

New York, August 2nd, 1900

INFORMATION FOR HOSTS AND HOSTESSES



FORD PAVILION
NEW YORK WORLD'S FAIR

John Kevin O'Brien

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settler,

OPERATING PRACTICES

Since you may be the only personal contact a visitor may have with Ford Motor Company, you should always create the best impression possible. To assure a favorable impression, you should be anxious and more than willing to give any information pertaining to our operations and to extend our utmost courtesy.

Remember, that one rude, inconsiderate, inattentive employee can downgrade an exhibit and its message for all visitors.

As a host or hostess, you will be required to abide by the rules and regulations which you will find outlined below:

- You must be well groomed at all times. You will be

supplied with a garment selected to be in keeping with the job you are assigned to do and this must be worn during your working hours.

- Refrain from smoking and chewing gum while on assignments of any nature.
- Courtesy is expected of you without exception. We know that personal experiences count most. What happens to an individual on his first visit to our exhibit will influence his opinion of Ford far more than anything he may hear or read. You should be pleasant at all times; and when you are asked a question about Ford Motor Company, its operation or products, it should be answered regardless of how much

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effort it may involve on your part. If you do not have the answer, ask your zone leader.

- Please refrain from gathering together or talking with other Hosts and Hostesses while you are on duty.
- Emergencies - Learn the safety and fire rules of the building or area to which you are assigned. Report all abnormal conditions such as power failure, malfunction of any display or building facility to your zone leader immediately.
- Attendance and punctuality are of the utmost importance in order to maintain the efficiency of all operations. If you should be ill or delayed in reporting for work, call the Manager's Office as soon as possible.

- Cooperation with your fellow employees is very important to the welfare of each. Don't overburden your fellow worker by overstaying your relief or lunch period.
- Any important comments, criticisms, or complaints by visitors regarding the operation should be reported to your zone leader.
- If a customer voices a product complaint, refer him to your zone leader, who will refer him to the appropriate dealer, District Sales Office, or Customer Relations Department.
- Sickness or accidents to show visitors - Any accident involving injury to a visitor to the Ford Motor Company exhibit must be reported to your zone leader im-

mediately regardless of how insignificant it may seem to be. Do not make any comment or commitment as to what the Company will or will not do in the event of an accidental injury or damage to any personal property.

- Strollers or other carts or carriages will not be permitted inside the pavilion, and will have to be parked at a designated outside area.

- Handicapped guests arriving in wheel chairs are to be referred to your zone leader for handling.
- Improper Activities on Ford Pavilion Premises - Report to your zone leader immediately if you observe anyone being unruly or engaging in improper activities such as peddling, distributing literature, or soliciting among visitors or employees.

PERSONNEL POLICIES AND BENEFITS

The following summarizes the personnel policies and benefits that have been established for you while employed on a Temporary basis as a Host or Hostess of Ford Motor

Company New York World's Fair Pavilion:

- Your work schedule will be established for a stated

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period of time and you will be given as much notice as practical of any changes. You will rotate shifts with your co-workers. Please do not request any changes in the schedule unless absolutely necessary.

- You should report personally to your zone leader at the start of each work day.
- Time cards are to be filled out daily and must be signed and completed prior to, or on the morning of, the 15th and the last working day of the month.
- Pay day is the fifth and twentieth of the month, unless the day of payment falls on Saturday or Sunday, in which case it is the last scheduled work day prior to the fifth or twentieth of the month.

- You will be paid for the actual hours worked. In addition to the base hourly rate, you will receive:
 - A cost-of-living allowance computed on the basis of hours worked.
 - A shift differential premium of 5% based on your hourly rate plus cost-of-living allowance for those days on which you start to work after 10:30 A.M.
 - A seven-day operations premium equal to 3% of the base hourly rate. This premium is to compensate you for the fact that your job is one that must be performed every day of the week, requiring you to be assigned weekend work.

- Overtime pay at the rate of time and one-half for all time you are required to work in excess of 40 hours in a week.

- An additional one-half hour's pay for each hour worked on a holiday.

- Lunch hours and other details of your job will be discussed with you by your zone leader.

- The Company makes available two group insurance plans for you; (1) Life and Disability Insurance Plan and (2) Medical Insurance Plan. You may participate in either one or both plans. The Company pays the full cost of coverage under both plans.

If you enroll in these plans on your employment date,

or within the following 31 days, you become insured on the first of the month following one full month at work. Insurance coverage terminates at the end of the month in which you cease active work with the Company.

LIFE AND DISABILITY PLAN

The Life and Disability Insurance Plan is underwritten by the John Hancock Mutual Life Insurance Company. The Plan provides protection against loss of income caused by your death or disability. Briefly stated, the Plan provides:

- Life Insurance — \$2,000, payable to your design-

nated beneficiary upon your death from any cause.

- Accident and Sickness Insurance — A weekly benefit of \$50 for up to 26 weeks. Benefits start the 8th day of a disability which prevents you from performing all duties of your job. (This benefit is at least equivalent to that prescribed under the New York State Disability Benefits Law.)

for you and your eligible dependents against hospital, surgical, and certain medical expenses. Briefly stated, the plan provides:

- Hospital benefits — Comprehensive protection for up to 365 days of care.
- Surgical benefits — Liberal surgical allowances.
- Medical benefits — allowances for in-hospital medical care.

MEDICAL INSURANCE PLAN

The Medical Insurance Plan is underwritten by Associated Hospital Service of New York — United Medical Service, Inc. (New York City area Blue Cross-Blue Shield). The Plan provides protection

These plans are described in greater detail in certificates which will be issued to you if you participate. If you have a claim, have a change in your dependency status, or have any questions, you should contact your zone leader promptly.