

The actual recruiting and hiring campaign began:

- a) **October 25 - December 25, 1985:** Hiring of supervisors and foremen. All interviewing and hiring was completed and offers made and accepted by December 18, 1985.
- b) **January 3 - February 15, 1986:** Hiring for all leads and hosting staff. Interviews were scheduled for two supervisors per day and 14 interviews each per day. The hiring ratio was five interviews to one hire; 927 interviews were conducted.

Strict hiring guidelines were produced and a complete candidate profile established. An eight hour training session was also held for the supervisors involved in the recruiting process.

5. Operational Plans

Operational plans for all facilities including

- position descriptions,
- traffic flow design,
- show time ticket program,
- etc.

were completed by December 31, 1985 for inclusion into the final draft of the Guest Relations Manual.