INSIDE THIS ISSUE

Move It or Lose It! Winners Announced

Comcast-NBCUniversal Employee Stock Purchase Plan Enrollment Begins September 1

A Universe of Caring Day Set for Wednesday, September 12

Celebrate College Colors Day

CityWalk Spins Into the Ultimate Labor Day Dance Party
Tickets on Sale Now for Jumpin’ Dance Grooves featuring DJ M-Squared

Relax with cabanas, live music, and plenty of food and drinks as some seriously good times fill the streets of CityWalk! DJ M-Squared and DJ ET will be performing live with even more DJ’s spinning through the night.

Amp up your evening with drink specials, VIP Bottle Service and your own private cabana! Free parking for Florida residents after 6:00PM. Stop by Guest Services at CityWalk to purchase your tickets or call 407-224-2691 today!

CityWalk’s Labor Day Celebration
SUNDAY, SEPTEMBER 2
9:00PM – 2:00AM
$10 plus tax per person. Must be 21+

Featuring DJ M-Squared
GET HEALTHY!

September Events Calendar

**Body Composition**
Find out your weight, body fat and basal metabolic rate.

**TUESDAY, SEPTEMBER 11**
7:00AM-10:00AM
Outside TeamCare

**Blood Pressure**
Check your blood pressure and learn healthy ways to lower your number.

**THURSDAY, SEPTEMBER 13**
11:00AM-1:00PM
IOASIS

**FRIDAY, SEPTEMBER 28**
7:00AM-11:00AM
Outside TeamCare

**Age to Age**
Sooner or later it happens to everyone. Age, that is. Learn how living a life of wellness helps you to age well.

**TUESDAY, SEPTEMBER 11**
12:00PM-1:00PM
B-110 • Blue Man Group Conf. Rm.

**Best Moves for Injury Prevention**
Taking a few minutes to stretch before exercise or take on some challenging physical tasks can prevent a lot of injuries. Learn some quick, easy ways to stretch and warm up first so you avoid unnecessary injury.

**THURSDAY, SEPTEMBER 20**
12:00PM-1:00PM
B-110 • Blue Man Group Conf. Rm.

For more information about any of these events, call the Onsite Health Coach at 407-224-5166.

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**“Move it Or Lose It!” Winners Announced**

The second annual Get Healthy! Move it or Lose It Team Fitness Challenge concluded this month after eight weeks. A total of 26 teams and 249 Team Members completed the 8-week challenge, competing in either the physical activity (“Move It”) or weight loss (“Lose It”) category.

‘Move It’ participants logged more than 5000 hours of physical activity and ‘Lose It’ participants recorded more than 700 pounds of total weight loss! The winning teams and individuals are:

**“MOVE IT” WINNERS**

Winning Team: “Crank IT” (Information Technology)
Team Members included Bill Screen, Donald Bromley, Mike Bookhardt, Bill McCory, Larry Sanders, Steve Eisinger, Matthew Miller, and Don Eash

Individual Winners
Steve Eisinger from Team “Crank IT”
Amanda Lougheed from Team “The Slimpsons”

**“LOSE IT” WINNERS**

Winning Team: “The Harry Ploppers” (Revenue Operations)
Team Members included Hector Betemit, Brian Sykes, Ashley Betemit, Bob Coggins, Aliya Daghestani, Billye Pitts, Mike Taylor, Benjamin Cammaratta, Zoe Henriquez, Kristen Lynn, and Laurie Larson

Individual Winners:
Robert Coggins from Team “The Harry Ploppers”
Julie Hrenko from Team “Pound Cakes”

“I am excited about these results and each of the teams and individuals are to be congratulated for their success,” says Garold Canady, Onsite Health Coach. “I heard so many stories about the hard work everyone put in and I hope this is only the beginning of a continued healthy lifestyle for everyone.”

Congratulations to all of the challenge winners and participants for their continued focus on a Get Healthy lifestyle!

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**Revenue Operations Offers New Menu Items at USF and IOA**

In an effort to continually enhance dining options for our guests, Revenue Operations has redesigned children’s menus at each of our full service restaurants in IOA and USF, with a focus on offering healthier options for kids.

Each new menu item has under 300 calories and features fresh steamed vegetables and/or fresh fruit as side items. Pizza and hamburgers are still offered as an option; however the restaurant menus have been redesigned to highlight the healthier options.

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**Reminder: CIGNA Mobile Learning Lab Coming**

The Cigna Mobile Learning Lab is an interactive exhibit designed to help raise awareness and understanding in how you play an active role in your health.

