WHAT’S HAPPENING

Volume 39; Number 1
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SHARE IT FORWARD

SIF… IT CHANGES LIVES

For many, the new year brings desire for life changes. Share It Forward comes alongside HFE employees and their families with Life Skills classes and assistance programs designed to provide help and hope for a better future. When you give to SIF, it changes lives! We'd like to share the story of a couple whose life changed as a result of your selfless giving.

When Mark and Jennifer experienced Share It Forward firsthand, it changed the course of their lives. Mark, an employee at HFE, signed up for a Life Skills class, along with his wife Jennifer, hosted by Share It Forward. “We had gone through Financial Peace University classes years ago at church, but found ourselves in a situation where we needed to go through it again,” shared Mark. “The refresher on getting our finances under control was just what we needed; getting us back on track so we could focus on getting out of debt.”

A short time later, they found themselves in a situation with expenses for which they hadn't planned. With nowhere else to turn, they decided to go to Share It Forward and apply for assistance under the Hardship Program. “We had been planning and saving but sometimes the unexpected happens,” expressed Jennifer. “The care and kindness we received from Share It Forward really made an impact and had huge influence on changing our lives. The experience we had with SIF gave us hope and birthed a dream in our hearts to give back to the community…. sharing it forward in our own way.”

Today, Mark and Jennifer are steps closer to fulfilling that dream. Through financial planning and many miracles, their dream of opening a foster care ranch is becoming a reality. “By going through the Life Skills class, we were able to get our debt under control and pay off our home and land which put us in a position to start working on our passion of helping troubled teens,” said Jennifer. “We are so thankful to everyone who supports Share It Forward. You each had an impact on our life whether you realize it or not.” That impact will ripple into the community and continue to change lives as Mark and Jennifer plan to open their foster ranch and equine therapy center this coming spring.

Since 2005, Share It Forward has supported the men and women of Herschend Family Entertainment and their loved ones. Today we provide assistance in times of crisis, promote whole person wellness through our Health Advocate Nurse program and present Life Skills classes giving opportunities for education and personal growth. To learn more, download an application for assistance or make a donation go to, www.share-it-forward.org

Thank You Share It Forward

Dear Share It Forward,

I just want to say thank you to the HFE Family for all the love poured in to the company. I seriously believe I could never find a company so caring and loving as this one. Thanks to all that generously and selflessly give to Share It Forward in order to assist with people such as me. And a very special thanks to the coordinator who took great patience in assisting me. Thank You!

Dear Share It Forward,

We can’t thank you enough for your time and hard work and consideration for our situation. HFE has given us hope and thanks to your efforts, we can keep hoping and working towards a better future. ♡
Dolly's Doin's

Happy Birthday Dolly!

We want to wish Dolly a happy birthday from all of her Dollywood family. On Monday (Jan. 19), Dolly celebrates her 69th birthday! We can’t wait to have her back here with us soon! She’ll kick off the 30th anniversary of Dollywood during grand opening weekend on March 20 and 21. She then will return for her annual Dollywood Homecoming visit on May 1 and 2. She’ll also serve as grand marshal for the 30th annual Dolly Homecoming Parade in Pigeon Forge on May 1. More details about her Dollywood visits will be available in a later issue of What’s Happening.

Pay Stub Information Available on Host Portal

We are excited to announce a convenient, easy way for Hosts to obtain copies of current or old pay vouchers. Beginning immediately, Hosts can access and print their own pay voucher by visiting our new Host Portal. Pay vouchers (sometimes referred to as pay stubs) are available as far back as 2013 and can be accessed at any time during your employment. New pay vouchers appear each pay day. In addition to the new print-at-home option, The Dollywood Company continues the current practice of printing and distributing pay vouchers biweekly through March 2015. After that, the Host Portal will be your go-to resource to obtain your pay voucher.

To view, print, or even email your pay voucher, visit the Host Portal at https://empportal.hfecorp.com/. If you previously used the portal for insurance enrollment in the fall of 2014, enter the same user account ID and password and click the Sign In button. If you can't remember your user account ID or password, click on the Forgot Your User Account ID/Password link; then follow the prompts to reset these items. If you have never visited the portal, click the Register button and complete the fields to create your user account ID and password.

