



The Insider's Scoop

Mike's Press Release

Kid's Nite Out
Recreation & Resort
Management, Inc.

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Summer Issue

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This has been a great season so far, and our reservations are up from this same time last year. Even though it seems a little slow through the summer (go figure kids are out of school) we are receiving last minute calls for sits especially the day of, and in a few situations having some challenges getting sits filled.

I just want to make sure all caregivers are following procedures in regard to availability, and are communicating with reservations to get booked for sits.

Conventions is having a great summer. We are handling a lot of large groups with hundreds of kids. I cannot thank all staff members working these events for bringing smiles to not only the children, but to the parents, the client, and even yourselves. When KNO staff is having fun everyone has fun, and you guys and gals rock ! All of you have been delivering big time. I cannot thank you enough for your hard work, dedication, work ethics, and professionalism.

Keep in mind that there seems to be a lot of events already on the books for end of summer, and this fall especially October. These events need staffing make sure to you find out the dates and times. Call the convention department, and get yourself booked ASAP. See Candi's message on dates.

We are proactively starting the hiring process for the fall. We had very good luck with the \$100 referral fee from last spring. Any employee bringing in an applicant passing all our restrictions, and passing their 90 probationary period will be receiving an extra \$100 for everyone they bring in to the program. Last spring KNO paid out \$1,500. That is the same cost as putting an ad in the paper, but look at the quality of people that were brought into KNO. Thank you to the staff that did bring employees into the KNO program.

I have to tell you. I am so impressed these days with our hiring process, training process, and the quality of people along with the work ethics from our staff these days. I am also impressed with the best reservation staff ever at KNO. We really have quality people on board in every department. It shows from the lack of complaints and the rise of compliments we are receiving from very satisfied guests . Guests and clients have been writing e-mails, letters, and surveys about our children's conventions. A big thank you for the jobs you do...

Mike

Special points of interest:

- ☺ In- Room Reminders
- ☺ Convention Dates
- ☺ Give Kid's the World

Halloween Horror Nights

It's almost that time of year again. Not only will the in room department be very busy in late September and all of October but the convention department will also be getting hit with major groups coming back into town. Here is a heads up on dates Halloween Horror nights will be running please make sure you have availability on these days since children are not encouraged to attend this event. The dates are as follows:

September 29- 30
October 6-8
October 11 -15
October 19-22
October 26-29
October 31

Thanks!



A Message from Carol!

Halloween Horror Nights will be kicking up again soon so we will most likely be busier than ever so make sure you are getting your availability in and speaking with your supervisors in regards to scheduling. Please Stay Healthy, Be focused, and Stay Safe.

Thanks!



Camp Hours

Don't forget the camp will resume flip flopping from one camp to another next week. Please remember when taking reservations to verify which camp will be open on that date. Of course all camps will be open Friday and Saturdays.

We need you.

We are currently still looking for an energetic and dependable person to work at our hairwrap stands. The stands are located at all 3 Loews Universal Hotels. The stand is open from 11am to 5pm Friday through Sunday with an additional day that varies during the week.

Attention: Pool Hut

Please make sure we open the stand on time everyday! The stand is to be open from 11am to until close (5pm). If we are to close early for a particular reason please make sure to relate that information to the pool staff so they do not call Carol for verification. Remember to always look approachable and alert and keep up the GREAT work. You guys did an awesome job last month.

Join us in saying Bon Voyage to one of our own!

Jimmy Ng, Convention Manager, will be bidding adio on August 20, 2006. Jimmy has been an integral part of the Kid's Nite Out team since October of 2004. Jimmy has never refused to lend a helping hand. Jimmy rocked at in-room where his young admirers referred to him as Jimmy Neutron! When Jimmy worked a camp you would be assured that there was

definitely no monkey business going on unless of course it was one of his legendary monkey in the middle games. Jimmy at one point was even one of our top Reservationists!



Jimmy will be heading west and we wish him all the best!

Jimmy is perhaps known best for his position in the Convention Department. Jimmy we wish you the best in any and every en-

deavor you decide to conquer. The convention department is already shedding a tear in your absence. So long Jimmy and good luck!! We look forward to your grand movie debut in Pirates 3!!!!



