

BARNACLE CHRONICLE

Newport Aquarium, One Aquarium Way, Newport, Kentucky 41071, (859) 261-7444
 J a n - F e b - M a r c h | 2 0 0 7

OUR NEW ADDITION



february 1, 2007 Jill Issacs

Newport, Ky. — Efforts to save threatened aquatic animals will be helped by the Newport Aquarium's acquisition of a rare male Shark Ray. Starting on February 14, the Newport Aquarium in Newport, Ky., will be the first and only location in the Western Hemisphere to display a male and female Shark Ray pair. This new permanent addition makes it possible for a first-of-its-kind international Shark Ray Breeding Program to begin at the Newport Aquarium.

The extremely rare male Shark Ray is currently held in a Newport Aquarium acclimation tank before it will be released into the 385,000-gallon *Surrounded by Sharks* exhibit where it will join Sweet Pea, the female Shark Ray. In June 2005, Newport Aquarium made history by becoming the first aquarium in the Americas to display a Shark Ray. Sweet Pea was an instant favorite of Aquarium guests and has come to represent all that is still unknown about oceans.

"The Shark Ray, as a species, is a mystery and it faces many

challenges. In some ways, you can consider it the 'panda' of the aquatic world," said Mark Dvornak, Newport Aquarium Aquatics Curator. "We are very excited to take these steps forward in marine conservation. Sweet Pea's success over the last two years is a testament to the dedication of the animal husbandry team at the Newport Aquarium."

The introduction of the Shark Ray pair to America is only a first step in Newport Aquarium's conservation work with this species. By working closely with Fred Fan, a highly regarded and visionary fish procurement specialist from Taiwan, Newport Aquarium is initiating the world's first dedicated Shark Ray Breeding Program. This program, a long-time dream of Fan, is becoming a reality due to the professional dedication and conservation vision shared between Newport Aquarium and Fan.

INCLEMENT WEATHER

Volunteers, if you cannot make it in for your scheduled shift, please contact the hotline and leave a message so we know you are ok. Divers 859-815-1460 all other volunteers 859-815-1470. If there is snow and you are wondering if the Aquarium is open or closed, please call the Volunteer Hotline 859-815-1470 it will be on the message machine. We will more than likely be open.

ALL CAST MEMBER MOVIE NIGHT: SUNDAY FEB. 25TH 6-9PM

WHO: All Cast Members & a guest

WHAT: Annual Movie Night

WHERE: Duke Energy Theater

WHEN: Sunday, Feb. 25th. 6-9pm

We will be showing *Pirates of the Caribbean: Dead Man's Chest*.

There will be snacks and beverages offered during the movie. There is a sign up sheet in the Water Cooler, please sign up your name and if you are bringing a guest. If there is inclement weather please call my voice mail and there will be a message (859) 815-1441. Hope to see you there.

CALENDAR OF EVENTS

- Cast Member Movie Night (2/25/07)
- Volunteer Appreciation Dinner (4/15/07)
- Summer Naturalist Kick off (5/6/07)
- Riversweep (6/17/07)
- All Cast Member Picnic (tentative) 8/5/07
- Summer Naturalist closing Movie / Pizza night 9/14/07
- All Cast Member Family Night (11/18/07)

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Letter from Eric

As most you are now aware, we have hired a company for *Service Quality Assurance* visits, or as you may know it "secret shoppers". Individuals hired by this company on behalf of Steiner Entertainment have several things they are required to accomplish during their visit to the Newport Aquarium. The goal of having external individuals evaluating our service and aquarium quality is to provide ourselves with vital information that we can use to improve our operation and the manner in which we treat our guests.

One of Steiner Entertainment's core values is: **Relentless dedication in the pursuit of our goals.** As I have stated in the past, one of our main goals is to provide a world-class aquarium and entertainment experience to our guests. By receiving data from actual guests, we can analyze our strengths and weaknesses and make adjustments where we need to.

The requirement of a Quality Assurance visit follows our typical day guest experience, including the following:

- Call the main line and have a conversation with the person who answers the phone
- Buy tickets at the ticket window and receive a positive welcome
- Interact with cast members through the lobby and in each gallery
- Participate in an animal encounter
- Watch the film or dive show in the theater
- Comment on the quality of our exhibits and signage
- Watch all posted animal feedings and shows
- Buy a meal in the café
- Purchase items in the gift shop and the candy store
- Evaluate our ability to offer Annual Passes

Along the way they are looking at cleanliness, observing the actions of cast members (demonstrating the guest service accountabilities), asking questions to gauge the cast

members' knowledge of the exhibits and the feeding/show schedules, and monitoring whether cast members mention up sells or information about the annual pass. These are basic minimum standards that I know we are all capable of providing.