Click My Portal on the upper left side of the screen, near the Herschend Family Entertainment logo. Then, click View Paycheck Statement. Choose the year and check date, then select if you prefer to print the paycheck statement or email it to yourself. Be sure to click Sign Out in the upper right corner, especially if you are using a shared computer.

As always, Hosts are welcome to use computers and printers at the Legacy & Learning Center Computer Lab. The lab is open Monday-Friday 8 a.m. to 5 p.m. while Dollywood is closed for the winter.

CASH OFFICE WINTER HOURS

The Cash Office hours are 8 a.m. - noon, and 1 p.m. - 3 p.m., Monday through Friday. Only active Hosts may enter the Cash Office. Movie tickets for non-active Hosts are available at Human Resources. In addition, please note the following schedule changes for the Cash Office:

Monday, Jan. 26 - Open 8 a.m. to 11 a.m. only
Tuesday, Feb. 24 – Closed

Dollywood Family Healthcare Center Update

To provide Dollywood Hosts with quality basic healthcare, Dollywood partners with a healthcare company, Premise Health, formerly known as Take Care Employer Solutions. While the provider name has changed, Dollywood Hosts can expect the same level of excellent service.

Love every moment
Need Help Registering for Unemployment?

Did you know you may be eligible to receive full unemployment benefits when Dollywood closes for the season and you are no longer working? Full unemployment claims must be completed through the Unemployment Insurance Office either by internet at www.ui.tn.gov or telephone at 1-877-813-0950. To better assist Hosts who prefer to file their initial claim online, we will offer the following unemployment workshops at the Legacy and Learning Center:

- Monday, Jan. 19 – 9 a.m. – noon
- Thursday, Jan. 22 – 1 p.m. – 4 p.m.

Important…You must bring your checking/savings information indicating your account and routing number if you choose not to use the debit card that the Unemployment office issues through Chase Bank or if you have any changes to your current bank information. Hosts also should bring their Rehire Letter to help complete the process.

If you have any questions, please contact Lisa Wawrin in Human Resources at (865) 428-9565.

Opportunity OUTLOOK

Congratulations to Stephanie Serago and Chris Carson who both have been promoted from Attractions Team Leads to Attractions Supervisors.

Congratulations to Helping Hand, Kevin Jakeman, who has been promoted to Helping Hands Team Lead.

FRIENDLY Hosts Needed

Dollywood’s DreamMore Resort Job Fair

Thank you to those who expressed interest in working at Dollywood’s DreamMore Resort.

As mentioned at the Preview Event in December, we will host a follow-up event which provides additional information about specific positions on Jan. 22. An e-mail with event details will be sent to Hosts who submitted an interest card.

Full job descriptions will be available at the event for interested candidates to review. Hosts also should bring any questions they may have about available positions.

Contact Jenny Shreeve, Employment Manager, at (865) 428-9414 with any questions.

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Construction crews continue their hard work on Dollywood’s DreamMore Resort. Motorists on Veterans Blvd. are treated to quite an impressive site as they pass by the 307-room resort. This recent aerial shot illustrates the size of the massive project.

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Congratulations to the Holly Jolly Junction Team

Every area of Holly Jolly Junction greatly exceeded all performance expectations! The experience was well received by our Guests. The teams from Special Events/Operations and Kodak all did an extraordinary job serving the high volume of Guests.

Congratulations to the Foods Team

Several Foods Locations received a perfect score during their inspections. Many things are evaluated during these rigorous inspections and we want to celebrate the locations which achieved a perfect score: Dog House, Grandstand, Ham & Beans, Host Lounge, Showstreet Lemonade, Splinter’s, Sweet Shoppe Ice Cream and Victoria’s Pizza. Also, during the Christmas Season Ham ’n Beans, Sausage Works, the Nut Cart and Vending all set new sales records.

Congratulations to the Operations Team

Congratulations to Strollers and Q2Q for record-breaking seasons.