Mark your calendar and be sure to stop by the Learning Lab to learn more about your wellness!
Take Ownership in Your Company – And Your Future – in the Comcast-NBCUniversal Employee Stock Purchase Plan!

First Quarterly Enrollment Window Opens September 1

Beginning this Saturday, September 1, eligible Team Members will have the opportunity to enroll in the newly available Comcast-NBCUniversal Employee Stock Purchase Plan (ESPP)!

The ESPP is a voluntary benefit, administered by Fidelity Investments®, which allows Team Members to share in the future success of NBCUniversal and Comcast by purchasing shares of Comcast Corporation Class A common stock at a minimum 15% discount using after-tax payroll deductions. This exciting benefit has been a top Team Member request year after year, and is now finally available as an outcome of NBCUniversal’s full ownership of Universal Orlando.

Team Members have from September 1 through September 15 to enroll in the program; the next quarterly enrollment window will take place in December. Our Benefits team will be on hand in Wardrobe (in addition to their office in B-111) at select times over the next two weeks to answer questions about the ESPP:

Your ESPP Questions Answered in Wardrobe
Tuesday, September 4 ..................... 8:00AM – 10:00AM
Wednesday, September 5 ............... 6:30AM – 8:30AM
Thursday, September 6 ............... 10:00AM – 12:00PM
Friday, September 7 ..................... 1:00PM – 3:00PM
Monday, September 10 ................. 2:30PM – 4:30PM
Tuesday, September 11 ................. 3:00PM – 5:00PM
Wednesday, September 12 ............ 9:30AM – 10:30AM
Thursday, September 13 ............... 7:00AM – 9:00AM
Friday, September 14 ............... 12:00PM – 2:00PM

FAIRWINDS Credit Union Can Assist with Your Financial Planning

With the introduction of the Comcast-NBCUniversal Employee Stock Purchase Plan (ESPP), you may have some questions about what is right to meet your financial needs. While some of you may not have an established relationship with a Financial Advisor, FAIRWINDS Credit Union has financial services available.

As a partner of Universal Orlando, FAIRWINDS Credit Union has extended an offer to all Team Members to meet with their Financial Advisor to help you evaluate your long-term goals and set up an action plan to maximize your retirement savings. Once you have received your ESPP Welcome Kit, call Michelle Greaux at 407-282-6039 to schedule your appointment!

Team Members may also view an overview of the plan and get answers to frequently asked questions by following the “Employee Stock Purchase Plan” link in the Perks & Benefits section of UOTeam.com. Take ownership of your financial future - and in your company!

ON A ROLL

Celebrate Payroll Week!

Join the Payroll Department September 3-7 for National Payroll Week and salute the 156 million American wage earners and the payroll professionals who pay them!

Universal Orlando employs thousands of Team Members who expect to be paid accurately every week. National Payroll week is a public awareness campaign that pays tribute to our paid Team Members and also highlights the payroll staff that not only processes wages, but also reports earnings and withholding employment taxes.

Did You Know?

On average the Payroll Department processes per week:
• 37 Off-cycle checks
• 80 Payroll Adjustments
• 380 W-4 forms
• 400 Direct Deposits

Meet your Payroll Team for some fun, trivia, and prizes on Friday, September 7 from 7:00AM to 9:00AM at Gate 2!

Your payroll team is available to assist you with Paycheck questions and concerns every Monday through Thursday, 8:00AM to 5:00PM, and on Fridays 7:30AM to 5:00PM. They can be reached at 407-363-8640 or via e-mail at PayrollDepartment@universalorlando.com.

Our Classic Throwback Summer offered Team Members many fun and exciting events throughout the season. Team Member Services would like to thank everyone who helped make this summer a classic!
A Universe of Caring Day
Set for Wednesday, September 12
Join Fellow Team Members for Volunteer Projects
Right Inside Soundstage 33

Team Members who want to give back to the community but aren’t sure where to begin need look no further than Soundstage 33!
On Wednesday, September 12, we’re hosting A Universe of Caring Day, with volunteer projects Team Members can participate in together. From 10:00AM to 1:00PM, you’ll be able to help the following organizations with a variety of projects, including:

• Feeding Children Everywhere - Package healthy meals for hungry children
• Clean the World – Assemble hygiene kits for impoverished people
• A Gift for Teaching – Sort school supplies for Central Florida students
• Love Letters: Random Cards of Kindness – Make inspirational cards for children with life threatening illnesses

A Universe of Caring Day is a great opportunity for teambuilding or meeting Team Members from other divisions, too — all while making a difference in our community. Meet volunteer coordinators from other local organizations and members of the UO Volunteer Board of Directors, too.

