



This is a chance for you to make money for New Hope Ministries AND get a free Day Pass to Hershey Park

GAMES DEPARTMENT VOLUNTEER DATES FOR 2010

AVAILABLE SHIFTS

11:00 a.m. is the earliest time a volunteer will be scheduled to work.

A volunteer must work at least a four hour shift.

If a volunteer wishes to work a shift other than those listed, we will try to work with you to schedule a shift.

11:00 – 3:00	12:00 – 6:00	2:00 – 6:00	4:00 – 8:00	5:00 – 11:00*
11:00 – 5:00	12:00 – 8:00	2:00 – 8:00	4:00 – 10:00	6:00 – 10:00
12:00 – 4:00	1:00 – 5:00	2:00 – 10:00	5:00 – 10:00	6:00 – 11:00*

* Friday, August 13 the Park is open until 11:00 p.m. and we are requesting these shifts only for that day.

DAYS AND OPERATING HOURS

Friday, May 7	10:00 – 8:00	Friday, August 13	*see notation above*
Thursday, May 13	10:00 – 6:00	Monday, August 16	10:00 – 10:00
Friday, May 14	10:00 – 8:00	Tuesday, August 17	10:00 – 10:00
Wednesday, May 19	10:00 – 6:00	Wed., August 18	10:00 – 10:00
Thursday, May 20	10:00 – 6:00	Thursday, August 19	10:00 – 10:00
Friday, May 21	10:00 – 8:00	Friday, August 20	10:00 – 10:00
Monday, May 24	10:00 – 8:00	Monday, August 23	10:00 – 10:00
Tuesday, May 25	10:00 – 8:00	Tuesday, August 24	10:00 – 10:00
Wednesday, May 26	10:00 – 8:00	Wed., August 25	10:00 – 10:00
Thursday, May 27	10:00 – 8:00	Thursday, August 26	10:00 – 10:00
Friday, May 28	10:00 – 10:00	Friday, August 27	10:00 – 10:00
Tuesday, June 1	10:00 – 10:00	Monday, August 30	10:00 – 8:00
Wednesday, June 2	10:00 – 10:00	Tuesday, August 31	10:00 – 8:00
Thursday, June 3	10:00 – 10:00	Wednesday, Sept 1	10:00 – 8:00
Friday, June 4	10:00 – 10:00	Thursday, Sept. 2	10:00 – 8:00
		Friday, Sept. 3	10:00 – 10:00

Monday, September 27 Sukkot Day 11:00 – 7:00

ADDITIONAL HOURS

Additional hours may be added to the volunteer dates at a later time. Hours may be available for August and September weekends, as well as hours for “HALLOWEEN IN HERSHEY.”

Please contact Joanne Fortney for questions or to schedule. Preference is at least ONE weeks notice. The more notice, the better chance there is to get the times and dates you desire to work.

jfortney@nhm-pa.net

717-766-7333 717-766-7575 (fax)

717-329-1382 (cell)

Please read all Documentation before signing up.

Volunteer Guidelines for HERSHEY PARK Games

Volunteer “Employees”: Due to Federal and State Child Labor Laws, **ALL volunteers MUST BE 18 years of age or older.**

“May I bring my children?” To answer this question, we will quote the *Hershey Entertainment Complex Volunteer Program* information found on our website, www.HersheyJobs.com. “NO. Children will not be admitted to the Park or any event without purchasing a ticket. If a child has a ticket and enters the Park or an event, they will not be allowed to be in designated work areas.”

Parking: Free parking is provided in the employee parking lot; enter off of Hersheypark Drive onto Service Center Road. (There is a very large sign that reads “Hersheypark Employee and Delivery Entrance” and the road is next to the Wildcat roller coaster.) Once you are on Service Center Road, stop at the Security Checkpoint and advise the Security Officer you are volunteering for the Games Department; the Officer will direct you to the correct parking lot.

Meeting Location: We meet all volunteers **outside** the entrance of the Employee Cafeteria by the picnic tables. The Cafeteria is called the “Coaster Café” and is the building located on the left side of Service Center Road, just before the employee entrance of the Park. **Please try to arrive 10-15 minutes before your scheduled shift.**

Job Description: Volunteers will be responsible for handling money and will have direct contact with the guests when explaining the rules of the game in which they are assigned. Volunteers must be able to work outdoors and shifts require standing for a minimum of four hours.

What happens if I have no experience? Will you train me?

What is most important is being friendly, courteous, and having a positive attitude. You will find that our positions require very basic duties. In fact, specific training is offered at the beginning of your shift. When you arrive at the game in which you are assigned, a Games employee will explain how the game operates to you. If you have any questions, please do not hesitate to ask.

A HERSHEY PARK Games Supervisor is assigned to each area where you are working that will assist you with questions or problems that may arise during your work experience.

Breaks: Breaks will be given to volunteers working more than 4 ½ hour shifts. The breaks will be for 45 minutes and may be taken at the Employee Cafeteria.

You may take bottled water with you into the Park; we suggest that you bring some with you.

