

# TERROR BEHIND THE WALLS®

Thank you for your interest in working at Eastern State Penitentiary's Halloween fundraiser event, *Terror Behind the Walls*! Please read and fill out this application very carefully and bring it with you to your customer service and retail interview! We will take your photo at the interview, so there is no need to bring a headshot. (If you are also interested in an Acting role, you will need to return on a separate evening for an audition. You cannot audition and interview on the same night.)

Here is some background information about Eastern State Penitentiary and our haunted attraction. It's important that all of our employees understand the mission behind our operation!

## **Eastern State Penitentiary**

When Eastern State Penitentiary opened in 1829, it was the world's first true *penitentiary* and eventually became a model for 300 prisons worldwide. The original seven cellblocks spread like the spokes of a wheel and had running water and central heat before the White House. Its vaulted, sky-lit cells held many of America's most notorious criminals, including Al Capone. The penitentiary was closed in 1971 and was abandoned. Today, the prison stands in ruin.

Daytime prison tours began in 1994 and a private non-profit organization, Eastern State Penitentiary Historic Site Inc. was formed to operate the site. ESPHS works to preserve and restore the architecture of Eastern State Penitentiary; to make the Penitentiary accessible to the public; to explain and interpret its complex history; to place current issues of corrections and justice in an historical framework; and to provide a public forum where these issues are discussed. The penitentiary is open for daytime prison tours seven days a week, year-round.

## ***Terror Behind the Walls (TBTW)***

*TBTW* is a Halloween themed family event providing safe, fun, high quality entertainment that raises funds used to help fulfill the mission of ESPHS, Inc. All proceeds from the event are used to support the preservation and interpretation of this National Historic Landmark.

## **Interview Protocol**

Interviews take place in groups of 5 to 6 people. **It's important that you have read the specific Customer Service and Retail position descriptions on our website before your interview.** You should decide what positions interest you the most and for which roles you are best qualified. Please be ready to discuss your answers.

Please note that if you are offered conditional employment at *Terror Behind the Walls*, you must successfully complete both a I-9 and a W-4 before the first night of training on August 30, 2016. Also, after if you are conditionally selected, you will have to fill out a Criminal Background Check. You cannot be hired until you successfully complete all necessary paperwork.

## **Call Backs – Hiring Notification Email**

We appreciate your auditioning and/or interviewing for *TBTW*, but because we have hundreds of people apply, it is not possible to call back every single applicant. Positions are filled on an ongoing basis. **YOU MUST PROVIDE AN EMAIL ADDRESS IN ORDER TO BE HIRED. If you are hired for a position, you will receive an email from a member of the hiring team.** This email could come anytime from now through the end of the show run, as some positions do tend to open up later on. **Please do not call or email us asking if you have been hired.**

**Fill out all of the attached forms and bring them with you to your interview.**

# 2017 Customer / Guest Services, Retail, & Box Office Application

Name: \_\_\_\_\_

Email (REQUIRED): \_\_\_\_\_

Phone: \_\_\_\_\_

Please leave blank.  
Photo will be placed here.

**Must be 18 or older. Circle: Yes or No**

Already applied for Acting Role? Circle: Yes or No

**Please rank your top three preferred positions (write in 1, 2 & 3):**

Must wear full Costume and Makeup

Must wear uniform (No costume/makeup)

Line Staff \_\_\_\_\_

Guest Services \_\_\_\_\_ Retail Staff \_\_\_\_\_

Box Office \_\_\_\_\_

Ghost Bus Parking Lot Attendants \_\_\_\_\_

**Have you worked at TBTW before? In what position and when:** \_\_\_\_\_

1. What **experience** do you have that applies to working at events, attractions or the hospitality industry?

2. Why do you want to work at Terror Behind the Walls?

3. Please describe what you think is involved in excellent **customer service**.

4. How did you hear about this interview? (Please circle all that apply.)

ESP Website    ESP Email list    Craig's List    Facebook    Twitter    Friend: \_\_\_\_\_    Other: \_\_\_\_\_

5. Is there anything else you think we should know about you?

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6. Are you allergic to any make-up, food or material that might be used in the show?  
(If so, please list.)

7. Are you willing to wear a mask for an entire show night (6-8 hours)? Circle: Yes or No

8. For costumes/uniforms to fit, please be as honest as possible with your measurements/sizes.  
If unknown, you may leave it blank:

Height \_\_\_\_\_ Weight \_\_\_\_\_ Pants(waist/length) \_\_\_\_\_ Dress \_\_\_\_\_ Suit/Jacket \_\_\_\_\_

Circle: Right or Left Handed      Any special fit concerns: \_\_\_\_\_

Circle T-shirt Size:    S    M    L    XL    2XL    3XL    4XL    5XL

First and Last Name: \_\_\_\_\_

Department\* (For office use only): \_\_\_\_\_

# 2017 Employee Commitment Calendar

If you have full availability for all training and show nights listed below, check here \_\_\_\_\_  
 Due to the limited number of positions available, applicants with the most availability will be considered first.

Work start times range from 3:45pm to 6pm depending on the position.  
 Please indicate the earliest time you could arrive to work on a weekday (Mon-Friday): \_\_\_\_\_  
 Please indicate the earliest time you could arrive to work on a weekend (Sat & Sun): \_\_\_\_\_

Work end times vary, but you should be prepared to stay until 2am for every show night worked.

Prior to the show run, we have staff come in for select training nights listed in calendar below. The specific dates will be determined depending on your assigned position. Training is paid and mandatory.

Please be honest regarding your availability for the show on the calendar below.

## 2017 Training Dates 6 pm – 10 pm

Please "X" out  
any dates you  
are not available.

S	M	T	W	T	F	S	SEPT.
2017			Rain or Shine				
3	4	5	6	7	8	9	
10	11	12	13	14	15	16	
17	18	19	20	21			

## 2017 Show Nights 6 pm – 2 am

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are not available.

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2017				Rain or Shine			
24	25	26	27	28	22	23	
					29	30	
1	2	3	4	5	6	7	
8	9	10	11	12	13	14	OCT.
15	16	17	18	19	20	21	
22	23	24	25	26	27	28	
29	30	31	1	2	3	4	NOV.
5	6	7	8	9	10	11	

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