

2015 Ashland Train Day

Bear Mascot Escorts

Information and Duties

General Info:

- Assist and escort the mascot while they perform
- Ensure the safety of the mascot
- Promote a fun, energized and comfortable atmosphere for guest with the mascot
- Assist the mascot in performing improvisation skits and activities
- Are cheerful and attentive to guest
- Capable of interacting with lots of guests
- Escorts are the "voice" of the mascot, so you must converse casually with the guest on the mascots behalf
- Work in conjunction with the other mascot and escort
- Provide guest with information about the event and able to direct guest to locations and activities

Responsibilities

- Train Day is all about fun, so make the experience with guest a memorable one
- Assist mascot with getting in and taking off costume and making sure it is on properly.
- Continuously checking mascot's costume while in use for proper appearance for things like the overall's straps coming off the shoulder.
- Encourage, recruit guests to come take their picture with mascots
- Advise mascot of approaching people
- Introduce the guests to the mascots and tell them the mascots name
- The escort is the eyes and ears of the mascot
- Advise mascot of little children who may be up close and out of sight of mascot so they do not trip or step on child
- Keep a constant awareness of children around the mascots so they do not trip over them
- Little children will walk directly behind the mascot out of their sight and awareness
- Escort the mascot while moving about, alerting to holes, steps, obstructions or other obstacles that could cause a fall or trip
- Assure the safety of the mascot from unruly fans or other emergencies.
- Keep a close eye on guest who become rowdy or inappropriate with the mascot
- Constantly keep a lookout for guest pulling the mascots tail, or hitting & punching
- Alert the mascot if a child seems or becomes scared, so as not create a scene
- When around musical areas encourage children to dance with the music
- Be aware of possible situations where guests are not able to safely participate in an activity
- When multiple guest approach, remember their arrival order for waiting so no one jumps ahead of others
- Be cognizant of time mascots spends with guest so others do not wait too long

- Be the spokesperson for the mascot, answering questions guest may pose to them and relaying information to the mascot
- Remember it is all about the magic of the character to the children
- Maintain the anonymity of the mascot performer.
- Offer to take a picture for the guest with the mascots
- Continuously check with mascots for needed breaks
- Keep track of time mascots have been in costume and direct mascot back towards break area so performer is not in costume too long

Telephone numbers

- Train Day Hotline: 412-7288
- EMERGENCY: 911