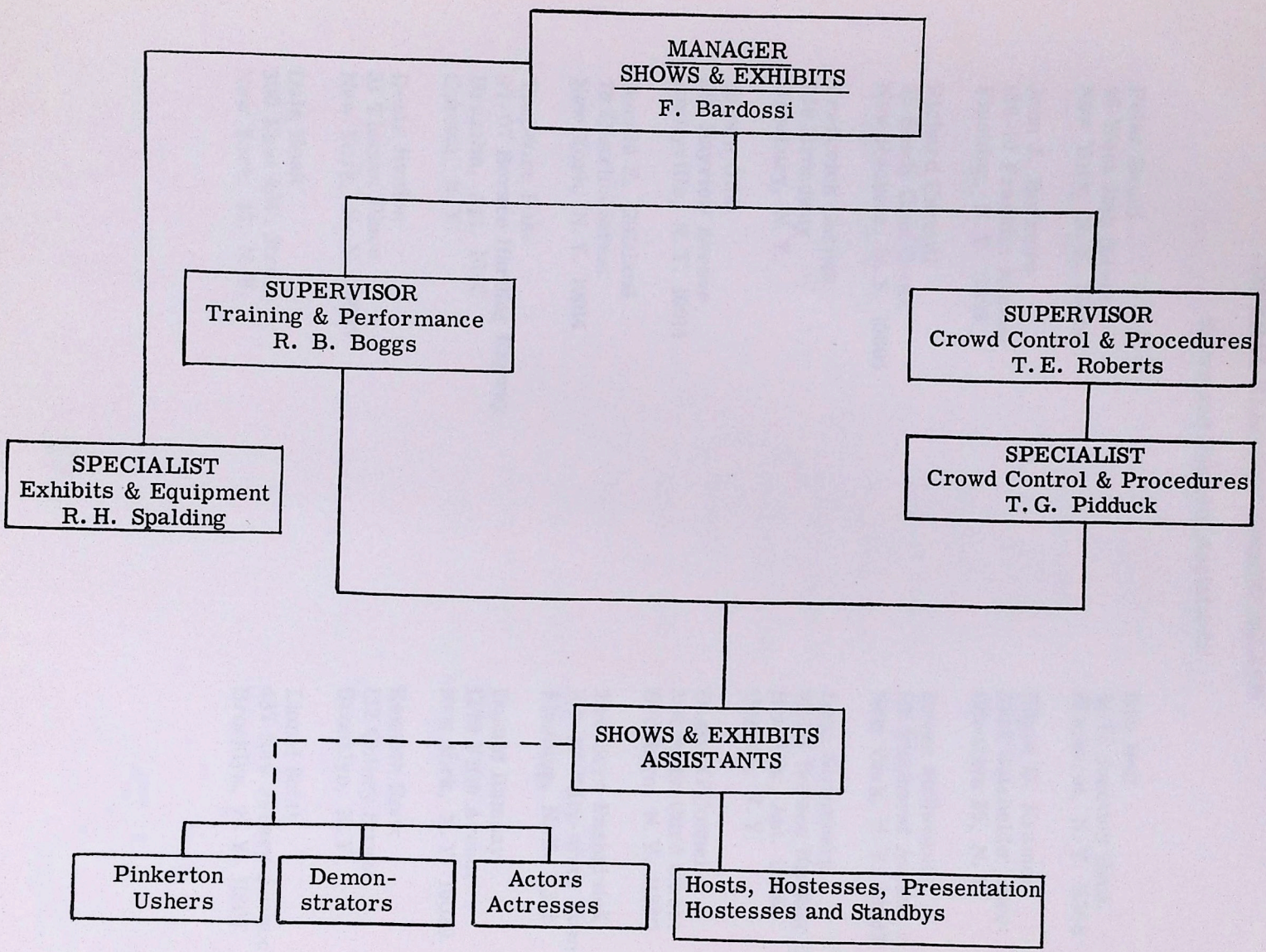
On wall Center of displaying flags for "Value is World Wide."

Near exterior door adjacent to Women's Rest Rooms (Exit 1D).