Food cannot be eaten while a volunteer is working in a game; you may pack a lunch and keep it with you in the park to be eaten later in the Employee Cafeteria. If you have a special request concerning your break time, please let us know at the beginning of your shift.

Volunteer Voucher: For each volunteer that works, your group will receive \$5.85 per hour.

A volunteer will receive one volunteer voucher for each shift completed. The voucher is redeemable for one of the following choices:

- One HERSHEY PARK admission during the 2010 or 2011 season
- One DUTCH WONDERLAND admission during the 2010 or 2011 season
- One admission to the 2010 HERSHEY PARK IN THE DARK event
- One admission to the 2010 CHRISTMAS CANDYLANE event
- One admission to the SPRINGTIME IN THE PARK event.

Vouchers will be redeemed at the HERSHEY PARK Season Pass Office from 9 AM – 8 PM *when the Park is open*. [To confirm the hours of the Season Pass Office, you may call 717-534-3900.](#)

Please read the back of the voucher carefully. The vouchers you receive this year **MUST** be redeemed by **July 31, 2011** – once the date on the voucher has expired, **YOU WILL NOT** be permitted to redeem the voucher.

Reminder: Tickets should be available after March 1, 2010 for the 2010 season but please contact the Season Pass Office if you wish to redeem vouchers before May 1, 2010 to determine if the tickets are available. If you are redeeming a large amount of vouchers (20 or more), please call the Season Pass Office to advise them of how many vouchers you wish to redeem.

Volunteer “Time Sheets”: Every day a volunteer works, there will be a “volunteer time sheet” to document hours the volunteers work for their group. Your group’s name will appear at the top of the time sheet. These time sheets will assist our department to ensure that your organization is paid correctly.

We will have the volunteer time sheet prepared for your group and you will sign in before entering the Park; these time sheets will be given to the Games Supervisor in your assigned area. Please make sure all volunteers sign out before they leave.

Other Information: Smoking, tobacco products and gum chewing are strictly prohibited.

The use of cell phones, “iPhones”, “blackberry’s”, “ipods” or other electronic devices while working in a game is prohibited. The Hershey Entertainment and Resorts company policy is that these items are prohibited from being audible or visible. If there is a reason you must keep your device turned on while you are working in a game, please let us know at the beginning of your shift.

On the following page, we have attached our Games Department Volunteer Appearance Policy. It is imperative that all volunteers understand this policy. **If a volunteer wears anything that does not comply with our volunteer appearance policy they may not be permitted to volunteer.**

HERSHEYPARK GAMES DEPARTMENT VOLUNTEER APPEARANCE POLICY

Everything our guests see contributes to his/her impression of HERSHEY PARK; therefore, we ask that *all volunteers* present a neat and clean image and comply with the following:

- 1. Jean shorts or pants and “cargo” shorts or pants are strictly prohibited! There will be NO EXCEPTIONS!**
2. Pants/shorts that are khaki in color are recommended. Navy blue and black pants/shorts may also be worn. Shorts should be walking length or Bermuda style.
- 3. Upon their arrival, volunteers will be provided HERSHEY PARK uniform shirts to wear for their shift.** The shirts are a “unisex” design, so there are no men’s and women’s sizes, just XS (extra small) to 6XL (extra large.) The volunteers will be required to provide their volunteer coordinator with their requested shirt sizes. The Park will be cleaning the uniform shirts, so the volunteers will be required to return the shirts at the end of their shift. **Shirts that have a HERSHEY logo are acceptable. If your volunteer wishes to wear a shirt underneath the uniform shirt provided, it must be a white t-shirt.** Our employees are only permitted to wear white t-shirts underneath their uniform shirts, so we request the volunteers only wear white t-shirts. The t-shirt sleeves cannot go beyond the length of the volunteer shirt sleeves.
4. All shirts should be tucked in.
5. You will be standing on your feet the entire shift, so please wear comfortable shoes with covered heels or sneakers. **For safety reasons, all sandals, high heels, clogs and other open-toed shoes are strictly prohibited.**
6. Baseball hats and other headwear are not permitted while working in Games. If you must wear headwear, please let us know in advance.
7. Sunglasses may be worn only if they are NOT mirrored lenses.
 8. Depending upon the weather, you may wish to bring/wear a sweater, sweatshirt or jacket – no words, pictures or logos may be visible. Sweatshirts that have a HERSHEY logo are acceptable. You may wish to bring sunscreen for outdoor assignments.
9. Any visible body piercing (excluding earrings) are prohibited. Earrings may not be larger than a quarter in size and no more than two per ear.

CANCELLATIONS: We understand that schedules change, emergencies or “last minute” situations occur when a volunteer who has been scheduled is now unable to work. If you have an individual who is scheduled to volunteer but has to cancel, please try to contact Leslie before 9:00 a.m. on the day the volunteer is scheduled. If Leslie is not available, or when the Park is open on weekends, you may also call 717-534-3140 and ask to speak with the Games Manager on Duty. Our Manager on Duty determines what games will be open based upon our staffing numbers, so it is important that we are notified if a volunteer who has been scheduled is unable to work.