



## **Fun Park - Role Play Scenario**

Background: You are the facility manager of 30-year-old Superhero Fun Park, a weekend amusement park with 15 ticketed rides, a pony ride area, a food court and picnic area, a games arcade with 20 games, and a small racetrack with go-karts for teens. A typical weekend sees 1,000 paying guests per day. A major component of your attendance is from special events such as birthday parties and from holiday weekends, when you sometimes open for an extra day. Your facilities are inspected regularly by several public agencies, including mechanical inspection of the rides, food inspectors, sanitation inspectors, and city building inspectors. The state dictates that only those over the age of 13 can drive the go-carts. You contract with We Ride to maintain the rides and arcade games, with Food For All to provide the food court service and with We Sparkle to clean your restrooms and other buildings. Another contractor, Greenspace, maintains the grounds, sweeping or blowing hard surfaces, mowing, and weeding green spaces. You employ two supervisors, one of whom oversees 40 part-time workers to run the rides. The other supervises 6 part-time workers to staff the ticket booths and is the daily contact for the contracted services. The pony rides and the go-cart activity are provided by separate outside contractors, who are paid directly by the customers who use them.

Situation: Your state has mandated a minimum wage increase for your part-time workers that will take effect in 3 months. This increased cost will be too high for you to balance your budget with the current number of staff and customers. What options might you have to meet this new requirement and keep the park operating?



## Fun Park - FM Challenge A

Food For All, the company that provides food court services at the Superhero Fun Park has failed several food safety inspections and told you on Wednesday that they have gone out of business. What could you do to satisfy your customers during the upcoming weekend and comply with food safety regulations?

- 1) What action is first and foremost on your list?
- 2) What resources (people, places, things, services) will be used?
- 3) How can we prevent or limit its occurrence or impact in the future?



## Fun Park - FM Challenge B

We Ride, the contractor responsible for maintaining the rides and arcade games, has informed you that they cannot perform scheduled maintenance on two of your most popular rides this week due to staffing shortages. These rides must pass inspection to operate safely.

- 1) What action is first and foremost on your list?
- 2) What resources (people, places, things, services) will be used?
- 3) How can we prevent or limit its occurrence or impact in the future?



## Fun Park - FM Challenge C

A sudden storm during the week has caused significant flooding in the picnic area and uprooted several trees near the pony ride area. This has also left debris on walkways and caused minor damage to the racetrack. Guests are expected for a large birthday event this weekend.

- 1) What action is first and foremost on your list?
- 2) What resources (people, places, things, services) will be used?
- 3) How can we prevent or limit its occurrence or impact in the future?



## Fun Park - FM Challenge D

A teenager was injured while driving a go-kart due to what appears to be a mechanical failure. This incident has raised concerns about the safety of the go-karts and compliance with state regulations.

- 1) What action is first and foremost on your list?
- 2) What resources (people, place, things, services) will be used?
- 3) How can we prevent or limit its occurrence or impact in the future?