



PART 2: EMPLOYEE MANUAL

A Sample Guide From...



LEHI, UTAH

WWW.CORNBELLYS.COM

Welcome

Cornbellys Corn Maze and Pumpkin Fest Staff Members

Whether you are a returning staff member or new to Cornbelly's, we would like you to know how much we appreciate having you as part of our team.

Our job is to provide guests with memories that last a lifetime! As owners and managers, we will do all that we can to help you be successful in whatever role you play and always welcome your ideas. We hope you enjoy a fall filled with pleasant memories as you work and play at Cornbelly's.



FORMS NEEDED

Your Calendar

The completed calendar tells us when you are available to work. We use this to make out your work schedule, which may not include all the days you requested.

W-4

This needs to be filled out each year by new employees. The address you put on this form is the one your paycheck will be mailed to.

Job Application

This needs to be filled out only once.

Immigration Form I-9

This work eligibility form is required by law for everyone, and **needs to be filled out before your first day of work**, along with a photocopy of your Social Security card and Drivers License.



WHAT YOU RECEIVE

Four complimentary admission tickets, a staff handbook, nametag, and work schedule.

As an employee, you will receive a 25% discount on food while you are **on** shift. The discount is not valid when you visit as a guest and are not working. Additionally, there is a 15% discount on non-food merchandise (excluding sale items).

OUR ROOTS...



From the beginning, our mission has been to provide an enjoyable and educational source of good farmin' fun to the community. When Brett Herbst, a Brigham Young University agribusiness graduate who grew up on an Idaho farm, launched his first corn maze in 1996, he drew most of his knowledge and

motivation from his roots. The idea sparked by a similar venture he had read about in a farming magazine. Brett's original labyrinth in American Fork, Utah was the largest corn maze created in the western United States. It didn't take long for news of the "corny" attraction to spread and after drawing 18,000 people in only three weeks during the fall of '96, **The MAIZE** was born. Fifteen years later, it has grown into the world's largest cornfield maze company. Now — 1,700+ mazes, a Guinness record and six countries later — we've seen millions of people around the world get lost in our corny creations.

TODAY...

Though we spend much of the year working with the 225+ MAiZE locations around the world, our original location here in Utah is where you'll find us each fall. **Cornbelly's Corn Maze & Pumpkin Fest** is really a labor of love for Brett and Nicole Herbst, family and friends.

A lot has changed since our early days, as each year we travel the country looking for new ideas and



ways to improve. After moving our corn maze to several locations in the last decade, we've finally found the perfect home at **Thanksgiving Point** and are excited about our 15th season.

Each October guests visit us for a spectacular and long-standing fall experience. Each seems to come for a different reason. Some love the smiles on their kids faces as they ride the cow train and pick their favorite pumpkin. Others visit year after year for the challenge of a new corn maze design. This season marks our 15th and we are excited for another fun year.

MANAGEMENT STAFF

Brett & Nikki Herbst

Brett & Nikki are co-owners of Cornbelly's and come up with many of the ideas. Brett visits farms and goes to several conventions each year to make Cornbelly's the place it has become. Nikki is in charge of ordering merchandise and hiring employees.

Kamille Combs

Kamille has been with the company since it began in 1996 and works year-round. Here at Cornbelly's she oversees marketing, events, sponsorships and the hotline.

Dusty Rigby

Dusty has been with the company since 2007 and helps year-round in the MAiZE office. Among other duties, he oversees the corn maze and pig races.

Julie Bench

Julie has been with the company since 2000. She is our "numbers" girl and runs the ticket booth and exit store, keeping everything organized! She also helps oversee the hiring of employees.

Jason Belnap

Jason is a fun, outgoing, 36 year-old who together with his family has run an outdoor haunt for 4 years with another company. This year he is super excited for great things with Cornbelly's where he'll oversee Cornophobia and the Creature.

Anna Snyder

Anna oversees the sweet shop and SnoCone Shack. She is such a fun

and happy person and always helps add a great experience for our customers. Her daughter Amber will help to manage this area as well.

Logan Bench

Logan has been working with the company since 2000 and now works year-round with the company. He coordinates all the AV and oversees all courtyard activities.

Kris McNeil

With a background in teaching, Kris has a huge responsibility & does a great job overseeing all field trips during daytime hours. She also assists in the ticket booth on some evenings.

Dave Prue

In addition to helping with projects on Brett's farm, Dave oversees the destruction zone, cow train, grain train and hayrides here at Cornbelly's.