SWEET DREAMS FEATURES

February:

Fudge: Raspberry Chocolate Chip (Chocolate fudge swirled with real raspberry fudge)

Apple: Raspberry Chocolate Chip Gourmet Apple

March:

Fudge: Irish Crème Fudge (Vanilla fudge with Irish Crème and a touch of coffee granules to spice things up)

Apple: Shamrock Gourmet Apple

Friendly reminder:

All cast members receive 20% off all purchases in the candy store!

EMPLOYEE OF THE MONTH

January: Afshan Khokhar

February: Clayton Christen

RERERRAL PROGRAM

You can help us in our mission by referring your friends, family and colleagues to book an event or bring a group. The sales department will reward you with a Levee gift card.

** For referring an event, you will receive a \$50.00 gift card once they have signed the contract.*

** Referring a group of 25 or more you will receive a \$20 gift card.*

** referring a Consignment or F.I.N.S. account you will receive a \$20 gift card once the first ticket order has been placed.*

Back after popular demand – The Finstitute Summer Camp

School's out! That means summer, sunshine, grill outs, and countless hours of free time for your child. If you're feeling the pressure to fill the void, the WAVE Foundation is offering an awesome summer camp experience for children ages 9-12 that promises to be fun and educational.

Your kids have been in an institution of learning all year, so during the summer, help them experience a "Finstitute" of fun. This isn't your average summer camp – campers will participate in Aquarium tours, biologist question and answer sessions, classroom activities, games, crafts, up-close animal encounters and an excursion up the Ohio River aboard the PA Denny River Education Center.

Pre-registration is required prior to sending in registration form and space is limited, so sign up today and give your children the chance to dive into a world unknown, slippery with knowledge and fun. To pre-register or for more information, contact the WAVE Foundation's Education department at 859-815-1418, email rsprague@newportaquarium.com, or visit the WAVE Foundation's website www.wavefoundation.org.

Cost: Annual Passholder	\$140
Non-Passholder	\$180

Early Registration – Register by **April 10, 2007** and SAVE \$20 per camper
2007 Dates:

Session 1	July 16 – July 20, 2007 9:30 a.m. to 3 p.m.
Session 2	July 23 – July 27, 2007 9:30 a.m. to 3 p.m.
Session 3	July 30 - August 3, 2007 9:30 a.m. to 3 p.m.

Kevin's Top Ten

Top Ten Ways to Improve Your Job Knowledge/Effectiveness

By Kevin Smith, Training and Development Manager

10. Read books or magazines pertaining to what you do.
9. Talk with fellow cast members that you believe are high achievers.
8. Get clarification on your boss's expectations.
7. Ask questions.
6. Visit other zoos, aquariums and museums.
5. Take secret shopper feedback and other coaching as an opportunity to improve yourself.
4. Find a mentor who will share knowledge and experiences with you.
3. If possible, join clubs or associations where you can socialize with your peers.
2. Stay up to date on new happenings in the organization by reading newsletters and other available materials.
1. Ask questions.

SHARKY'S CAFE DRINK POLICY

Reminder on Café policy regarding Employee/Volunteer drinks. Soda is only free in the Water Cooler (aka breakroom), not in the Café. Cast Members can purchase an Aquarium Mug in the café for \$5.18 which includes the price of one fill-up, either soda or coffee, or use your 100 hour volunteer mug received at recognition. Each additional fill-up will be \$.50 if you have an Aquarium Mug or a mug from home, with the option of purchasing all day refills for \$1.50. If you do not have an Aquarium Mug or a mug that they brought from home they will be charged menu price for soda or coffee minus the employee discount.

CAST MEMBER WEB PAGE

The cast member web page has moved to a different website:

www.wavefoundation.org

Here you will find the new and updated staff page, press releases, and bulletin board.

Interested in a new exhibit? You can do the online training to refresh the new animals in the exhibit. Any questions, suggestions or comments, about the website or the newsletter - please see Jenny Greber in the Volunteer Services Department.

CONSERV – A – SEA

Plastic bags and other plastic garbage thrown into the ocean kill as many as 1,000,000 sea creatures every year!

Every time you reuse a plastic bag you double the environmental savings: you save the bag you reused from going to a landfill, and you save a new one from needing to be used.

Plastic bags take from 5-10 years to decompose.

VOLUNTEER SPOTLIGHT

(A VOLUNTEER IS RANDOMLY PICKED FOR THE VOLUNTEER SPOTLIGHT)



ADAM JABS

Adam Jabs began working at The Newport Aquarium the summer between his eighth and ninth grade year. Adam was interested in working with the penguins and making new friends with other volunteers his own age. He soon found out that the Summer Naturalist Program did more than help him to meet new people.

"The Summer Naturalist Program was a great way for me to learn about working in the world. For my interview I was required to "dress for success." I also learned how to work as a team with people, especially my peers."

Adam, having had such a memorable experience, returned the following three summers to volunteer his time as a Day Captain. As a Day Captain, Adam's responsibilities increased, as he was placed in a leadership and management role. In this position Adam was in charge of directing all of the volunteers on what their particular job was for that day.

