

If a **BREAK AREA Vending Machine** (snack, coffee, Coca-Cola, Ice Cream/Frozen/Sandwich or Microwave oven) is **not functional or working** PLEASE CONTACT the **In-Park Services Office**. You should receive a person live on any Park operating day from 1 hour prior to Park opening to 1 hour after Park closing. Any other times please leave a message.

If a **Coca-Cola Vending Machine** in Park Guest Areas is not working please contact the **Culinary Services Office**. You should receive a person live on any Park operating day from 1 hour prior to Park opening to 1 hour after Park closing. Any other times please leave a message.

- Please provide all the following information:
- The location of the machine
 - The Number of the machine – the number is on the front of each Coke or Canteen machine
 - What the machine did or did not do; the issue
 - If you need a refund- the amount of refund
 - If a refund is needed; how we may contact you

Park Operating Hours

Friday, May 8	10:30 am - 5:00 pm
Saturday, May 9	10:30 am - 8:00 pm
Sunday, May 10	10:30 am - 7:00 pm
Thursday, May 14	10:30 am - 5:00 pm
Friday, May 15	10:30 am - 7:00 pm
Saturday, May 16	10:30 am - 7:30 pm
Sunday, May 17	10:30 am - 7:00 pm

Team 6 Shop Hours

Saturday, May 9	9:00 am - 6:00 pm
Sunday, May 10	9:00 am - 6:00 pm
Monday, May 11	1:30 pm - 7:30 pm
Tuesday, May 12	CLOSED
Wednesday, May 13	CLOSED
Thursday, May 14	8:00 am - 6:00 pm
Friday, May 15	8:00am - 6:00 pm

Upcoming Events... For Team Members

Mother's Day

Sunday, May 10
11:00 am - 6:00 pm
Free Chocolate Chip Cookies for our Mom Team Members

Grad Night

Saturday, May 16
9:00 pm - 5:00 am

May 16th, you will not be required to be in your Six Flags Great America Polo as long as you are showing school spirit and wearing a t-shirt or sweatshirt of a high school or college.

For Guests

Bring a Friend for \$19.76

May 8 - 10, 14 - 17, and 19 - 25th
Season Pass Holders can bring a Friend for only \$19.76!

Music in the Parks

Saturday, May 9th
at **Wilderness Theater**
located in Yukon Territory
We will be hosting 3 awards ceremonies for Music in the Parks at 4:30 pm, 5:30 pm, and 6:30pm.

EXCLUSIVE RIDE TIME

Sunday, May 10th at Goliath
located in County Fair
Only Season Pass Holders and Membership Holders can ride Goliath from 6:00 pm - 7:00 pm

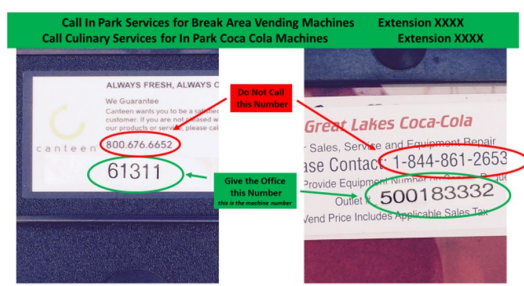
Hurricane Harbor

Opens Saturday, May 23rd!
11:00 am - 6:00 pm

The weekend of May 2, Six Flags Great America received a Guest Satisfaction Survey Overall Score of 8.03.

Remember Our Goal is 8.5!

Page 1Park Hours and Team 6 Shop Hours
Page 2Upcoming Events for Team Members
Page 3Upcoming Events for Guests
Page 4Flash Pass and Character Café
Page 5NEW Rewards and Recognition Program
Page 6NEW Rewards and Recognition Program
Page 7Upcoming Entertainment and Equal Access Pass
Page 8Broken vending machine information and Extension Numbers



(847) 249-1776 Ext. _____

Aquatics	4809
Building/Maintenance	4641
Corporate Alliance	2044
Culinary Services	2620
Entertainment	4646
Games/Attractions	2380
Guest Services	6165
Information Services	6260
Loss Prevention	5042
Mechanical/Electric	4640
Park Services	4620
Retail	2012
Rides	4620
Warehouse	6010
Security	847.625.7500



Offer only for Six Flags Team Members with 2015 ID!

Did you know....



Our Guests can enjoy 3 types of Flash Passes!

Regular

Our Guests reserves a time that will be equal to the current wait time for the ride.

Gold

Our Guests reserve a time that reduces the wait time by 50%.

Platinum

Our Guests reserve a time that reduces their wait by 90%. Also includes 2X; our Guests can enjoy the ride TWICE IN A ROW without getting off!

Goliath only accepts Platinum Flash Passes, but you cannot use the 2X.

Pricing can be found at the Flash Pass Purchase Center located in

Character Café Specials

Friday

Hot Dogs or Brats
Creamy Potato salad
Corn Cobb

Sunday

Crispy Chicken Tender
Cole Slaw
Mixed Vegetables

Saturday

Meatball Bombers
Southwest Pasta Salad
Ruffled Potato Chips

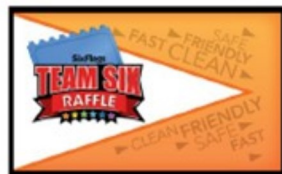
Reward & Recognition Programs

Our incentive programs are designed for all Seasonal and Leadership Team Members who create Mantra Moments and deliver GREAT Guest Service!



Reward Team Members for GREAT Service!

- Raffle cards will be given by Seasonal and Full Time Leadership Team Members
- Recognizing Team Members who *represent* the Six Flags Mantra and deliver Friendly, Clean, Fast and Safe Service to our Guests
- Raffle cards can be turned in by Team Members to the Team 6 Lobby for a weekly drawing
- Weekly drawing occurs every Tuesday starting May 19th and continuing through Fright Fest
- Winners will receive \$100 worth of gift cards of the Team Member's choice



Reward Team Members for Outstanding Service!

- Reward cards will be given by Full Time Leadership Team Members
- Recognizing Team Members for going *above and beyond* in providing GREAT Guest Service
- Reward cards are redeemed online at:
TeamSixRewards.awardsuite.com
- Each card has an individual access code with varying rewards
- Rewards include in-park and online prizes
- Instructions on how to redeem reward are given online



Reward Team Members for Exceptional Service!

- Elite cards will be given by Managers and Directors
- Recognizing Team Members who give *exceptional* service to our Guests
- Elite cards are redeemed through Human Resources for a \$25 gift card of the Team Member's choice



LIVE OUR MANTRA

Here at Six Flags, we strive to provide FRIENDLY, CLEAN, FAST and SAFE Service to all of our Guests.

Upcoming Entertainment

We have two shows happening now **Madcap Mardi Gras** (in Mardi Gras located near Big Easy Balloons) and **Screams and Dreams Volume 1** (in Carousel Plaza located near the Columbia Carousel), but we have a ton of upcoming entertainment!

Make sure we are talking up shows to get Guests to come back for **The Stars of the Peking Acrobats**, **The Six Flags Grand Finale & Parade**, **Gunfight at Six Flags Corral**, **Kick it Up a Notch!**

More information can be found on Entertainment Guides in the Tunnel

Equal Access Pass

Where can I get one?

The Ride Information Center
(Located in Mardi Gras)

When can I get one?

The Ride Information Center is open until 4:00 pm on days when the Park is open until 8:00 pm or later. After 4:00 pm Guests can go to the Guest Relations Office.

What else can I do at the Ride Information Center?

Our Guests with Disabilities can receive all the information on the accessibility access of our Rides and our smaller Guests can receive Height wristbands.