



An experience might be defined as “a particular instance of personally encountering or undergoing something.”

Earlier this week nine year-old granddaughter and I took a look at the weather forecast; we began making plans for what to do on a “oppressively hot” Wednesday.

After considering the options, we decided that the newly-opened Turkey Hill Experience would be a “cool thing to do.”

We enjoyed breakfast at Hinkle’s (she thinks Hinkle’s has the best scrambled eggs anywhere and wondered whether Hinkle’s has their own chickens to lay those eggs?). Mostly, though, we like the smiles we get from the staff at Hinkle’s.

Nearly 11:00, the heat was noticeable as we walked a few blocks around the downtown and then headed to experience the experience.

Open only a few days, THE (the Turkey Hill Experience) has a clean, pleasing entry. As we paid

for our admission, we noticed the genuine friendly smiles on the staffers at the counter. This is a good beginning, we thought.

Experiences are remembered mostly for the memories of the people we meet. Overall, the people we met at THE seemed to want visitors to have a good experience. We were guided, assisted, coached, and graciously attended to throughout our experience at THE.



Turkey Hill has taken some criticism about charging admission

to some parts of the experience.

In fairness, we think the admission charges are warranted. While the folks working there appear to enjoy their jobs, they really are holding jobs and they need to be compensated.

As with other sponsored touring facilities, there are interesting, well-presented things to see at THE ... without paying the admission fee.

There is a wonderful illustrated tour of the Turkey Hill dairy operation and a video presentation of the area's history at the top of the second floor stairs ... before you enter the paid admission area of THE.

What's where the fun (and learning) begins for children ... especially a nine year-old.

There are so many interactive adventures for kids. Actually, we watched a fair number of adult kids participating in these activities as well.

Throughout the self-paced "tour" visitors find interesting graphics and explanatory charts explaining the trail of processes of milk, ice cream, other dairy products and ice tea. You can look for the microbes; smell the different teas and learn where teas are grown.

And visitors are greeted and assisted by smiling (did we say, smiling?) guides who really are helpful in providing assistance or answers to questions. The hosts and hostesses are well-dressed in Turkey Hill "logo wear" with nametags; they exhibit pride in their roles at THE and they smiled!

Granddaughter, who did not like ice tea, did enjoy the interactive personal

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tea cooler. Oh, yeah, as visitors work their way through the

interactive activities, they can "record and share" the outcomes by

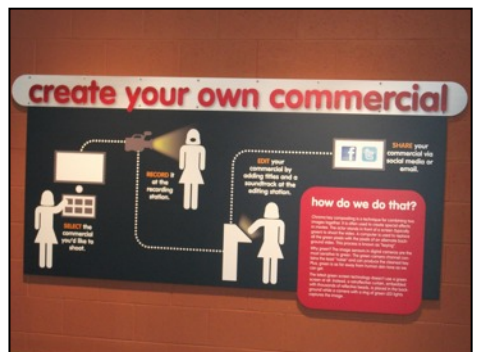
sending emails or facebook postings. We sent emails of the

personality assessment, the "virtual make your own ice cream"

(we named her ice cream recipe "My June THE Special") the design an ice cream container and a real video commercial.

Visitors also get the chance to test their ingredient mixing skills; do virtual flavor (color) adding, milk a cow by hand; sample ice cream and ice tea.

After we finished the self-guided, interactive tour, we had to go to the Creamery on the main level. The cafeteria in the Creamery is spacious and inviting. There is an interesting menu that includes a sweet bologna sandwich ... not too unusual for those of us who are from Lancaster County, but



certainly curious for out of area visitors, we are sure.

For ice cream lovers, there is a huge display of hand-dipped ice cream flavors.

Naturally, we had to try the ice cream ... granddaughter, after much deliberation, chose something with “sneakers” in the name. I cannot recall the actual correct name, but she said it was “outstanding.”

Before leaving THE, we visited the adjacent brand-new, sparkling, fully-stocked convenience store.

There will be those “negative Nellie's” and persistent nay sayers who complain that THE is too expensive; too commercial; too “whatever.” But, the educational components of the Turkey Hill Experience, we think, are worthwhile and very well done.

We agreed that we had an interesting, fun experience at the “experience.” We chronicled the day (in ink) on the Turkey Hill caps we got on the tour and we’re going to file them in our memory box.

Next stop ... what else to do on a super hot day? The pool uptown on Locust Street ... what else!