Congratulations to the Merchandise Team

For the first time ever, the Grist Mill hit a milestone million-dollar sales goal. This team worked extremely hard all year long to reach this goal. Gazebo/Glow Team reached the most sales ever in the history of the store and broke $500,000 in sales. Thank you to this terrific team and to Helping Hands for their support which helped the team accomplish their goal without extra expense or overtime.

SAFE Y Matters

Dress for Success and Warmth this Winter

As a Host, you are the first line of defense in preventing workplace injuries. There are many exciting projects which occur as we prepare the park for the upcoming season, but please proceed with caution when you are near any of these projects.

Remember these tips to stay safe:

• Respect Boundaries- If you approach a restricted area or an area where work is being performed, ask yourself two questions:
  • 1. Am I authorized to be there?
  • 2. Am I wearing the correct personal protective equipment (PPE) to be there?
If you can’t answer YES to both questions, please stay out. Take an alternate route around the area to safely get to your destination.

• Wear your PPE!- Accidents can happen in the blink of an eye. Protect your body with the right PPE. If you don’t have the right PPE for the job, see your team lead, supervisor, or manager. Not having it is not an excuse to not wear it.

• Follow All Safety Rules- Everyone is busy, trying to get the job done before the Park opens to our Guests. However, ignoring safety rules is never a shortcut! Use all necessary safety equipment and follow proper safety standards at all times.

• Be Observant of Your Surroundings—With all the work going on, there are several hazards, including holes and construction materials, which may cause trips or falls. Additionally, heavy equipment and moving vehicles are plentiful in the Park. Please be aware that due to the design of the machinery, operators sometimes have a restricted view. Please use caution.

• No matter the job or location, safety starts with you!
Corporate Birthdays

Qihua Huang  Operations  Qihua Huang  Operations  Jan. 17 2
Phil Tipton  M&C  Operations  Phil Tipton  M&C  Operations  Jan. 17 2

Jan. 18  John Click  M&C  Merchandise  John Click  M&C  Merchandise  Jan. 18 2
John Fuller  Foods  John Fuller  Foods  Jan. 18 2
Donna Yost  Foods  Donna Yost  Foods  Jan. 18 2

John Evans  Operations  John Evans  Operations  Jan. 20 2
Steven Peaks  Operations  Steven Peaks  Operations  Jan. 20 2

Jan. 21  Sherman Brown  Foods  Sherman Brown  Foods  Jan. 21 2
Judy Haynes  Operations  Judy Haynes  Operations  Jan. 21 2
Jane Orr  Operations  Jane Orr  Operations  Jan. 21 2
Shawn Quilliams  Operations  Shawn Quilliams  Operations  Jan. 21 2

Jan. 22  Angel Brooks  Foods  Angel Brooks  Foods  Jan. 22 2
Nancy Johnson  Merchandise  Nancy Johnson  Merchandise  Jan. 22 2
Dawne Lewis  Operations  Dawne Lewis  Operations  Jan. 22 2
Cory Vaughn  Operations  Cory Vaughn  Operations  Jan. 22 2

Jan. 23  Glenn Brown  Merchandise  Glenn Brown  Merchandise  Jan. 23 2
Jackie King  Operations  Jackie King  Operations  Jan. 23 2

Jan. 24  Joel Cobb  Entertainment  Joel Cobb  Entertainment  Jan. 24 2
Larry Denton  Entertainment  Larry Denton  Entertainment  Jan. 24 2
Angela Grimaldi  Merchandise  Angela Grimaldi  Merchandise  Jan. 24 2
Gene Scherrer  Administration  Gene Scherrer  Administration  Jan. 24 2
Randel Whaley  Safety  Randel Whaley  Safety  Jan. 24 2

Jan. 25  Cadi Landry  Foods  Cadi Landry  Foods  Jan. 25 2
Robin Nelson  Finance  Robin Nelson  Finance  Jan. 25 2

Jan. 26  Cordelia Marzak  Finance  Cordelia Marzak  Finance  Jan. 26 2
Michael Potter  DMR  Michael Potter  DMR  Jan. 26 2
Buster Smith  Safety  Buster Smith  Safety  Jan. 26 2

