My Dollywood Family,

Again, you all “done me proud”!!

The lighting, construction, landscaping and decorations were just perfect for my movie, “Christmas of Many Colors: Circle of Love.”

The production crew just couldn’t say enough kind things about all the support, good food and care from everyone.

It is because of you that I am able to get the networks and Hollywood people to allow us to film here and promote Dollywood!

I am so proud of you...Thanks from the bottom of my heart.

See you all again soon!

Love,

[Signature]

Congratulations Dollywood Hosts. You helped earn 4 Golden Tickets!

See full article on page 3.
Dollywood Days of Thanks

Dollywood wants to thank three very important groups of people by inviting them to join us to create more memories worth repeating. During Dollywood’s Days of Thanks, Hosts may receive questions about special offers extended to these groups. All of the important information can be found below.

Public Employee Appreciation / Aug. 22 - Sept. 28
• $30 one-day Dollywood admission for public service workers. The offer is good for up to four $30 one-day admissions.*
• Special rates at Dollywood’s DreamMore Resort during the offer period. Rates are $99 Sunday-Thursday and $189 Friday-Saturday.
* Offer is valid for After 3, Next Day Free (cannot be combined with any additional discounted offers).
* Ticket is eligible for a $30 value toward the purchase of a 2016 Season Pass.

Corporate Partner Appreciation / Aug. 22 - Sept. 28
• Humana and Coca-Cola employees are eligible for $15 off a one-day admission to Dollywood. Offer is valid for four admissions.
• Corporate partner employees also have a special rate at Dollywood’s DreamMore Resort during the offer period. Rates are $109 Sunday-Thursday and $159 Friday-Saturday.
* Booking and validity dates are Aug. 22-Sept. 28, 2016.

Season Passholder Appreciation / Sept. 1 - 28
• Dollywood Season and Super Passholders can purchase a Bring-a-Friend Pass for $25 each. The offer is good for up to four $25 Bring-a-Friend Passes. The Passholder must be present with guests to receive the offer. Only available at the Dollywood front gate on the day of the visit.*
• Season and Super Passholders also may book rooms at Dollywood’s DreamMore Resort with rates starting at $129. As part of this offer, Passholders get one breakfast buffet free for every breakfast buffet they purchase. Rooms must be booked Sept. 1-16 for travel Sept. 1- Oct. 6 (Available Sunday-Thursday only).
* Offer is valid for After 3, Next Day Free (cannot be combined with any additional discounted offers)
* Ticket is eligible for a $30 value toward the purchase of a 2016 Season Pass.

Filing for Unemployment and Partial Unemployment

As our operating hours are reduced during this time of year, please remember that the Tennessee Department of Labor & Workforce Development announced they no longer offer an employer the option to file partial unemployment on behalf of their employees.

Employees (Claimants) are required to file and maintain their own claim, which means all employees will need to contact the Department of Labor directly to file their partial unemployment claims. Dollywood regrets that we are no longer allowed to assist with these tasks.

Please go to this website and follow the steps to file a claim and weekly certification: www.jobs4tn.gov

The link to this website can be found on the computers in our computer labs. Remember that you may experience delays or complications in the process if you do not report your hours correctly. The week for unemployment runs from Sunday through Saturday, and you cannot file until the week has ended.

Need Help on the Computer?

The University Computer Lab is regularly staffed on Monday from 9 a.m. – noon and on Friday from 9 a.m. – 4:30 p.m. Please note these exceptions: the University Computer Lab will be closed on Friday, Sept. 23 and only open from noon – 4:30 p.m. on Friday, Sept. 30.
Benefits SPOTLIGHT

PAID HOLIDAYS – SEASONAL EMPLOYEES

Seasonal employees are eligible for holiday pay in the season following their completion of three (3) profit sharing plan years of 1,000 hours each. In addition to working three (3) plan years of 1,000 hours to be eligible for holiday pay, the employee must work at least 1,000 hours in the previous plan year to be eligible for the current year’s holidays.

If an employee should leave Dollywood, have a break in service of one or more seasons and then return to work, the employee must re-qualify for holiday pay by completing the above stated eligibility requirements. Qualifying employees will receive a maximum of eight hours for each of the following holidays not to exceed a total of 24 hours:

- Memorial Day
- Independence Day
- Labor Day

DOLLYWOOD EARNS FOUR GOLDEN TICKET AWARDS

Park honored for best new ride, entertainment, friendliness, Christmas event

We’ve done it again! Amusement Today announced its Golden Ticket Awards Saturday at Cedar Point, and Dollywood picked up four “best of” awards and placed in the top-five in five additional categories. The Golden Ticket Awards are the most sought after awards in the business of amusements and attractions.

