



Saturday, July 6, 2024

USH Snapshot

Last Updated: 3:45 PM

DAILY INFORMATION	
Park Hours	9:00AM - 9:00PM
The Wizarding World of Harry Potter™	9:00AM - 9:00PM
Lower Lot	9:00AM - 9:00PM
Universal Box Office	8:00AM - 10:00PM
Lower Lot Box Office	9:00AM - 6:00PM
Family Center	10:00AM - 9:00PM
CityWalk	11:00AM - 10:00PM
Health Services	8:00AM - 10:00PM
Team Member Central	7:30AM - 5:30PM
Hilltop Courtesy Shuttle	6:00AM - 11:00AM
Hotel Shuttle	7:00AM - 11:00PM
Tech Base	6:00AM - 10:00PM
Payroll Inquiries	Email: USHTKAPPROVERS@udx.com

PARK CLOSURES
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IMPORTANT NUMBERS	
EMERGENCY LINE: 2-5911	
ASK ME (quest questions)	2-KNOW
Command Center	2-3815
Technical Services	2-TECH
EHS Questions	2-SAFE
Labor Support	2-TEAM
Payroll	2-PAYU

CITYWALK UPDATE
Shopping, dining and entertainment is open on CityWalk. Call CityWalk for more information 818-622-9841

SPECIAL EVENT INFORMATION
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WEATHER
Forecast: High: 89° Low: 66° Partly cloudy skies. Winds SSE at 5 to 10 mph.

UNIVERSAL EXPRESS UPGRADES
Universal Express: \$205 Universal Express Unlimited: \$255 <i>* Availability is limited and subject to sell out please contact 2-KNOW for further information</i>

NOTES
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WE MAKE SAFETY A PRIORITY!

Heat might be hard to escape, but it is simple if we acclimate.

Every Team Member's degree of acclimatization is different, especially Team Members who may be new to working in warmer environments. It is important for to allow for our bodies to adapt to working in the heat through gradual exposure. And always remember - Drink **Water**, **Rest** as Needed, and Seek **Shade**.

TEAM MEMBER COMMUNICATION

Physical copies of this Daily Snapshot are available at each venue.
Daily wear surgical and KN95 (on request) masks now available at Wardrobe.

GUEST LOCATIONS

Family Center	The Family Center contains quiet rooms for Guests with autism spectrum disorder and their families, nursing rooms and companion restrooms. It is located on the WaterWorld side of the Animation Studio Store.	Universal Box Office	The Universal Box office is where upgrades to Universal Express and Annual Passes are made. It is the tall Universal sign attached to the Universal Plaza, directly across from Starbucks. <i>Upgrades are subject to availability and eligibility</i>
Guest Relations	Guest Relations is located at the Park entrance to the Guest's right when they walk in.	Strollers, Wheelchairs, & ECVs	Daily stroller, wheelchair, and ECV rentals are available on Universal Boulevard between Feature Presentation and Hollywood Photoland. <i>Inform Guests that ECVs may sell out quickly during peak season.</i>
Lockers	Lockers are one price for the day with unlimited in/out privileges and are limited to availability. Lockers are available directly beside Guest Relations.	Shuttle Service	Shuttle Service for those with mobility issues is available at the elevator to the right of the Starway entrance in the Upper Lot and to the right of the Starway entrance in the Lower Lot.
ATMs	ATMs are located at the ticket booths, next to the WaterWorld entrance, beside the Hog's Head Pub in The Wizarding World of Harry Potter, the side of the Kwik E Mart, and across from the Jurassic World restrooms.	Smoking	We do not currently have approved smoking areas inside of the Theme Park. Please direct guests to 1 of the 3 smoking areas on CityWalk: Jurassic Parking Exterior, Palm Court and the Globe Gardens Entrance.
First Aid	Guest first-aid is available at the station adjacent to the French Street Bistro and seasonally, in the Lower Lot station across from the restrooms. Guests may purchase first-aid supplies from the vending machine at the Guest Services Center.		

