

Element C. Operational

8. Employee Performance. An active training program for the development of the necessary skills and techniques must be provided for all employees. The sessions shall stress work performance and also include product and service presentation, cleanliness, employee attitudes and NPS philosophy and policy. Performance should be indicative of good training.

9. Employee Attitude. Each employee is to project a hospitable, friendly, helpful, positive attitude and be capable and willing to answer visitors' questions (about both job and general park information).

10. Employee Appearance. The concessioner may be required to have its employees who come in direct contact with the public, so far as practicable, to wear a uniform or badge by which they may be known and distinguished as the employees of the concessioner. The concessioner shall require its employees to exercise courtesy and consideration in their relations with the public and present a neat, clean and otherwise attractive personal appearance.

Element D. Rates.

11. Authorized Rates. All rates being charged shall not exceed those approved by the Superintendent. These rates are to be verified against the specific approved service, portion size, quality, price or other such criteria.

Element E. Interpretive Operations

12. Program Content. Format and documents must be approved by the Superintendent to ensure the activity fosters public understanding of park resources and values; conforms to the central park theme; has a minimum adverse environmental impact; and accurately describes program objectives as intended for the audience.

13. Program Presentation. Program/activity must convey major interpretive theme as approved by the Superintendent. Judging performance should be based on knowledge obtained from current or most recent research and free of avoidable religious, cultural, and ethnic biases.

14. Advertising. Demonstrations, talks, etc., should be presented as depicted in brochures, etc. Date, locations, duration, physical requirements, and learning experience should correspond with publication matter.

15. Public Safety. All program/activities should be designed to ensure the safety and health of the public and staff in compliance with the Occupational Safety and Health Act, U.S. Public Health Service (FDA) protection recommendations, Federal Regulations and Safety Management guidelines. Safety considerations and precaution information should be communicated to the visitor at the onset of, and during the activity.

16. Attendance. The ratio between interpreter and number of visitors must be kept at a level that allows an activity to accomplish its goals. Each group should be limited to a size which would prevent an adverse impact upon area resources.