Jan. 27  Ryan Fischer  Operations  Ryan Fischer  Operations  Jan. 27 2
Milton Greer  Merchandise  Milton Greer  Merchandise  Jan. 27 2
Kevin Jakeman  HR  Kevin Jakeman  HR  Jan. 27 2
James Maier  M&C  M&C  Jan. 27 2
Rita Martin  Merchandise  Rita Martin  Merchandise  Jan. 27 2
Sylvia McCluney  Merchandise  Sylvia McCluney  Merchandise  Jan. 27 2
David Williams  Operations  David Williams  Operations  Jan. 27 2

Jan. 28  Scott Barber  Foods  Scott Barber  Foods  Jan. 28 2
Brenda Cannon  Foods  Brenda Cannon  Foods  Jan. 28 2
Rebecca Childers  Operations  Rebecca Childers  Operations  Jan. 28 2
Barbara Farmer  Foods  Barbara Farmer  Foods  Jan. 28 2
Robert Floyd  M&C  M&C  Jan. 28 2
Henry Kresse Jr  Merchandise  Henry Kresse Jr  Merchandise  Jan. 28 2
Kathryn Rogers  Foods  Kathryn Rogers  Foods  Jan. 28 2
Jonathan Rupertus  Finance  Jonathan Rupertus  Finance  Jan. 28 2
Johnny Henry  Foods  Johnny Henry  Foods  Jan. 28 2
Carson Massengill  Operations  Carson Massengill  Operations  Jan. 28 2
Crickett Russell  Foods  Crickett Russell  Foods  Jan. 28 2
Eddie Davidson  Operations  Eddie Davidson  Operations  Jan. 28 2
Nancy Fricke  Operations  Nancy Fricke  Operations  Jan. 28 2
Mike Halverston  Foods  Mike Halverston  Foods  Jan. 28 2
Marty Messick  Operations  Marty Messick  Operations  Jan. 28 2
Norine Moss  Foods  Norine Moss  Foods  Jan. 28 2
Samuel Swaney  Operations  Samuel Swaney  Operations  Jan. 28 2
Charles Telegdy  Foods  Charles Telegdy  Foods  Jan. 28 2
Barney Young  Foods  Barney Young  Foods  Jan. 28 2
Craig Alleman  Safety  Craig Alleman  Safety  Jan. 28 2
David Blanton  Entertainment  David Blanton  Entertainment  Jan. 28 2
Justin Bowles  Merchandise  Justin Bowles  Merchandise  Jan. 28 2
Debra Catlett  Operations  Debra Catlett  Operations  Jan. 28 2
Jessica Messer  Entertainment  Jessica Messer  Entertainment  Jan. 28 2
Alesia Burton  Merchandise  Alesia Burton  Merchandise  Jan. 28 2
Dylan Cato  Entertainment  Dylan Cato  Entertainment  Jan. 28 2
Mary Eddington  Merchandise  Mary Eddington  Merchandise  Jan. 28 2
Mary Lyda Wellon  Foods  Mary Lyda Wellon  Foods  Jan. 28 2
Justin Baker  Mercaide  Justin Baker  Mercaide  Jan. 28 2
Mike Brown  Foods  Mike Brown  Foods  Jan. 28 2
Sharon Childress  Management  Sharon Childress  Management  Jan. 28 2
Steve Culmer  Finance  Steve Culmer  Finance  Jan. 28 2
Erin Elliott  M&C  M&C  Jan. 28 2
Dwight Floyd  Entertainment  Dwight Floyd  Entertainment  Jan. 28 2
Amber Davis  M&C  M&C  Jan. 28 2
Ramie Wolfe  Entertainment  Ramie Wolfe  Entertainment  Jan. 28 2
Keith Nelson  Foods  Keith Nelson  Foods  Jan. 28 2
Christina Roesch  Operations  Christina Roesch  Operations  Jan. 28 2
Michael Clady  Operations  Michael Clady  Operations  Jan. 28 2
Mike Ensor  M&C  M&C  Jan. 28 2
Tom Hardesty  M&C  M&C  Jan. 28 2
Justin Newberry  M&C  M&C  Jan. 28 2
Chris Szaton  Finance  Chris Szaton  Finance  Jan. 28 2
Elaine Bush  Operations  Elaine Bush  Operations  Jan. 28 2