April 1, 1965

NEW YORK WORLDS FAIR OPERATION




MANAGER
SHOWS & EXHIBITS
F. Bardossi
SUPERVISOR
Training & Performance
R. B. Boggs
SUPERVISOR
Crowd Control & Procedures
T. E. Roberts
SPECIALIST
Exhibits & Equipment
R. H. Spalding
SPECIALIST
Crowd Control & Procedures
T. G. Pidduck
SHOWS & EXHIBITS
ASSISTANTS
Pinkerton
Ushers
Demon-
strators
Actors
Actresses
Hosts, Hostesses, Presentation
Hostesses and Standbys

GENERAL ELECTRIC PROGRESSLAND

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New Rochele, N. Y. 10805

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Westbury, N. Y.

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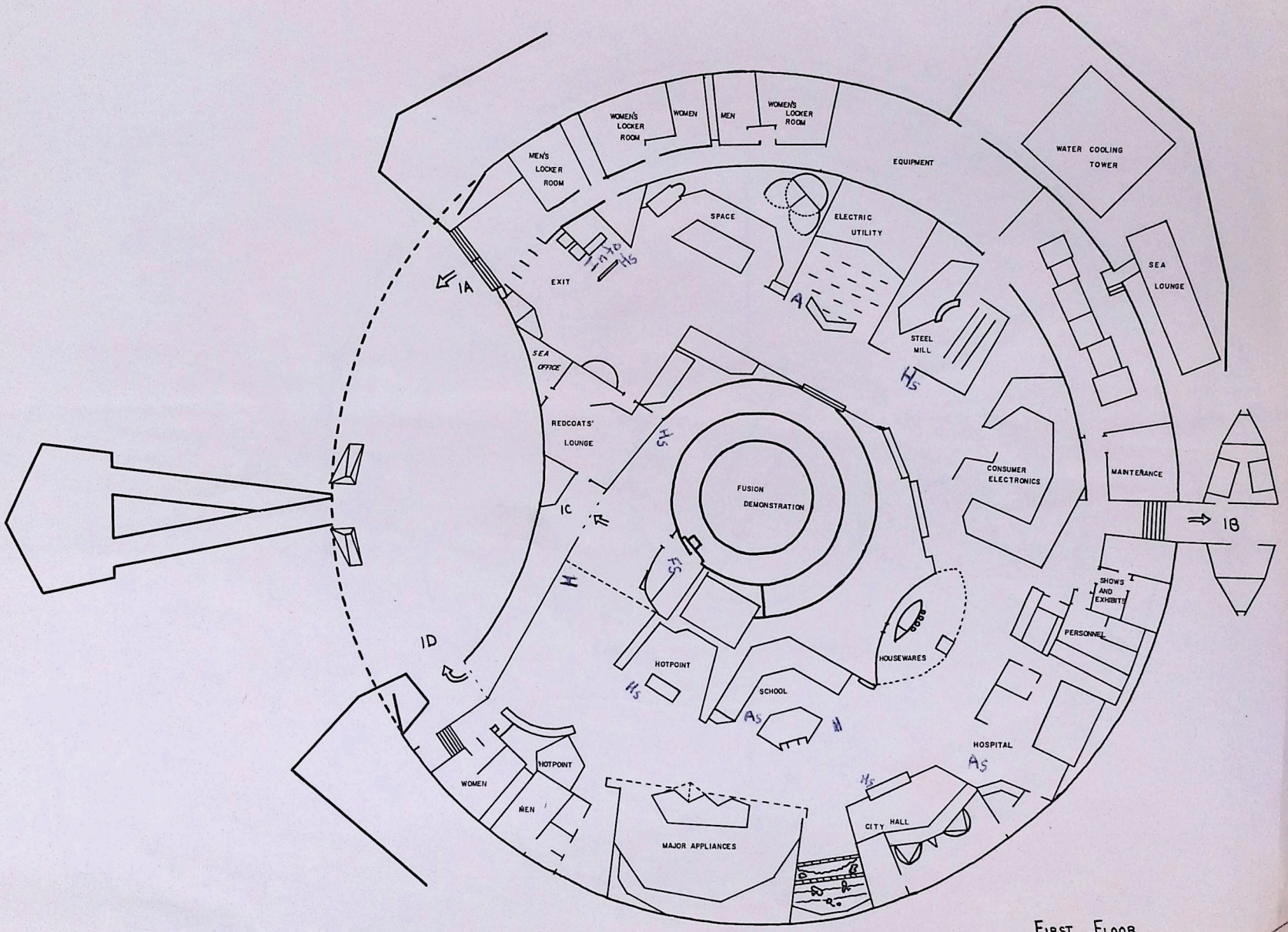
Kenneth Rock
132 Quincy Street
Brooklyn, N. Y.

