



April 2024

GIDEON PUTNAM: A VISION



ELEVATE THE BAR

Raise the quality, execution, hospitality & efficiency to exceed the guests' needs, by investing in the Delaware North Team and our team members.

OUR VISION

A parks and resort destination with experiential craft cocktails, dynamic beer offerings, premium wine selections, and craveable food in an energetic atmosphere where people connect and enjoy themselves.

OUR PURPOSE

The bar is the lifeline and soul of Delaware North! We continue to be industry leaders by providing quality ingredients, flawless execution, and purposeful innovation to drive the guest experience resulting in increased sales, traffic & profitability.

YOUR GOAL

Team members working to deliver a positive experience to every guest, every time. This manual provides training to become the best team member in the industry and tools to deliver the highest guest experience every shift, every time.