Feb.  8  Nathaniel Hawk  Entertainment  Nathaniel Hawk  Entertainment  Feb.  8 2
Buddy Lewis  Operations  Buddy Lewis  Operations  Feb.  8 2

Feb.  9  Deb Gott  Finance  Deb Gott  Finance  Feb.  9 2
Christine Kimbrough  Merchandise  Christine Kimbrough  Merchandise  Feb.  9 2
Victor Kutz  Operations  Victor Kutz  Operations  Feb.  9 2
Bethany Polinkas  Entertainment  Bethany Polinkas  Entertainment  Feb.  9 2
Lisa Riddle  Operations  Lisa Riddle  Operations  Feb.  9 2

Feb.  10  Michael Hall  Operations  Michael Hall  Operations  Feb.  10 2
Janice Imbriani  Operations  Janice Imbriani  Operations  Feb.  10 2

Feb.  11  Sheriann Addario  Foods  Sheriann Addario  Foods  Feb.  11 2
Charlie Conard  Safety  Charlie Conard  Safety  Feb.  11 2
Blake Yardley  Operations  Blake Yardley  Operations  Feb.  11 2

Feb.  12  Cassie Parton  Entertainment  Cassie Parton  Entertainment  Feb.  12 2
Art Putt  Foods  Art Putt  Foods  Feb.  12 2
Jessica Ryan  Merchandise  Jessica Ryan  Merchandise  Feb.  12 2

Laura Mitchell  Foods  Laura Mitchell  Foods  Feb.  13 2

Corporate Anniversaries

Paula Riffle  DWSMC  Jan. 17 2
Barry Culver  Merchandise  Jan. 22 12
Kenneth Bracknell  M&C  Jan. 26 2
Pamela Duncan  Security  Jan. 28 6
Wilma White  Operations  Jan. 28 2
Patricia Matthews  Munasque  Operations  Jan. 28 2
Sue McPeters  Marketing  Jan. 28 2
Steven Schroll  Operations  Jan. 30 8
Kathy Miller  Marketing  Jan. 31 3
Velvet Lambert  Marketing  Jan. 31 3
Deborah Speelman  Marketing  Jan. 31 3
Angela Basden  DMR  Jan. 31 3
Taletha Capps  Operations  Feb. 3 1
Carolyn Murphy  Operations  Feb. 3 1
Rhonda Runyon  Operations  Feb. 3 1
Michelle Thompson  Marketing  Feb. 3 1
Paula Nichols  Operations  Feb. 8 7

This list reflects the Host’s Current Team
Bill Ewell

November Blue Ribbon Winner
Entertainment Tech

In September we had the following Blue Ribbon Story: I would like to nominate Gail Griffith from Chasing Rainbows, Kevin Jakeman from the Helping Hand Team, and Charles Booker for their quick action and compassionate help to a Guest in need:

On Sunday, Kevin Jakeman, Gail Griffith and Charles Booker were nearby when a Guest was in need. When the Guest had a seizure, this Dollywood team went into action to take care of this Guest and her family. Helping Hand, Kevin Jakeman, and Charles Booker, who works at the Grist Mill, stayed with the Guests until Safety arrived and then provided crowd control for the Guest's privacy.

Gail Griffith, from Chasing Rainbows, quickly ran to the safety office by the Pines Theatre to get help. Then Gail helped refill popcorn buckets for the children in the group to help them be as calm as possible. Her reaction enabled Safety to arrive on the scene very quickly. Once the immediate need was taken care of, she turned her attention to taking care of the children and did an excellent job. All three Hosts reacted in a safe and caring matter that meant the world to these Guests in need.

Following the Blue Ribbon Luncheon, Gail Griffith approached me and thanked me for the story, but let me know there was another hero that day, Bill Ewell. Gail let me know when she arrived to the Pines Theatre, she was greeted by Bill. She let him know the situation, and he sprang into action. Bill was actually the one who alerted Safety, allowing Gail to return to the Guest and continue with her great Guest service. Bill is always willing to go out of his way to help Guests and fellow Hosts with a smile on his face. Thank you Bill for all you do to live out our Core Values, your efforts do not go unnoticed.