Join us in A Universe of Caring Day and help us spread the joy of volunteerism from the inside out!

In the Volunteer Spotlight: Karen Foley

In the Volunteer Spotlight this month is Karen Foley, Administrative Assistant for Entrance Operations. Always looking for new opportunities for herself and her fellow Team Members, Karen divides her time between the B.E.T.A. Center, Eccleston Elementary, Best Buddies, Florida 4H Clubs, and New Hope for Kids. But this summer, Karen had a new approach to volunteerism. At her family reunion, she recruited 10 members of her own family to volunteer at the Salvation Army Thrift Store in Charlottesville, Virginia! Five family members committed their time to the Salvation Army soup kitchen and the other five members worked in the thrift store.

“Volunteering during our family reunion was such a big success that it will become a great tradition,” says Karen. “I am so proud of my family members that I will be coordinating future volunteer events at our bi-annual reunions across the country — and the number of volunteers is sure to grow!”

It is mid-way through the year and Karen has nearly reached her Club 52 status; she recently added Florida’s Blood Centers to her list of volunteer causes. “Karen is so creative when it comes to her volunteer efforts,” said Polly Tudela, Program Specialist for Community Relations, who nominated Karen for the award. “Traveling out of state did not prevent her from volunteering. She brought her passion into the family fold and I am sure it will become a lifelong tradition for them. It’s great when someone volunteers and even better when they get others involved!”

Thank you, Karen for making volunteerism a family affair!

Give the Gift of Life and Learn More About Becoming an Organ Donor

You have the power to save a life! Last year, nearly 28,000 lives were saved due to the generosity of organ donors — however, today more than 114,000 children and adults continue to wait for this precious gift. Hundreds of thousands more patiently await tissue donation. You can make a difference by designating your wishes to become an organ and tissue donor today.
Learn more about donation and get answers to any questions you may have about what it means to designate your wishes and be a hero by visiting with TransLife Organ & Tissue Donation Services onsite.

Organ Donor Drive

WEDNESDAY, AUGUST 29
7:00AM – 1:00PM
Wardrobe

WEDNESDAY, SEPTEMBER 5
11:00AM – 1:00PM
Exchange Drive
Summer Service Challenge Winners

Congratulations to each of these Team Members for successfully completing the Summer Service Challenge during Our Peak Performance!

**WEEK 1**
- Kelly Maloney – Zonko's
- George Hultzinger – Horror Make-Up Show
- Gary Ogilvy – Three Broomsticks
- Lynden North – Luna's Italian Restaurant
- Matt Barnathan – Costume Services
- Jessica Lawry – Filch's Emporium
- Twas Pizza – Don Store
- Dream Asbestos – Zonko's
- Ginger Genter – Park Services USF
- Corey Whitman – Derris and Bangs

**WEEK 2**
- Frank Pope – Consumer Insights
- Mary Parker – Thunder Falls Terrace
- Kristen Gallager – Three Broomsticks
- Alex L. Witty – Luna's Italian Restaurant
- Mike Boyon – Mythos
- Bill Scatlen – Valet Parking
- Carla Lugo – Tote Extra
- Ricky Reasner – Guest Contact Center
- Josh Andrews – Merch Support – Suco
- Melissa Frederick – Mulberry Street Store

**WEEK 3**
- Annel Warren – Resort Yacht Operations
- Jenieve Armstrong – Park Services (Days) – UCW
- Roberta Marie – Parking Garage
- Jim Wortham – Parking Garage
- Ben Utton – Consumer Insights
- Mike Frederick – Park Services (Days) – USF
- Ben Bloom – Rental Services – USF
- Alfreda Mooney – Central Shops – Assembly
- Dwayne Williams – Flagpole's Bar and Grill
- Colleen Filius – Production Kitchen

**WEEK 4**
- Barrington Irving – Turnstiles
- Bobby Dumas – Turnstiles
- René Kudlowski – Merch/Mulberry St. Store
- Michelle French – Guest Services
- Greg Cumpson – Rentals
- Christopher Shevlin – Suco March
- Dore LaFonde – Guest Services
- Jordan Wilson – Three Broomsticks
- Joe Swanson – Barney/Entertainment
- Elijah McMillan – Park Services

**WEEK 5**
- Debi Williams – Cinnabon
- Georgia Morillo – Pass Sales
- James Cerrato – Three Broomsticks
- Felipe Aponte – Park Services IOA
- Robert Hainer – Restaurant Equipment Tech
- Jeffrey Copeland – Pastamore

**WEEK 6**
- Debi Williams – Cinnabon
- Georgia Morillo – Pass Sales
- James Cerrato – Three Broomsticks
- Felipe Aponte – Park Services IOA
- Robert Hainer – Restaurant Equipment Tech
IN BRIEF

Team Member Services Closing Early on Tuesday, August 28

The Team Member Services office in B-111 will be closed at 4:00PM this Tuesday, August 28, so that the team may participate in their division’s Excellence in Leadership event. Team Member Services will resume regular operating hours at 6:30AM the following day (Wednesday).