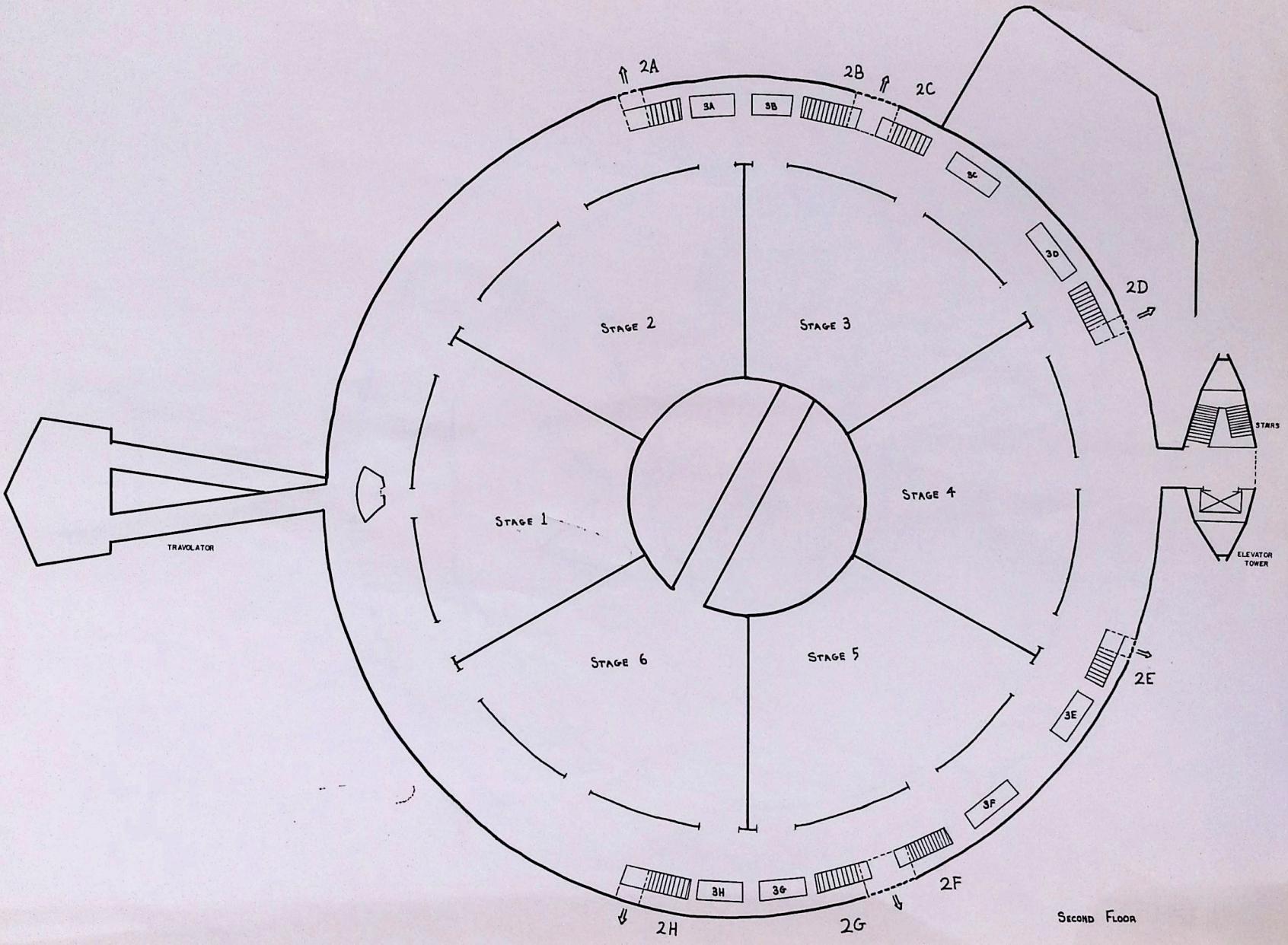
Lionel Scott
437 New Jersey Avenue
Brooklyn, N. Y. 11207