“I’m so very proud of the experience families have when they come visit my Dollywood,” Dolly Parton said. “While they’re here having fun with us, I want them to create those special heartfelt moments they’ll always treasure. I know it’s our people who work here who help make those memories happen for them. Some people call it friendliness, but I just call it what it is—caring for others.

“Our folks show their love for families through the care they put into everything they do—from our beautiful landscaping and that delicious food to makin’ sure each guest leaves with a smile on their face. I’m very proud of the way Dollywood has grown, but I’m most proud of my Dollywood team who goes above and beyond to give families memories they’ll share forever.”

Dollywood’s four Golden Ticket Awards are:

- Best New Ride, for Lightning Rod, both the world’s fastest wooden coaster and the world’s first wooden launching coaster;
- Friendliest Park, for the fifth consecutive year;
- Best Shows, Dollywood’s eighth consecutive victory in this category;
- Best Christmas Event, the only park to ever earn this award, Dollywood celebrates its ninth consecutive win.

Dollywood also ranked in six additional categories:

- Best Food, second place;
- Cleanest Park, second place;
- Best Park, third place;
- Best Water Park for Dollywood’s Splash Country, third place;
- Best Landscaping, fourth place;
- Best Wooden Coaster for Thunderhead, seventh place.

“Dollywood is a finalist in more categories than any other park—ten to be exact,” noted Tim Baldwin, Golden Ticket Awards Communications Coordinator for Amusement Today. “The destination claims four Golden Ticket wins this year! These accomplishments should command the attention of anyone in the industry looking for a model of how to do things right. It’s no wonder Dollywood charms more and more visitors each year. The place is sheer joy.”

Congratulations to all our Hosts for your contributions to these prestigious industry awards!
This letter was received from a Guest who used our Ride Accessibility Center (RAC) to make sure her entire family had a great experience at Dollywood. Here is what she shared with us:

Thank you, Dollywood for the kind treatment and consideration you have shown to our family and to the Autism Community. The ADA card with ride accessibility pass accommodations has helped our family (and the people in the line around us) avoid meltdowns from my son with autism. The calming room is a haven of solitude in this busy place. The attendants on the rides and all Dollywood employees have been so nice and understanding. Thank you for providing accommodations for our family to have such a wonderful experience. We really appreciate it!

The Cathcarts, Murfreesboro, TN

P.S. We are Season Passholders.

Lab Happenings!

It’s a new folder just for you - with all the newest information right at your fingertips! You can find this folder on the desktop of any public computer in the LLC or the University. This folder contains the newest What’s Happening, Red and Yellow Boards, and any information you may need throughout the season. This folder will change throughout the year in an effort to give you exactly what you need, when you need it most.

WHAT IF Safety Award Winners

Congratulations to Amber Davis (Marketing) and Pam Haggard (Entertainment)! They are the winners of What If Award for July and August. They each received a certificate and $100. Thank you both for keeping an eye out for safety.
Tossing and Turning All Night Does NOT Count as a Workout!

Your day is complete, you feel exhausted, you drift off to sleep - and then it happens. Your eyes pop open, your heart races, and your mind starts to rehash every negative or stressful circumstance in your life. Wide awake in the middle of the night, the struggles of the past, present and imagined future all race through your mind. Sleep would seem to be its own impossible dream.

Nighttime anxiety that disrupts your sleep is a double whammy. Not only are you miserable in the night, but then you have to face another day tired, irritable and fearful about what the next night will bring. A few disrupted nights a year can be manageable, but if you are struggling to sleep on a regular basis, then it’s time to dig deeper into the problem. Here are some issues and some solutions to consider:

Is there an obvious physical cause that you are overlooking? Sleep apnea, indigestion, leg cramps, and other common ailments can cause you to wake. Pay attention to how you feel physically in the night and talk with your health care practitioner about solutions. You may also want to consider having a sleep study conducted. It can give your practitioner some important insight into your sleep patterns.

Are there contributing environmental factors? Do you need to have less light or more light? Should the room be cooler or warmer? Do you get a neck cramp every night from your worn out pillow? Think about how to make your space more comfortable and restful.