Have You Completed Your HazCom Training?

The challenge is on for all Team Members to complete their annual refresher training in Hazard Communication. All Team Members are asked to complete this online training and any other required online training in the month of September. Learning & Development will be tracking each division’s training compliance through September 30, to see which team becomes 100% compliant first!

Not sure if you have completed this training? Ask your supervisor when your training is due, then if needed visit the Environmental Health & Safety site at http://ehs from any on-property computer and click on a course link on the right side of the page.

September is Life Insurance Awareness Month

Life insurance can play an important role in protecting your family’s financial future. September is Life Insurance Awareness Month and is a perfect time for you to think about adding or increasing life insurance for either yourself and/or your eligible dependents.

Have you thought about adding or increasing your Life Insurance? If you are a full-time Team Member and would like to add or increase your supplemental life insurance amount, or dependent life insurance, take action now!

Life insurance changes can be made at anytime - you do not need to wait until the next annual Open Enrollment period to add, increase, decrease or drop your life insurance. The process is simple and the weekly cost to add or increase life insurance is based upon your annual salary and your age, or the level of coverage elected.

Stop by the Benefits Department from 8:00AM to 5:00PM Monday through Friday to pick up the necessary forms or call 407-363-8035 or email benefitsdept@universalorlando.com for more information.

“Lunch with Bill” Begins New Season of Dialogue, Great Idea Generation

For several years, Lunches with the President have been a wonderful opportunity for our Team Members to meet with our president in an intimate group setting and engage in lively and spirited discussions on any number of topics.

Lunch with Bill meets every three weeks from mid-September to early June. Fourteen hourly or non-exempt Team Members from all walks of our resort participate in the luncheon, where they are highly encouraged to share dialogue with our President & COO, Bill Davis, in an open forum. Team Members who have taken this one-time chance to contribute their ideas during these luncheons have been responsible for initiating many positive changes in the way we do business here at Universal Orlando.

Bill often looks to Team Members for ways to make our parks a better place to work for our Team Members and a better place to play for our guests. He feels there is no better place to gather guest service suggestions than from our Team Members on the front line, so the luncheons are open to hourly or non-exempt Team Members who have not already participated.

Have an idea, comment, or suggestion and would like to share it in this forum? Please express your interest with your supervisor or manager who can help you sign up – all they will need to provide is your name, job title, and work location. We will follow up with a meeting request/invitation on your behalf as spaces become available. The attendee lists fill up quickly, so sign up today – and bon appetit!

Need Assistance? Make Use of Support Options Available to All Team Members

MHNET’S WORK/LIFE ASSISTANCE PROGRAM

Universal Orlando offers the convenience of on-site Work Life assistance for ALL UO Team Members. MHNet, our Employee Assistance Program (EAP), can provide assistance in these challenging times in a variety of ways. Confidential face-to-face counseling can help you with:

- Work Life Balance Issues
- Marital, Family and Relationship Stressors
- Alcohol and Drug Concerns
- Anxiety and Stress
- Depression, Grief or Loss Issues
- Job Stress
- Managing Change
- Locating Legal and Financial Consultation Services
- Assistance with the Work Life Balance website and on-line services
- Assistance with finding a mental health care provider

All sessions are strictly confidential and available at no cost to Team Members. An MHNet EAP on-site counselor will be available each Tuesday between the hours of 10:00AM and 2:00PM. To schedule your appointment, call 1-866-568-7554.

EAP and Work-Life Balance Assistance are still available 24 hours a day, 7 days a week by calling 1-866-568-7554. Visit www.mhneteap.com for more information.

Team Member Satisfaction (TSAT) Survey Nets 96% Participation Rate

Thanks to everyone who participated in the 2012 TSAT Survey – you’re helping us make our Universe extraordinary! 96% of our Team Member population expressed their opinion and over the next several weeks, with the assistance of our outside research firm, we will be analyzing the data and preparing department, divisional, and company level reports that will help us enhance our Team Member Satisfaction levels even more in the future. Results of the TSAT Survey will be shared beginning in November.
Show Your Spirit! Celebrate College Colors Day and the Return of NFL Football on NBC

CELEBRATE COLLEGE COLORS DAY THIS FRIDAY, AUGUST 31

The tailgating season is drawing near and Team Member Services wants you to show your spirit by sporting your favorite college or university on August 31st – Universal Orlando’s tribute to the national College Colors Day.