EXHIBITS LISTED BY FAIR AS BEING ABLE TO HANDLE WHEELCHAIR PATIENTS

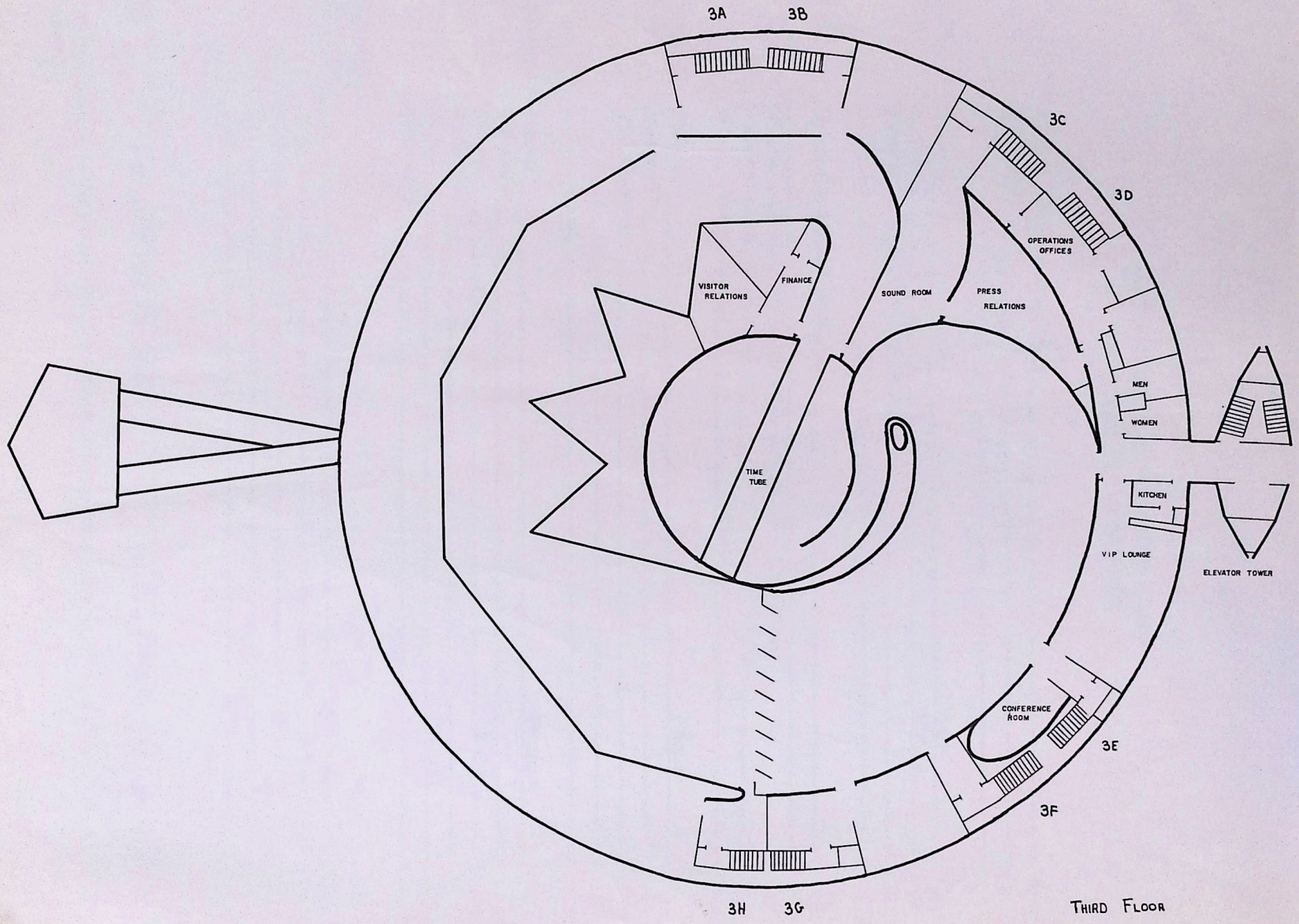
Auto Thrill Show
Coca-Cola
Scott Paper
Johnson's Wax
Continental Insurance
DuPont
Formica
Clairol
RCA
Westinghouse
Sinclair
Parker Pen
General Motors
Ford Motor
West Virginia
Oklahoma
Federal Pavilion
Caribbean Pavilion
Swedish Pavilion
Pakistan Pavilion
Austria
American Israel
Ireland
Vatican Pavilion
Swiss Pavilion
United Arab Republic


