

SMALL GESTURE HUGE IMPACT

MetroLagoons Quarterly Culture Newsletter

180,000+

VISITORS AT
EPPERSON LAGOON

80,000+

VISITORS AT
SOUTHSHORE
BAY LAGOON

2

LAGOONS
OPENING IN 2023

A Message from Leadership

I want to thank each of you for being part of our MetroLagoons Family! As we continue to grow, I am happy to connect us all with our new mission, guiding principles, and standards. Our company culture has come together from many minds within MetroLagoons and as your leader, I am proud to say that our team members were able to bring this to life. This culture we have created is who we are, and I am thankful to see our team take pride in providing an unforgettable experience for each guest.

The success of the Lagoons would not be possible without you and your continued effort to strive for excellence. 2022 was a year of personal milestones for our team, from promotions and professional growth to weddings and our first Lagoon baby, your individual accomplishments push us to strengthen as a team.

Throughout this holiday season, I hope you all spend the much-needed time with your loved ones as we gear up for a busy season ahead. I am honored to be the leader of MetroLagoons and grateful for another year with you as we look towards all the great possibilities of 2023! Merry Christmas and Happy New year!

— Eric Wahlbeck, MetroLagoons Managing Director

STANDARDS SPOTLIGHTS

STANDARDS

LEADERSHIP
ACCOUNTABILITY
GREATNESS
OPTIMISM
OPEN-MINDED
NEIGHBORLY
SAFETY



LEADERSHIP

John Sohngen Jr., Water Quality Tech

"John is very dedicated to the operation and **takes initiative**," says Darin, General Manager at Mirada Lagoon, "he is eager to learn." Being able to **help his team** and be part of something that was done to the best standard is what keeps John motivated to work hard.

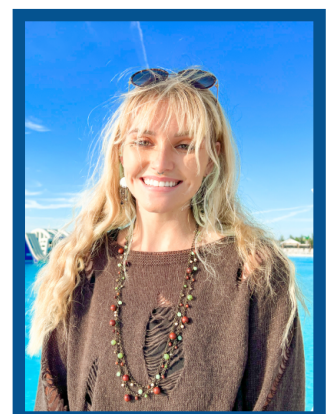
FUN FACTS: John has 2 cats, he wants to try skydiving and plays the Saxophone.

OPTIMISM

Kayla Keane, Bar Supervisor

"Kayla has always looked for the good not only in day-to-day situations, but has also been able to **see the bigger picture** in what we are trying to accomplish," said Dane, General Manager at Southshore Bay Lagoon. Kayla is always **ready to help** where she is needed with co-workers or guests.

FUN FACTS: Kayla plays 5 instruments, wants to go to Hawaii to surf and collects albums/records.





FEATURED REVIEW



"THE STAFF WAS EXTREMELY FRIENDLY AND HELPFUL. BROUGHT OUR SOCCER TEAM FOR A CHAMPIONSHIP CELEBRATION AND THE KIDS HAD A BLAST! WE WILL RETURN FOR SURE... THANKFUL FOR THE FESTIVE VENUE AND HIGH LEVEL OF CUSTOMER SERVICE!"

— Cresten Brown, Guest of Southshore Bay Lagoon, October 8

GUIDING PRINCIPAL WAVE MAKERS

Dakotah Dunn

Lifeguard Supervisor



SAFETY & PROFESSIONALISM

Dakotah says safety and professionalism is prioritized every day at Southshore Bay Lagoon. Not only does he start his day by making sure all the equipment is in its place, but him and the team continue to stay on top of this and **hold each other accountable** for keeping the Lagoon a safe place for guests.

FUN FACTS: Dakotah loves oranges, granola bars and the Steelers.

Aric Travieso

Admissions Supervisor



SERVICE IS THE EXPERIENCE

Aric **shows respect** to the guests from the moment they step to the ticket window, until the moment they walk out the gates," says Dane, General Manager at Southshore Bay. Aric says being **kind to guests and listening to what they need** can solve any problem and help them have an enjoyable day at the Lagoon!

FUN FACTS: Aric's hidden talent is that he can make friends quickly, he's always wanted to pet a lion and he loves the Tampa Bay Buccaneers.

Racheal Sohngen

Admissions Team Member



INFORMED EXPECTATIONS

With communication being important on any team, the team members at the Lagoon know they have to **stay connected** to make the guests experience a great one. With walkie talkies, Racheal says the team members at Epperson Lagoon are able to **communicate quickly and effectively** to make sure guests get the answers they need.

FUN FACTS: If Racheal's team had a theme song it would be "Walking on Sunshine" by Katrina & the Waves, she loves popcorn and she can crochet.

QUOTE OF THE QUARTER

“Coming together is a beginning. Keeping together is progress. Working together is success.”

— Henry Ford

