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CONFERENCE: NOV. 17–21, 2014 • TRADE SHOW: NOV. 18–21, 2014

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# Enhancing Revenue Through Entertainment

Shaun McKeogh  
Rachel Rotella  
Eric Meixler  
Adrea Gibbs

November



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## The Ice-Breaker: SALT & PEPPER

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## NOW THAT WE HAVE YOUR ATTENTION!

### STRATEGY & GOALS

- Finding the right employees
- Exciting and inspiring your employees
- Creating natural guest engagement
- Retaining great employees
- Revenue results

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## But, first things first...

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Ask our team members:

## Why did you apply for this job?

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**What inspired you to  
apply for your job?**

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## ASSESSMENT CENTER GAMES

### BIRTHDAY SCRAMBLE

Set a time limit, then instruct all participants to create a circle organized by birthday with January and December meeting.



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So you've done the assessment- How do you choose the right person for the right job?

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Ask ourselves:

## How do we choose the right Team Members?

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How can you maximize  
what makes your  
employees enjoy their job  
for the guest's benefit?

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Ask our team members:

## What makes your job enjoyable?

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**What makes your  
job enjoyable?**

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Activity:

## BEACH BALL TOSS

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Ask ourselves:

How do we train & skill our  
Team Members to entertain  
and engage?

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What do our team members say:

## What inspires you to engage with guests?



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**What inspires you to  
engage with our  
guests?**

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How can you motivate your  
Team Members to deliver  
exceptional customer  
service?

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Ask our team members:

**How do you provide  
exceptional customer  
service?**

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**What inspires you to  
deliver exceptional  
guest service?**

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Ask ourselves:

How do we involve Team Members in the Creative process to keep them inspired, engaged, and create new role models for others?

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Activity:

## CONCENTRATION

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Ask ourselves:

How do we provide the  
right tools to encourage  
Team Member  
engagement?

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How do you instill in your  
Team Members the desire  
to be the best employee  
they can be?



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## ASSESSMENT CENTER GAMES: HEIGHTS

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Ask our Team Members:

**What motivates you to be  
the best employee you can  
be?**

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**What motivates you to  
be the best employee  
you can be?**

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Ask ourselves:

How do you reinforce  
desired behaviors?

Encourage Team Member  
guest engagement?

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Activity:

## **TAKE WHAT YOU NEED**



## RE-CAP!

### STRATEGY & GOALS

- Ways to find employees
- Inspire your employees
- Encourage guest engagement
- Happy employees will want to stay
- Good employees = revenue

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# THANK YOU



## Enhancing Revenue Through Entertainment

**Adrea Gibbs**

**[adrea.gibbs@merlinentertainments.biz](mailto:adrea.gibbs@merlinentertainments.biz)**

**Eric Meixler**

**[eric@canobielake.com](mailto:eric@canobielake.com)**

**Shaun McKeogh**

**[smckeogh@mgmtres.com](mailto:smckeogh@mgmtres.com)**

**Rachel Rotella**

**[cruz@ripleys.com](mailto:cruz@ripleys.com)**



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