MAGLEBYS CATERING

Kody Dunn has been in the food business for 8 years and will oversee all food sales and employees of Maglebys. **Carter Call** and **Cody Parkinson**, both Maglebys employees, are the managers over the Cornbelly's food area.



THE PHILOSOPHY OF CORNBELLY'S CORN MAZE AND PUMPKIN FEST

#1. Our mission is to **CREATE MAGICAL MOMENTS**

We call these memories M&Ms and they are defined as “surprises” or “unexpected moments” for a guest at Cornbellly's. We try hard to exceed our guests' expectations by making Cornbellly's a genuinely **FRIENDLY** and **CARING** environment that is consistent with Christian values and ethics.

We **EMPOWER** each other by...

- Trusting and encouraging each other.
- Believing that each one of us is an important contributor.
- Treating each other with respect and honesty.



#2 Our mission is to **CREATE HAPPINESS.**

Walt Disney's Philosophy for his guests' happiness was to:

KEEP IT CLEAN
KEEP IT FRIENDLY
MAKE IT A FUN PLACE TO BE

#3 Our mission is to **CREATE A SHOW** through you, our staff members.

Walt Disney once said, “You can dream, create, design, and build the most beautiful facility in the world, but it requires people to bring the magic alive.” **YOU** are Cornbellly's. **YOU** are the ones that make visitors feel welcome, special, and happy. You do it by being friendly, polite, helpful, and by smiling. These are the ingredients that make the guests' visit complete, and help bring them back year after year. You'll know you are doing a good job when you see the smiles on their faces.

THE SPIRIT OF HOSPITALITY

How do we create happiness and memories worth repeating at Cornbellly's? By “catching” the Spirit of Hospitality.

#1 **KNOW SAFETY**

Safety must be built into everything we do. The safety of the guest is a first priority. You are empowered to change anything that is unsafe or let someone in charge know of an unsafe situation.

#2 **CLEANLINESS**

All of us should be watching for trash and picking it up at all times. It is part of creating a happy environment for our guests. It is especially important if you are working with food to have a clean counter or work space.

#3 SMILE

Smiling tells our guests that you are having fun and they in turn will have a good time. How you respond to them, such as your tone of voice, is also very important.

#4 KNOW THE ANSWERS

Acquaint yourselves with information about Cornbelly's by studying this employee guide, visiting www.cornbellys.com and familiarizing yourself with the event by exploring each area. If you don't know an answer, ask your supervisor and help guests the best you can.

#5 MEET AND GREET

Courtesy is important because the first time guests visit Cornbelly's they come for the "Show". The second time they come is because they enjoyed their first experience. This word-or-mouth advertising and the repeat business is essential to our success and highly dependent on YOU.

#6 ASK QUESTIONS

Customers like to talk about themselves and their family.

- Ask where they are from.
- Ask if they need help with anything.
- Ask if they are having a good time.
- Ask what they like best about Cornbelly's.
- Ask if this is their first visit to Cornbelly's.
- Ask the children these questions too.

#7 READ THE GUEST

Use basic common sense and treat people the way you would want to be treated. Anticipate what questions or problems a guest may be experiencing.

THE GUEST

You may have heard of this policy before:

Rule #1: The customer is always right.

Rule #2: If the customer is ever wrong, reread Rule #1.

The words are obviously UNTRUE, yet why would a successful businessperson, Stew Leonard, who wrote these words, promote such a philosophy? Because he and his employees know the real truth. That is that:

***"CUSTOMERS ARE NOT ALWAYS RIGHT,
BUT THEY ARE ALWAYS OUR CUSTOMERS!"***



As one of our staff members, you have the power to satisfy and delight them, and keep them coming back again. To do this, you need to be and act smart and know more about the products and activities than the guest does. Remember that guests, like you, are human and have faults and feelings. When a guest is wrong you need to use your skills to help make them right in a way that neither embarrasses nor blames them.

WHEN TO SAY “THANK YOU” TO GUESTS

1. When they do business at Cornbelly’s.
2. When they compliment you or Cornbelly’s. Accept a compliment gracefully with appreciation; we want you to be proud of our business too.
3. When a guest offers a comment or suggestion (even if you’ve heard it a thousand times) thank them and let them know we value their opinion.
4. When they recommend Cornbelly’s to others.
5. When they are being patient...or not so patient. Thanking them for their patience is a way to defuse guests that have been waiting in line for a long time and are not happy about it.
6. When they complain to you. Guests who tell you they are unhappy are giving Cornbelly’s a second chance. You now have a chance to win their renewed loyalty and patronage, as well as defuse bad word-of-mouth advertising.