MANAGEMENT TEAM

Department	Call Sign	Open	Mid	Close			
X1 Duty Manager	X1	Tye B. / 818-402-3199	Pasu C. / 818-381-3223	Adan G. / 323-496-9450	X1		
OPX	OPX	--	--	--	--		
Park Operations	Senior Rep.	Tiffany H. / 818-232-2643	--	Boris T. / 818-968-9893	Senior Rep./PRI		
WWoHP™	Potter 1	Pasu C. / 818-381-3223	Grace K. / 818-358-5342	Monica S. / 818-299-3816	MIC (FJ)		
WWoHP™	Lights 1	--	--	Vanessa V. / 818-579-5348	MIC (Hippo)		
WWoHP™	Village 1	Jalisa C. / 818-452-8455	--	Lisset R. / 818-579-5865	Perimeter/Log (HP)		
WWoHP™	Triwiz 1	Kathleen G. / 818-850-9682	Arturo U. / 818-850-9682	Todd M. / 818-850-9682	Recovery Support		
E-Commerce	E-Com 1	Jezebel M. / 818-738-3636	--	Julio L. / 818-358-5996	--		
Entertainment	Venues 1	Emely R. / 818-738-8817	--	Noah B. / 818-738-8817	Recovery Support		
Entertainment	UL Character	Elyssa B. / 818-850-9700	Riley B. / 818-850-9700	Ty F. / 818-850-9700	--		
Entertainment	LL Character	Yazmin M. / 818-821-9936	Riley B. / 818-850-9700	Ty F. / 818-821-9936	--		
Events	Events 1	--	Dagmar B. / 818-691-6701	--	Recovery Support		
Food	Carts Food 1	Dominique F. / 818-287-4314	--	Jose B. / 818-299-1528	--		
Food	Lower Lot Food 1	Adan B. / 818-856-7043	Gigi R. / 818-456-7251	Gorbachev L. / 818-287-4014	Recovery Support		
Food	Potter Food 1	Ashley C. / 747-324-0699	--	Cristian V. / 818-691-8459	Recovery Support		
Food	Springfield Food 1	Diego V. / 818-856-7481	--	Alexandria E. / 818-232-6360	Recovery Support		
Food	Upper Lot Food 1	Christine Y. / 818-821-4904	Martha V. / 818-200-7291	Jessica G. / 818-299-3317	Recovery Support		
Food	SNW Food 1	Fernando F. / 818-255-6278	Karen C. / 818-856-5827	Malice N. / --	Recovery Support		
Guest Relations	GR1	Joseph E. / 818-299-3869	Hector B. / 213-544-1572	Patrick G. / 818-640-6705	Recovery 1		
Health Svcs.	F-31	Avery C.	--	Henry L.	F31		
Loss Prevention	LP1	Matt V. / 818-452-8369	--	Alex G. / 818-266-7418	--		
Lower Lot	Lower Lot 1	Vanessa M. / 818-821-5761	Katie N. / 818-856-5539	Heidi P. / 818-821-9853	Mauro B. / 818-738-4892	MIC (LL)	
Lower Lot	Jurassic 1	--	Katie N. / 818-856-5539	--	Mauro B. / 818-738-4892	MIC (LL)	
Lower Lot	Mummy 1	Vanessa M. / 818-821-5761	--	Heidi P. / 818-821-9853	--	MIC (LL)	
Lower Lot	TF 1	--	--	--	--	MIC (LL)	