Caregiver Reminders

1. ALL caregivers are responsible for calling the office and keeping themselves booked! The office is incredibly busy and we do not have time to call everyone to get them booked. Sits are filled on a first call, first booked basis. To avoid last minute sits, make sure you are booking yourself 2 weeks in advance. If there are days you were not able to be booked keep calling the office everyday until you are booked. Also,

leave a voicemail at 407-828-0996 stating that you were available but, you weren't able to be booked. The same also goes for sits that are cancelled and aren't able to be rebooked. **Please make sure to leave a voicemail so that you are not penalized for not fulfilling your 3 days a week minimum by having your incentives removed..**

2. Please make sure to direct **ANY** and **ALL** changes from a guest to the reservation office.

This includes a guest asking if you are available the next day. **Do not tell the guest whether you are available or not.** Have them call the office and we will handle it from there.

Thank you for all your cooperation with these matters. With everyone complying with these policies and procedures things will go so much smoother not only for the office staff but for all of you as well.

FYI: Emergency Toys & Shirts are located in the office at all times.

Remember you must sign your payroll tracking sheet. Those must be turned in every two weeks.



Please make sure you are using your script every time you call in your hours.

HEY THERE!

HELLO! HELLO! As we all know the convention department was pretty busy in June and July and a huge thank you goes out to all the activity counselors who joined in on the festivities! It looks like the convention department will be having a small little break to re-energize and get ready for the crazy fun-filled months of September and October! So

here are a few dates to keep in mind.

Friday, September 1 EVENING
Saturday, September 2 ALL DAY
Friday, September 29 ALL DAY!!
Friday, October 6 ALL DAY!!!
Saturday, October 28 EVENING

Now I am not saying there aren't conventions in between these dates because there are. It's just that these events are huge

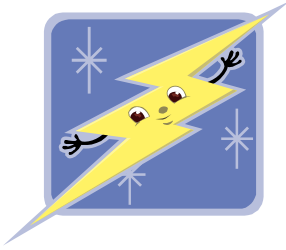
and I am going to need all of you to help out. Expect sits to be scarce on those days since the convention groups are so large. So please make arrangements to be available those dates. If you would like to book yourself for those days please call. Although not all the information will be available at this time and there will most likely be some changes.

Here YE Here YE here are some of our Shining Stars!

For the month of April Heather Colbert was our brightest shining star. Heather strives for perfection in everything she does. When she sets her mind to something it's guaranteed to get done. Heather is a self starter she barely needs any direction. The hair wrap stand and conventions wouldn't be the same without her. Heather you rock!



In the month of May our shiniest star was Beth Ellsworth. The guests tell us that Beth is "so energetic" and that the children absolutely love her. Beth, keep up that great energy you have.



In June our star was Donna Duran. The guests tell us how "amazing Donna is". Donna gets ALL the details about each child and makes the parents so comfortable that they are really able to enjoy their time away from the children knowing Donna is taking such great care of

them.



For the month of July Melissa Aylmer is our star. Melissa is fantastic with all of her creativity and keeping the camps looking so great. She also helps with in-room and does a great job for us.



Give a piece of yourself to someone else!

You can become a "Give the Kids the World Volunteer!" For a very rewarding experience, how about becoming a volunteer angel working with other Kid's Nite Out employees at Give Kids the World! Give Kids the World is a 51 acre, non-profit resort for children with life-threatening illnesses whose loved ones wish to visit Central Florida's best loved attractions. You'll not only have the satisfaction of serving in one of the many opportunities to bring joy to a youngster and their family's stay, but get a free meal and/or ice cream treat as well. If you are interested in giving a piece of yourself and your time please contact the Kid's Nite Out office and we will put you in communication with Ken Karcher, a fellow Kid's Nite out employee, who can arrange a time for you to join other Kid's Nite Out employees for a truly touching and rewarding experience in making a difference in a child's life and their families!

Refer Refer Refer

During the months of August and September any new employees referred to us by YOU that pass their 90 days will give YOU an automatic **\$100!!**

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