STAFF MEMBER POLICIES

EMPLOYMENT

It is Cornbelly’s policy to hire those applicants who are best suited for the job and possess the necessary skill, education, experience and qualifications.

HONESTY

Success in any work environment depends on trust and credibility between co-workers. We have to be honest and are intolerant of dishonesty whether that is calling in sick to get an unscheduled day off or offering our products to a friend without payment.

You have been entrusted with many rights and privileges while working here. Recording security cameras are used in various work locations throughout Cornbelly’s to protect from theft and for the protection of our staff members and guests.

FIRST AID

First Aid Kits are located at many places around Cornbellys including: the ticket booth, maze info booth, sweet shop, and food trailer. If a guest or staff member is hurt, treat with first aid and decide whether additional help is needed. Wear plastic gloves as an additional precaution in treating cuts. **Record every injury in the INCIDENT BOOK**, located in the information gazebo. This provides information in case the injured person calls back.

GENERAL EMERGENCIES

The following selection covers a few of the emergencies that could occur at Cornbelly's and list the actions which should follow. It is important to note that when dealing with an emergency of any kind, to remain calm and to make the best judgment possible considering all factors present. The first step is to always assess the situation by stabilizing the victim(s) and reporting the accident to your immediate supervisor by radio. Supervisors should immediately contact management before assisting the victim. Emergency numbers for Lehi city are listed at the end of this document or can be reached by dialing 911.

EVACUATION PLAN

The following are general evacuation procedures to follow in case of an emergency evacuation:

- Leave through the nearest exit.
- Meet in the nearest designated area while avoiding the hazard. The primary designated meeting area is the cement parking pad east of the maze. In case of an emergency involving the primary designated meeting area, the secondary meeting area is the southeast corner of the pumpkin patch.
- Walk briskly, do not run.
- Do not use fire extinguishers/emergency equipment unless trained to do so.
- Keep roadways and entrances clear for emergency vehicles.
- Report to your immediate supervisor.
- Follow directions of emergency response personnel.

LOST CHILD OR PARENT

Upon receiving notification of a lost or missing person, assure the parent or guardian that you will do everything reasonably possible to locate their child. Immediately do the following:

- Obtain a detailed description of the missing person (write it down)
- Name, Age, Gender, Height, Weight, Hair color, Clothing description.
- Report the information to the information gazebo so they can make an announcement and let your supervisor know of the incident.
- Advise the parent to look for the child in the area the child was last seen and to check back with the information gazebo until the child is found.

Should you find a lost or missing person immediately do the following:

- Take them to the information gazebo (located west of ticket booth).

- The information booth employee will announce a description of the lost child until the parent arrives and gives the correct name of the child.

LOST ITEM

Take the item to the information gazebo and record in the lost and found book.

FIRE

Never attempt to extinguish a fire that exceeds your level of training.

- Call 911 immediately if the fire is not contained.
- Initiate the evacuation plan. Follow directions from emergency personnel.

GRATUITIES

We take care of our guests because they are our guests. We never accept money or any other gratuity from a guest. Thank them for their thoughtfulness and tell them that making their day more enjoyable is reward enough.

WORK SCHEDULES

You are very important to the operation of Cornbelly's. We want your work here to be both enjoyable and a way to earn money. You can count on being treated with respect at all times, just as we expect you to treat other staff members and guests with respect.

Because of the nature of this business, flexibility is needed. If there is inclement weather, then we may not need you to come in, or there may be times that you are sent home early. **If you are sent home, but rode with another employee, you will need to clock out until the person you rode with has clocked out as well.** It is always a good idea to call our hotline at 801-794-3276 if weather is questionable. If we are closed that day, it will say that on the hotline. Your supervisor may send you periodic changes/updates via email or text as well.

SUBSTITUTES

Your work schedule may have the word "Sub" written in for certain days. If so, this means that the work stations are fully staffed but you will be on a list for that day as a substitute. You will not be needed that day unless you are called. We try to give you as much notice as possible, but at times you may be substituting for someone who has an emergency, calling in minutes before their shift.

BREAKS

Staff member have assigned hours. A 15-minutes break is allowed for every 4 hours worked. Try to arrange breaks during slow periods or when someone can cover for you. You may also plan for a half-hour **unpaid** lunch and/or dinner break. On weekends and Mondays the regular food location will be very busy serving guests, so we suggest you bring your own food as the lines for our food can be very long. We have set up a Staff Kitchen Counter in the employee building. There will be a fridge and microwave available for your use.