Lower Lot	Nintendo 1	Ozzie M. / 818-200-9833	Diana S. / 818-738-4224	Brian Y. / 818-856-6166	Gerald M. / 818-821-5924	MIC (LL)	
Main Entry	Entry 1	Breana C. / 818-579-5966	Cody H. / 818-738-8870	Jessie E. / 818-299-4391	Alexandria D. / 818-821-7832	Perimeter/Log (UL)	
Park Services	Nights 1	--	--	--	Tiffany O. / 818-853-3455	MIC (Night Event)	
Park Services	PS1	Janet P. / 818-287-5926	Angel C. / 818-821-5575	Jason P. / 818-579-5741	Rosalinda E. / 818-821-4636	Perimeter/Log (UL)	
Park Services	PS2	Vienna S. / 747-324-2663	Manuel P. / 818-916-2130	Gabriel A. / 818-299-4077	Manuel P. / 818-916-2130	Perimeter/Log (LL)	
Park Services	Kingdom 1	Vienna S. / 747-324-2663	Manuel P. / 818-916-2130	Jason P. / 818-579-5741	Daniel G. / 818-856-7924	Perimeter/Log (LL)	
Retail	Retail 1	Kevin P. / 818-287-4346	--	David E. / 818-287-4530	--	Recovery Support	
Security	SAM 1	Alfonso C. / 818-384-4288	--	Matt B. / 818-643-0322	--	SAM 1	
Studio Tour	Tour 1	Alyssa O. / 818-287-5365	Roberto R. / 818-299-3732	Nikki S. / 818-200-7151	Brett S. / 818-821-7889	MIC (Tour)/Transp Sup	
Studio Tour	Bates 1	Jesse P. / 818-200-7151	--	Izamar G. / 818-738-5378	--	--	
Surveillance	--	--	Tim S. / 818-232-2218	--	--	Surveillance Control	
Tech Services	Tech 1	Jessica O. / 818-738-0081	Ruben G. / 738-4203	--	Julio L. / 818-358-5996	Tech 1	
Upper Lot	Upper Lot 1	Angel V. / 818-299-6668	Carla J. / 818-579-5340	Spencer C. / 818-287-5372	Jonathan R. / 818-579-5297	--	
Upper Lot	Illumination 1	Megan L. / 818-287-5304	Nicel S. / 818-850-9380	Melanie C. / 818-579-5938	Andrew V. / 747-324-2374	MIC (UL)	
Upper Lot	Dream 1	Emily R. / 818-358-5722	Gaby S. / 818-691-8582	CE G. / 818-691-6281	Davon H. / 818-255-6819	Spencer C. / 818-287-5372	MIC (UL)
Upper Lot	Simpsons 1	Emily R. / 818-358-5722	Gaby S. / 818-691-8582	CE G. / 818-691-6281	Davon H. / 818-255-6819	Spencer C. / 818-287-5372	MIC (UL)
VIP Dining	--	--	Tony L. / 818-255-6323	--	--	Recovery Support	
VIP Tours	--	Mary Pat B. / 818-622-3404	Mark P. / 818-622-3404	--	Amy V. / 818-622-3404	Recovery Support	
Wardrobe	--	Yasmin K. / 818-643-0313	Sarai M. / 818-821-4377	Michael G. / 818-643-0608	Daisy V. / 818-299-0534	Recovery Support	
Citywalk Ops	CW1	Anthony R. / 818-319-6675	Anjali K. / 818-299-2921	--	Esteban C. / 818-287-4336	--	
Parking Ops	PDM	Jose R. / 818-535-4651	--	--	Jose C. / 818-200-3853	MIC (Parking)	