Are you sabotaging your own sleep? Do you always call that one negative family member before bedtime? Change your interaction schedule. Don’t hash through difficult issues with your significant other late at night or perform any other task – like paying bills – that might cause anxiety before bedtime. Are you neglecting exercise? Physical exercise is important to balancing hormone levels, including those that impact sleep, stress and emotions.

Once you have dealt with the above, it’s time to consider addressing the root emotional issues that may be disrupting your sleep pattern. There are a number of ways to do this:

• Write down your lingering concerns, fears and issues earlier in the day. Take time to meditate and pray about each item and then put them away until tomorrow. Your inventory of issues may take the form of a simple list or more elaborate journaling in a diary.
• Do not engage in negative thinking or ruminating on problems during the night. Set a firm rule that even while you are struggling to sleep, you will not allow your mind to go to thoughts about problems. This takes practice and at first may require you to actively think about something else. Try naming as many colors (or tools or vegetables or countries, etc.) as you can think of. By the time you get to burnt sienna, you may fall sound asleep.
• Use deep breathing. I know it feels like only a sleeping pill the size of Mars will help you, but deep breathing is extremely effective. Sometimes called mindful, diaphragmatic, belly or panic breathing, deliberate and regulated breathing can be one of the most successful tools in achieving great sleep. Simply breathe in slowly through your nose for a count of about six while feeling your stomach (not your chest) rise. Hold the breath for a count of about six, and then exhale through your mouth for a count of about six. Repeat this over and over until you fall asleep. I recommend this type of mindful breathing regularly and consistently get back reports of success.
• If you are still struggling, consider counseling to work through what may be lingering at the core of your sleep problem.

Wishing you a peaceful night’s sleep,
Alisa

Somnus lets her poppies fall most plentifully on those having a cool head, an empty stomach, tired muscles, a quiet conscience, and warm feet. ~ Author unknown, quoted by Rachel Brooks Gleason, “Sleep,” 1867
You Still Have Time!

Registration is continuing until classes are full! The four classes offered each month are listed below. We recommend taking the Introduction to the Computer and How it Works before taking the other three classes, but this is not required. These classes are first come, first served, voluntary, free to hosts and are not paid. Incentives are awarded after all four classes are complete. Stop by the HR Annex (the trailer) to sign up today.

**September Schedule**

**Tuesday, Sept. 20, 2016 at the University**
- 12:30 p.m. – Introduction to the Computer and How It Works
- 1:30 p.m. – Safe and Successful Internet Use
- 2:30 p.m. – Important DW Programs including Shift Planning/Humanity Employee Portal, All Employee Access
- 3:30 p.m. – Keyboarding/Typing

**Thursday, Sept. 22, 2016 at the University**
- 8 a.m. – Introduction to the Computer and How it Works
- 9 a.m. – Safe and Successful Internet Use
- 10 a.m. – Important DW Programs including Shift Planning/Humanity Employee Portal, All Employee Access
- 11 a.m. – Keyboarding/Typing

### SAFE+Y Matters

**Maintenance to the Rescue!**

If something is broken, damaged or not operating correctly, it needs to be addressed. Please report these items to your Lead, Supervisor, or Manager so that they can create a work order through the Maintenance TMA work order system. Maintenance will prioritize the request along with the hundreds of others that they receive and will take care of it as soon as possible. Please do not call Safety to report minor maintenance items. However, if the issue poses an immediate danger to Hosts or Guests, please call central dispatch at x9463, so that 101 (Safety PIC) and 300 (Maintenance PIC) can respond.

### Water Rides Schedules and Seasonal Closing Dates

As we transition into our fall season, remember these changes for our water attractions.

**Water Rides Last 2016 Operating Date:**
- Slidewinder: 9/5 (Closed)
- River Battle: 9/25
- Rampage & Daredevil Falls: 10/29

**Water Rides Opening 1 Hour After Park Opening:**
- River Battle: 9/5 – 9/25
- Rampage: 9/5 – 10/29
- Daredevil Falls: 9/5 – 10/29
Corporate Birthdays