WOMEN'S LOCKER ROOM
WOMEN
MEN
WOMEN'S LOCKER ROOM
MEN'S LOCKER ROOM
EQUIPMENT
WATER COOLING TOWER
SPACE
ELECTRIC UTILITY
EXIT
SEA LOUNGE
SEA OFFICE
STEEL MILL
REDCOATS' LOUNGE
CONSUMER ELECTRONICS
MAINTENANCE
FUSION DEMONSTRATION
1A
1B
1C
1D
SHOWS AND EXHIBITS
PERSONNEL
HOUSEWARES
HOTPOINT
SCHOOL
HOSPITAL
WOMEN
HOTPOINT
MEN
MAJOR APPLIANCES
CITY HALL

FIRST FLOOR



SECOND FLOOR


3A
3B
3C
3D
3E
3F
3G
3H
VISITOR RELATIONS
FINANCE
SOUND ROOM
PRESS RELATIONS
OPERATIONS OFFICES
MEN
WOMEN
TIME TUBE
KITCHEN
VIP LOUNGE
ELEVATOR TOWER
CONFERENCE ROOM

THIRD FLOOR

GENERAL ELECTRIC PROGRESSLAND
LIABILITY ACCIDENT REPORT

TIME & PLACE
Date & Time of Accident: _____
Location: _____
_____

INJURED PERSON
Name: _____ Age: _____
Address: _____ Phone: _____
What was injured doing when hurt? _____
_____

INJURY
Nature & Extent of Injury: _____
_____
Where was injured taken after accident? Check one.
Refused Medical Aid: _____ First Aid Station: _____
W. F. Hospital: _____ Other: _____

PROPERTY DAMAGE
Owner: _____ Phone: _____
Address: _____
List Damage: _____
_____
_____

WITNESSES
Name: _____ Phone: _____
Address: _____
Name: _____ Phone: _____
Address: _____
Name: _____ Phone: _____
Address: _____

DESCRIPTION OF ACCIDENT _____
_____
_____
_____
_____

DATE SIGNATURE OF SEA SHOWS & EXHIBITS APPROVAL

Use reverse side for Diagram and any other information of importance in reporting the accident.

TO: All Progressland Hosts and Hostesses
Housewares Demonstrators

RE: Timecard Administration during training period
April 1 - April 20

During training you will be responsible for recording the hours you work on the timecards you have been given. (NOTE: Please read the "Timecard Administration" section of your Training Manual).

Hours are written on a 1-24 basis, minutes on a 1-100 basis; therefore, 8:30 am should be noted on the clockcard as 8:50. A typical 8:30 am to 5:30 pm working day with an hour off for lunch would read (always written from bottom to top):

17:50 finish
13:00 in-lunch
12:00 out-lunch
8:50 begin

At the end of each day, have your hours-worked initialed by the Shows and Exhibits Assistant (SEA) assigned to your training group. Each Friday he will collect your card and give you a new one. Be sure that each day you have your card initialed by an SEA and be sure that your card is signed before you turn your card in each Friday.

This procedure will be in effect only during training.