Some people eat on the job without needing someone to cover for them. If you do this, you do not need to punch out on the time clock, but please do not chew or drink while you are waiting on guests. We have floaters who relieve people for breaks. These are people that have worked at Cornbelly's previously and know a variety of jobs. If they come to give you a break, please take your break or arrange for them to come back later. You may eat your meals in the employee building or outside. Be sure to relax and enjoy your break!

FOOD DISCOUNTS

Food items may be purchased at a staff discount of 25% off. The discount is only available to you on the days that you work at Cornbelly's. Not all food items are discounted. **YOU MAY NOT PURCHASE FOOD FOR FRIENDS VISITING CORNBELLY'S.**

TIME CARDS

Time cards are located with your supervisor. They will assist you when you clock in and out at the beginning and ending of your shift.

PUNCTUALITY

Guest satisfaction is a top priority at Cornbelly's and a guest will be disappointed if they come to Cornbelly's to find some of the locations are only half open because our staff is late to work. Please contact your supervisor if you know you are going to be late so that others can cover for you. **All staff need to be in their appropriate spot and ready to go at the time their shift starts.**

PAYROLL PROCEDURES

There will be two pay periods. You will receive a check by mail midway through the season and another one week after closing date. If you earn the bonus rate, the bonus portion will appear in your second check.

KABOTA/GOLF CART

Supervisors must give permission for any employee to drive the Kabota or golf cart and after use it need to be parked where you began so we always know where to find it.

DRESS CODE AND APPEARANCE

Our dress code is simple, but very important. Your supervisor will have a Cornbelly's vest and nametag for you. This vest and nametag need to be worn on the outside of all clothes and coats so it is always visible. Please do your part to present a clean, sharp, wholesome picture to guests who visit Cornbelly's. Our dress code prohibits facial piercings, tank tops, low cut shirts and shorts above the knee.

As it gets colder, please be sure to wear clothes that are warm enough. It is hard to have fun and be happy when you are cold. Layers can be helpful in dealing with temperature changes throughout your shift. Your own denim jeans are acceptable as long as they are kept in good condition. Tractor drivers may wish to wear overalls.

NAME TAGS

Name tags are an essential part of your uniform and will be issued on or before your first day of work. The name tag should always be worn on the outermost garment. Wearing a name tag shows our guests that we care and want them to know our names. Please return the name tag at the end of each shift. **There will be a \$10 charge for any lost nametag.**

PAY RATE

15-17 years old – \$7.25/hr (Bonus Rate: \$7.50/hr)

18-20 years old – \$7.50/hr (Bonus Rate: \$8.50/hr)

21 and older – \$8/hr (Bonus Rate: \$9/hr)

Pay rates increase \$0.15 for every year worked at Cornbelly's after the first year

Bonus Rate: This is the rate you'll be paid if you:

- excel in your performance
- work all the days you are scheduled
- are on time for each shift
- obey the no cell phone/ipod rule
- park on cement pad
- comply with dress code
- complete the whole season

**The bonus rate will apply to all hours worked & will be applied in your second check.*

INCENTIVES

1. **The Task: Become a fan of Cornbelly's Facebook page!** Post at least one comment about working at Cornbelly's Corn Maze and Pumpkin Fest (on Cornbelly's fan page). Show your supervisor a list of people you recommended to be a fan of Cornbelly's Facebook page and what you posted.

The Prize: You may choose from:

- One free ticket to Cornbelly's Corn Maze and Pumpkin Fest
 - Food voucher for any food item of your choice
 - Free ticket to Thanksgiving Point exhibits and venues
2. **The Task: Find a local restaurant, movie theater, athletic event or hang out spot that would be interested in trading gift certificates to their venue in exchange for Cornbelly's tickets.** The gift certificates you round up may even end up coming back to you, because Cornbelly's Supervisors will be using them to reward their employees.

The Prize: Prizes will vary based on acquired and successful trades



3. **The Task: Visit as many stores, gas stations, and restaurants as you can in an hour and place Cornbelly's coupons on a visible counter** (get their approval first). Notify your supervisor the minute you start the coupon race. Keep track of all the places you visit and notify your supervisor the minute you finish. Give your supervisor a list of the places you visited, including who said yes and who said no to your request.

The Prize: For every hour spent coupon racing, you will receive one free ticket.

In addition to the options above, it never hurts to go above and beyond what you are required to do when working your shift at Cornbelly's. Supervisors may distribute prizes at any given moment to reward outstanding performance...