ATTRACTIONS		
Upper Lot		
Despicable Me: Minion Mayhem (40")		9:00AM - 9:00PM
Kung Fu Panda Adventure		9:00AM - 9:00PM
Flight of the Hippogriff™ (39")		9:00AM - 9:00PM
Harry Potter and the Forbidden Journey™ (48")		9:00AM - 9:00PM
Ollivanders™		9:00AM - 9:00PM
Secret Life of Pets: Off the Leash (34")		9:00AM - 9:00PM
Silly Swirly		9:00AM - 9:00PM
Super Silly Fun Land		9:00AM - 9:00PM
Studio Tour		9:00AM - 7:15PM
The Simpsons Ride (40")		9:00AM - 9:00PM
Lower Lot		
Mario Kart: Bowser's Challenge™ (40")		8:00AM - 9:00PM
SNW Interactive		8:00AM - 9:00PM
Jurassic World (42")		9:00AM - 9:00PM
Revenge of the Mummy (48")		9:00AM - 9:00PM
Transformers: The Ride - 3D (40")		9:00AM - 9:00PM

STUDIO TOUR		
Spanish		Mandarin
10:30, 11:30, 1:30, 2:30, 3:30, 4:30, 5:30, 6:30		12:30

SHOWS		
WaterWorld		TriWizard Spirit Rally
11:45		11:00
1:00		12:00
3:15		1:00
4:45		3:00
6:30		4:00
8:00		5:00

Please inform Guests to arrive to shows at least 45 minutes prior to showtime!

THE NIGHTTIME LIGHTS AT HOGWARTS™ CASTLE

Tonight's experiences will occur at 8:40pm and 9:00pm

NOTES

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CHARACTER APPEARANCES

Appearances are subject to change. They typically last 25-30 minutes.
 DARK SET indicates the character is unavailable and the photo op is unattended.
 For up-to-date information, please call the PA Lead at 818-299-1260.

Character	Location	First Set	Last Set
GATEWAY TO HOLLYWOOD & CENTER STAGE			
Beetlejuice	Universal Blvd	1:00pm	6:30pm
Donkey	DreamWorks Theater	9:30am	9:00pm
Dracula	French Street	12:45pm	6:15pm
Frankenstein	French Street	10:00am	8:30pm
Bride of Frankenstein	French Street	10:00am	8:30pm
Gabbie the Cabbie	Universal Blvd.	9:00am	2:30pm
NY Cop	DreamWorks Theater	9:30am	8:00pm
Hello Kitty	Animation Studio Store	9:00am	7:30pm
King Julien	DreamWorks Theater	10:00am	3:30pm
Marilyn Monroe	Universal Blvd	9:30am	3:00pm
NY Windows (Roamers)	Universal Blvd	9:00am	6:30pm
Poppy & Branch	DreamWorks Theater	9:00am	7:30pm
Scooby & Gang	Plaza Tower	9:00am	5:30pm
Shrek & Fiona	DreamWorks Theater	9:00am	2:30pm
Street Sweep	Universal Blvd	9:15am	2:00pm

ILLUMINATION LAND			
Minions	Miss Hattie's Home For Girls	10:00am	7:30pm
Gru	Miss Hattie's Home For Girls	Ozzie M. / 818-200-9833	
Snowball	Pets Street	10:30am	4:00pm

SUPER NINTENDO WORLD™			
Mario & Luigi	Center World Punch Block	8:00am	8:00pm
Toad	Princess Peach's Castle Exterior	8:15am	8:15pm
Princess Peach	Gazebo	8:40am	8:40pm

SPRINGFIELD			
Homer and Lisa Simpson	Kwik-E-Mart	9:30am	3:00pm
Marge and Bart Simpson	Kwik-E-Mart	2:00pm	7:30pm

BLOCKBUSTERS			
Raptor Encounter	Jurassic World	9:00am	8:30pm
Baby Raptor	Jurassic World	12:45pm	6:15pm
Transformers	TF Supply Vault (store)	10:00am	8:30pm
(Continues from Mission: Bumblebee)			
Norman Bates	Studio Tour: Psycho House	8:30am	8:30pm

FOOD SERVICE/FOOD CARTS		
Gateway to Hollywood		
Hollywood & Dine (GF,V, **)		10:00AM - 9:30PM
Starbucks UL		8:30AM - 9:30PM
Center Stage		
City Snack		11:00AM - 9:00PM
Cocina Mexicana (GF,V, **)		10:30AM - 8:00PM
French Street Bistro (GF,V)		9:00AM - 8:00PM
Mel's Diner (GF,V)		10:30AM - 8:00PM
Popcorn Cart		11:00AM - 9:00PM
Dreamworks Cart		9:00AM - 9:00PM
Manhattan		10:00AM - 7:00PM
Plaza Cart		11:00AM - 8:00PM
Tower Cart		9:00AM - 9:15PM
Palace Theatre Café (GF,V)		10:00AM - 9:00PM
Power up Café		9:00AM - 9:30PM
Illumination Land		
Despicable Delights		11:30AM - 7:00PM
Minion Cafe (GF,V, **)		10:30AM - 8:00PM
Mulligan's		11:00AM - 8:00PM