Sept. 17  Jerry King  Safety  Sept. 25  Kade Feagle  DSR  
Kourtney Cowell  Foods  
Selby Williams  Operations  
Tony Caldwell  Operations  
Wayne Chatten Jr  Operations  
Charles Goodin  Merchandise  
Charley Reynolds  HR  
Faye Ferguson  DSC  
Gina Hall  DSC  
Melissa Lemke  DSC  
Rebeca Anderson  DSC  
Ricky Hoffman  DMR  
Kibbie Parsons  DMR  
Sept. 18  Zachary Caudill  Foods  
Philip Pumphrey  Foods  
Kim Myre Napieralski  Operations  
Robert Johnson  Merchandise  
Charles Phenix  Merchandise  
Sharon Brittle  Operations  
Virginia Scott  DSC  
Taylor Harrell  DMR  
Rachael Griffin  DMR  
Sept. 19  Michael Myers  Safety  
Amanda Leonard  Operations  
Dan Iconicole  Operations  
Jennifer Muir  Foods  
Barbara Trent  Foods  
Whitney Ross  Operations  
Diana Mays  Merchandise  
Poke Fine  Merchandise  
Elizabeth Click  DSC  
Barbara Byrd  DSC  
Lisa Smith  DWV  
Elaine Styles  DMR  
Timothy Mitchell  DMR  
Sept. 20  Tiffany Vineyard  Safety  
Cynthia Goforth  Foods  
Kenneth Harris  Foods  
Linda Harding  Foods  
Joanne Puchalski  Operations  
Judy Carlson  Merchandise  
Joseph Showers  Merchandise  
David Brooks  Entertainment  
Clinton Watson  Entertainment  
Monte Hicks Jr  DSC  
Nancy Parisi  DSC  
Dolly Yerger  Foods  
Ronnie Owens  Foods  
Carol Agee  Marketing  
Sept. 21  Mathew Lovitt  Safety  
Linda Lofis  Foods  
Mildene Noah Wilson  Operations  
Kevin Mitchell  Operations  
Alvin Eudy Jr  Operations  
James Vander Voord  Operations  
Nora Russel  Merchandise  
Marvin Johns  M & C  
Ray Harrell  Marketing  
Brooke McCarter  Security  
Sept. 22  Jesse Benson  Safety  
Charles Stelzman  Foods  
Richard Wolf Jr  Foods  
Wendy Phillips  Foods  
Leomaia Brooks  Operations  
Amanda Atchley  Operations  
Raymond Fogg  Operations  
Dave Baillie  Operations  
Lance Mounguey  Operations  
Patty Petter  Operations  
Anita Samples  Entertainment  
Susan Click  Entertainment  
Donna Straits  Merchandise  
Cyndi McCormack  Merchandise  
Alexis Griffin  Merchandise  
Haley Breeden  DSC  

Corporate Anniversaries

Sept. 17  Chasitylyn Mihalko  Entertainment  1  
Sept. 18  Linda Rice  Merchandise  35  
Sept. 20  Susan Hutchinson  DMR  1  
Sept. 21  Debbie Hess  Entertainment  8  
Sept. 25  Betty Gills  Foods  1  
Sept. 29  Melanie Johnson Brown  Operations  1  
This list reflects the Host's current team.
2016
Dollywood, Dollywood’s Splash Country,
Dollywood Cabins & Dollywood’s DreamMore Resort

Alzheimer’s &
Paint the Mountains Pink
BENEFIT GOLF TOURNAMENT
Tuesday, Sept. 27, 2016

Hosts, families, friends and vendors are invited to participate!

Gatlinburg Golf Course
520 Dollywood Lane, Pigeon Forge, TN 37863

Check-in: 7:30 a.m. – 8:30 a.m.
Shotgun Start at 8:30 a.m.

Four-person Scramble Format
$50 per person   $200 per team
Lunch sponsored by Corky’s BBQ.

Hole Sponsors
Sponsor a hole in honor or memory of someone
Individual $25 Corporate $50
Donations accepted.

Please make all checks payable to Dollywood. If mailed, please send with completed registration form to Dollywood, Attn: Karen Cornman, 2700 Dollywood Parks Blvd., Pigeon Forge, TN 37863

Contacts/Registration
Karen Cornman Human Resources, ext. 9787
Michelle Dillon Executive, ext. 9811
Aletha Soldan Attractions, ext. 9429
Deb Catlett Merchandise, ext. 9542
Paula Riffe Dollywood Cabins, ext. 7985
Doug Messer Merchandise, ext. 9755
Ashley Adams DreamMore Resort, ext. 9672

This is a voluntary Host event. We hope that you will join your fellow Hosts, family and friends for a fun-filled day of golf and help raise money for two great causes.