MISCELLANEOUS

Guests can do all activities more than once, except for the Creature, corn maze, and Cornophobia. If there is a line, they need to go to the back after their turn.

Wristbands are only valid for day of purchase. If someone wants to leave, they need to get their wristband dated. The only exception is if we are rained out during their visit. They can request a rain check at the ticket booth.

If you ever notice any damaged equipment or problems in the area you are working in, please notify your supervisor immediately. You are responsible for making sure everything is running properly and is **fully stocked** at the end of your shift.

Employees should park on the cement pad on the far side of the gravel parking lot. No cars are allowed to enter inside the gates of the event area during operation hours.

We do not allow use of cell phones or any electronic device during your shift, as our goal is for you to be engaged with the customers. We ask that you leave those items at home, in your car or in the employee building. If your parents need to reach you, they can call the ticket booth at 801-407-8174. On a first infraction of this rule, your supervisor will take your phone away. A second infraction may result in you being sent home.

If a customer needs a wheel chair for some reason, there are wheel chairs available for request at Farm Country or the Museum.

If you don't know the answer to something, attempt to ask your supervisor. Please study our website at www.cornbellys.com so you can answer questions guests might have.

FREQUENTLY ASKED QUESTIONS

Part of good guest relations is knowing the answer to simple questions. Get to know the locations of attractions and bathrooms at Cornbelly's so that you can direct people in a friendly manner. Here are some questions that are frequently asked, and the answers.

Where is the bathroom?

Behind the gemstone mining, by the hayrides, by the maze entrance.

Are there real bathrooms or just porta potties?

Permanent bathrooms are in Farm Country. (south of Cornbellys)

Do you have an ATM?

Yes, by the information gazebo.

Can I leave the event and come back in later?

Yes, the passes are good for one day so you can come back within that day.

Do you have a lost and found?

Yes, at the information gazebo.

Do you have a telephone I can use?

Yes, for emergencies, there is a phone in the ticket booth.

Do you have a drinking fountain?

Yes, by the jumping pillow.

Do you have a first aid kit and/or ice (asked by those with injuries)?

First Aid kits are at the ticket booth, food trailer, exit store, maze info booth, sweet shop, rock shop and information gazebo. Ice bags are in the employee building, maze info booth, and the food trailer.

Where is....(any one of the attractions we offer)?

Refer to the brochures.

Can we take strollers or wheelchairs into the maze?

Yes, but you will have to go over the bridges to get out in phase 1. Phase 2 is completely handicap accessible. There is a stroller parking area at the start of the maze.

Can we use the yellow wagons to put our kids in or are they just for pumpkins?
 Yes, you may put your kids in them, but they are not allowed in the maze. There is a \$2 refundable deposit per wagon which is returned when the wagon is returned.

Where do we pay for pumpkins? At the exit.

Can I use credit cards for food and pumpkins? - Yes

How long will the maze take?
 Phase one is 30 minutes. Phase two is 45 minutes.

Can you help me find my lost child OR parents?
 Yes, follow procedures in booklet. Report to the information gazebo.

CONTACT LIST

Name	Area	Cellular	Email
Brett Herbst	Owner	427-6006	brett@themaize.com
Nicole Herbst	Owner	362-2789	nikki@themaize.com
Kamille Combs	Marketing	427-8323	kamille@themaize.com
Dusty Rigby	Maze	722-9827	dusty@themaize.com
Julie Bench	Admissions	368-0113	juliebentch@gmail.com
Logan Bench	Courtyard	623-1927	logan@themaize.com
Kris McNeil	Field trips	369-2908	kristyL104@comcast.net
Jason Belnap	Haunting	631-6798	jbnap3006@gmail.com
Kody Dunn	Food	592-4145	sleepycatering@gmail.com
Anna Snyder	Sweet Shop	362-2288	Anna_Snyder@msn.com
Dave Prue	Hayrides/DZ	678-3459	
Cody Parkinson	Food Mgr.	805-220-8281	Codyparkinson23@gmail.com
Carter Call	Food Mgr.	227-4195	Cartercall1247@gmail.com

EMERGENCY NUMBERS

Lehi Police (non emergencies)	768-7110
Lehi Fire Department (non emergencies)	768-7130

YOU'RE THE SHOW! NOW... GET READY TO GO ON STAGE

YOU are "the show" at Cornbelly's. When we all work together as a team, we know it will result in maximum work enjoyment and minimum frustrations. We believe in working together to meet our full potential of creating memorable moments for our guests.