Nominated by: Denise Kirkwood & Gail Griffith

Earl Marmie

November Blue Ribbon Winner
Security

Except from a Guest letter:

Good morning!

On November 8th, my wife and I took our first trip to Dollywood and we wanted to let you know that our experience was nothing short of amazing. Our expectation of a “theme park in the mountains” was set at average, so we were thrilled when we were introduced to the four-star experience your park offers.

We want to note that your customer service in the park was excellent, too. While waiting to get into the roller coasters section, we met Earl Marmie - a security officer in your park. When we told him it was our first time to the Smoky Mountains, he spent the next ten minutes advising us of all to see not only in the park, but also in the area! He even gave us his local Smoky Mountain park map and marked out key things to check out (most of which we did!)

We just want to thank him and you for an outstanding experience in your theme park. Keep up the great work!

Warmest regards,

Tom Croom
www.TomCroom.com

Nominated by: Guest Letter
A Guest sent the following letter about how Lance went out of his way to make their visit special. Making Memories Worth Repeating is why we do what we do each day and Lance definitely did this for these Guests:

On Friday, November 28, I was visiting Dollywood with my family. It was a cold, sunshiny day and we were eager to experience the park. Of particular interest was the Barnstormer attraction. My family was going to board the ride, but we were a bit hesitant due to the ride’s imposing nature. At this point a young man named Lance noticed our trepidation. He was on his lunch break, but asked if he could be of assistance to us. We told him about our hesitancy and he volunteered to give up part of his lunch break to ride with us so we would feel more comfortable. As we were about to board he inquired about any health issues we might have that would keep us from riding. I stated that I had vertigo and my wife has a pacemaker. He suggested we not ride due to the physical strain we might experience on the ride. My brother wanted to ride but was apprehensive, so Lance calmed his fear by offering to sit next to him. That being said they both rode the Barnstormer and my brother experienced a sense of gratitude and relief, as well as a sense of accomplishment. Your employee Lance went above and beyond what any employee should have done by giving up part of his break to help my brother overcome his fear. Please convey our utmost gratitude to Lance and accept our praise to you for employing such dedicated and caring individuals like Lance.

Nominated by: Guest Letter

Officer Ramby does an incredible job of patrolling our properties throughout the night and helping those late arrival Guests navigate the tricky mountain roads after dark. One key aspect of his position is patrolling properties and observing vehicles to ensure Guest safety. Recently, while patrolling Starr Crest Resort, Joe noticed a Guest’s truck gate was open and the vehicle was loaded with various personal items. Because it was around 2 a.m., Joe approached the cabin to ensure everything was ok and to make the Guests aware that they needed to secure their vehicle. Joe discovered the Guests had been unable to unload their vehicle earlier in the evening. As it turned out, the Guest stays with DWC several times throughout the year and didn’t want a recent medical issue to interfere with their scheduled trip to the mountains. The Guest’s husband had recently had a medical procedure and was currently on oxygen, and the wife had recently injured her foot and was in a walking cast. She had been unable to lift her husband’s much needed oxygen generator out of the vehicle and transport it into the cabin. Joe immediately swung into action retrieving the oxygen generator and then proceeded to unload their entire vehicle for them.

The Guests were so relieved and appreciative of Officer Ramby’s efforts. It just further solidified their love of Dollywood and the great people who work here. Officer Ramby’s efforts are an excellent example of a Host going above and beyond to meet and exceed a Guest need.

Nominated by: Derrick Calkin
Tim Allen
December Blue Ribbon Winner
IT Network Administrator

A few weeks ago during our large network segmentation, the exit counters decided to quit working due to the network change. Omni ticketing systems told us we were going to have to ship the counters back and get new ones due to the IP information being hard coded in the hardware. Tim was given the daunting task of seeing if we could solve the issue in-house. Tim dug into files, did research and found out how to change it. The files Tim found, however, were in French. This did not stop Tim; he translated all of the instructions, and was able to get the counters back up and running. We want to give Tim a big Atta Boy for saving us time and money. He is such an asset to not only the IT Team, but the entire Dollywood Company.

Nominated by: Samuel Yalley