In honor of this year’s College Colors day, Team Member Services is hosting a backstage “tailgate party”. Come kickoff this football season outside Wardrobe, from 10:00AM-3:00PM.

Check out all of the events we are planning for College Colors Day:

- **It’s a Team Member tailgate** featuring burgers and hot dogs sold by the Backlot Bistro
- **Fuze and Honest Tea** will help Team Members quench their thirst with free samples
- **Vendors and Services** such as FAIRWINDS Credit Union and your favorite Florida School’s Alumni Associations
- **Tampa Bay Buccaneers** selling exclusive discounted tickets
- **Prize Drawings, Giveaways, Games and More!**

“KICK OFF” YOUR RETIREMENT

Don’t stand on the sidelines – get your game plan going! “401[k] Coaches” will be on hand at the tailgate party to talk X’s and O’s with you about the Universal Orlando 401[k] Retirement Plan. While you’re there, don’t forget to drop off your entry to win a cool raffle prize. This event will be something to cheer about!

SHOW YOUR NFL TEAM PRIDE ON FRIDAY, SEPTEMBER 7 IN SUPPORT OF NBC’S “BACK TO FOOTBALL” FESTIVITIES

Universal Orlando is once again joining NBC to promote the NFL’s “Back to Football” campaign. On Friday, September 7, Team Members are invited to wear their favorite NFL jersey to work to kick off the new football season on NBC!

CHILL OUT with Leap Into Adventure Day at the WhirlyDome

This September, Team Member Services has organized a whole new level of fun at Orlando’s newest attraction-the WhirlyDome! This Leap into Adventure outing is offered to Team Members and a guest for only $10 each!

With our Leap Into Adventure WhirlyDome package, you and your guest can play the famous game of Whirlyball, experience the Ferrari Simulator Ride, and participate in a game of laser tag! This event will take place on Thursday, September 13 at 6:00PM.

Stop by Team Member Services in B-111 to save your spot! This offer is only available through Universal Orlando Team Member Services with advance reservations and a cash payment.

Don’t Miss Our Next Issue: Halloween Horror Nights 22 Special Edition!

Our next issue of Universal News will feature all the gory details of this year’s Halloween Horror Nights! Be sure to pick up a copy to find out more about the Team Member Advance Screaming, scheduled for the night of Wednesday, September 19.

We’ll include information about all of the haunted houses and shows, as well as the this year’s event ticket options including discounted tickets for your family and friends.

For event dates and general information about HH N, be sure to check halloweenhorrornights.com.

UNIVERSAL NEWS

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ACROSS
2. _____ Force 5
7. Number of bands taking the stage
8. Winner of the 2011 Billboard Music Awards: "Top Christian Album"
10. _____ passes holders are eligible for discounted event tickets
12. Sunday Morning Worship Service will include music led by this band (2 words)
13. Jeremy _____
14. This year, enjoy an even bigger _____ featuring Coca-Cola Karaoke.

DOWN
3. _____ leaders receive free Universal Express ride access
4. Saturday night’s _____ ceremony will feature music by Tenth Avenue North
5. The Rock Your _____ Ticket includes three days admission to both USF and IOA
6. This Critics’ Choice Movie Award nominated actress is the celebrity speaker Saturday (2 words)
7. Vice Verses is this band’s latest album
8. What night does tobyMac perform?
9. Relient K performs Saturday night on
10. _____ pass holders are eligible for discounted event tickets
11. Robert _____ released three albums by age 19


THE UNIVERSAL Orlando WAY
SERVICE EXCELLENCE
JULY 2012 SCORECARD

The GSERVE reports are in for July 2012! Here’s how the parks and CityWalk ranked:

1. CityWalk • 2. IOA, USF (tie)

The top 5 full-service restaurants resort-wide for the month of July 2012 are:

1. Bubba Gump Shrimp Co.
2. Hard Rock Cafe
3. Margaritaville
4. Confisco Grille, Finnegan’s Bar and Grill, and NASCAR Sports Grille (tie)
5. Emeril’s, NBA City, and Latin Quarter (tie)

Note: Park operating hours, grill menus, and event dates, times, pricing, and locations are subject to change.