"I believe it was probably one of the most difficult things I have done because it is hard to work not only with people your own age, but also with volunteers that have many more years experience than I have."

Whether Adam is volunteering as a Summer Naturalist, a Day Captain, or in the Husbandry department with the penguins, he is a hard worker who is dedicated to succeeding in any task that he is given. The WAVE Foundation and Newport Aquarium are lucky to have such devoted individuals who are willing to give some of their time to help educate and enrich the Aquarium experience of the guests.

Birthdays (Volunteer - Employee)

JANUARY

01/01 Diane Dietriech	V
01/01 Jon Bradner	V
01/02 George Di Flora	V
01/03 Richard Silbiger	V
01/05 Ricky Bankemper	E
01/05 Jill Grundhoefer	V
01/05 Brittaney Knapp	V
01/07 Bill Rogg	E
01/08 Connie Kimsey	V
01/08 Ashley Schuman	E
01/09 Justin Eichinger	V
01/09 Courtney Kolkmeyer	V
01/10 Bob Abrams	V
01/10 Betty Dammert	V
01/10 Amanda McGlasson	E
01/10 Ed Zimmerman	V
01/12 Joelene Kammer	V
01/13 John Klear	V
01/14 Maki Nakao	V
01/15 Lynn Margason	E
01/15 Jessica Pinson	E/V
01/17 Andy Smith	V
01/17 Bonnie Gray	V
01/21 Lauren Kellogg	E
01/21 Ruth Ryder	E
01/21 Roger Wilhelm	E
01/23 Melinda Barker	V
01/25 Ramah Mayers	V
01/25 Kathy Mullins-Rutt	V
01/26 Kevin Hale	V
01/27 David Svoboda	V
01/27 Michael Watzek	V
01/29 Ken Volz	V
01/30 Pam Angel	E
01/30 Roxanna Hurst	E
01/30 Ashley Lojek	V

FEBRUARY

02/06 Jeff Bucchi	E
02/08 Eric Kohlhorst	V
02/09 Carolyn Patterson	V
02/10 Miesha Howard	V
02/10 Mark Wilder	V
02/12 Bob Williams	V
02/13 Dave Chadwick	V
02/13 Jennie Cox	V
02/13 Pat Garibay	V
02/13 Jenny Hazeres	V
02/13 Rachel Specht	V
02/13 Sarah Specht	V
02/14 Howard Kues	V
02/14 Chris Wald	E
02/16 Leo McCallen	V
02/17 John Spires	V
02/18 Justin Hartman	V
02/20 Mike Gundrum	V
02/20 David Lewis	V
02/20 David Geiger	V
02/22 Polly Dornette	V
02/22 Jill Isaacs	E
02/23 Doug Heidorn	V
02/23 Jim Steck	V
02/24 Chip Wehmer	V
02/25 Pat Tooley	V
02/27 Dennis Zimmerman	V
02/29 Phil Sieber	V

MARCH

03/01 Yvonne Morgan	E
03/02 Morgan Patton	V
03/03 Rebecca Reed	E
03/04 John McGrath	V
03/04 Melissa Nie	V
03/05 Jill Allen	V
03/06 Rita Brady	E
03/06 Barbara Gerdes	V
03/06 Crystal Bolser	E
03/07 Bob Gallicchio	V
03/07 Jennifer Ortlepp	E
03/08 Joanne Cozart	E
03/09 Nicholas Smith	E
03/10 Todd Leonard	V
03/11 Felipe Florez	V
03/12 Jim Basquette	V
03/12 Jake Williamson	V
03/13 Andy Lehn	V
03/14 Jeff Gibula	E
03/14 Robin Hook	V
03/15 Mike Schornak	V
03/16 Kevin Dooley	E
03/19 Heather Bosch	V
03/20 Theo Feig	V
03/22 Liz Hacker	E
03/24 Jane Butcher	V
03/26 Brittany Enzweiler	E
03/27 Bruce Murray	V
03/27 Hillary Walker	V
03/29 Marti Bitzenhofer	V
03/29 Afshan Khokhar	E
03/29 Patrick Torosian	V
03/29 Julie Uffman	E
03/31 Ruth Niehaus	V



Happy Birthday

Happy Birthday to anyone we may have missed.

February

<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
				1	2	3
4	5 Night Scrub 5-9pm	6	7	8	9	10
11	12	13	14	15	16	17
18	19 ERT 4-6pm Night Scrub 5-9pm	20	21	22	23	24
25 Movie Night 6-9pm Theater	26	27	28			

March

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<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
				1	2	3
4	5	6	7	8	9	10
11	12	13 Night Scrub 5-9pm	14	15	16	17
18	19	20	21	22	23	24
25	26	27 Night Scrub 5-9	28	29	30	31