WIZARDING WORLD OF HARRY POTTER™		
Hog's Head Pub™		10:00AM - 8:45PM
Three Broomsticks™ (GF,V, **)		9:00AM - 9:00PM
Butterbeer™ Cart		9:00AM - 9:00PM
Magic Neep™ Cart		11:00AM - 7:00PM

Springfield		
Butterfat's (GF)		11:00AM - 9:00PM
Cletus' Chicken Shack (GF,V, **)		10:30AM - 8:00PM
Duff Beer Garden		11:00AM - 8:00PM
Krusty Burger (GF,V, **)		9:30AM - 9:00PM
Lard Lad Donuts		9:00AM - 9:30PM
Luigi's Pizza (GF,V, **)		10:30AM - 8:00PM
Moe's Tavern		10:30AM - 8:45PM
Taco Truck (GF,V, **)		11:00PM - 7:00PM
Stage 21 Ice Cream		11:30AM - 6:30PM
Kwik-E-Kart		11:00AM - 8:00PM
Suds McDuff		9:00AM - 8:30PM

Hollywood Backlot		
Tram Boarding		9:00AM - 7:45PM

Blockbusters		
Isla Nu-bar		9:30AM - 8:45PM
Jurassic Cafe		9:00AM - 8:00PM
Mummy Eats		9:00AM - 9:00PM
Panda Express (**)		10:00AM - 8:30PM
Starbucks LL		8:30AM - 9:00PM
Studio Cafe (GF,V)		9:00AM - 8:00PM
Studio Scoops (GF)		11:00AM - 8:00PM
SNW™ Beverage Cart		9:00AM - 9:00PM
Starway		10:00AM - 8:00PM

Super Nintendo World™		
Toadstool Café		8:00AM - 9:00PM

Team Member Dining		
Cafe 64		8:00AM - 8:00PM
Take Five	8:00AM - 8:00PM / 11:00PM - 5:00AM	
Universal Market Place	Noah I	OPEN

RETAIL		
Gateway to Hollywood		

Feature Presentation		7:30AM - CLOSE
Universal Studios Store		7:30AM - CLOSE

Center Stage		
Animation Studio Store		9:00AM - CLOSE

Illumination Land		
Super Silly Carnival		11:00AM - CLOSE
Super Silly Stuff Store		9:00AM - CLOSE
The Pets Store		9:00AM - CLOSE

WIZARDING WORLD OF HARRY POTTER™		
Dervish and Banges™		9:00AM - CLOSE
Filch's Emporium™ of Confiscated Goods		9:00AM - CLOSE
Gladraqs Wizardwear		9:00AM - CLOSE
Hogsmeade Station™		9:00AM - CLOSE
Honeydukes™		9:00AM - CLOSE
Ollivanders™		9:00AM - CLOSE
Owl Post™		9:00AM - CLOSE
Wiseacre's Wizarding Equipment		9:00AM - CLOSE
Wand Cart		9:00AM - CLOSE

Super Nintendo World™		
1 Up Factory		8:00AM - CLOSE
Power Up Band Kiosk		8:00AM - CLOSE

Jason P. / 818-579-5741		
Kwik-E-Mart	riel A. / 818-299-4077	9:00AM - CLOSE
Simpson's Carnival		11:00AM - CLOSE

Blockbusters		
Jurassic Outfitters		9:00AM - CLOSE
Character Shop		8:00AM - CLOSE
		9:00AM - CLOSE