

2015 Ashland Train Day

Information Guides / Brochure Distribution

Information and Duties

General Info:

- Train Day is all about fun, so make the experience with guest a memorable one
- Distribute information brochures
- Greet all guest as you see them welcome them to Train Day
- Give directions and answer questions from guest
- If they have little ones, ask them if they have seen the mascots. If not tell them they hang out in the town parking lot near the stage
- Promote a safe environment

Responsibilities

- Hand out to guest a event brochure as needed
- Provide guest with directions to venue sites and activities as requested
- Greet guest and ask are they having a great time
 - If they are not, ask what is/was wrong and ask how you can help
- When you see guest with children without a engineer hat and bandana, tell them that they can purchase those for just \$5 a set at the Ice Cream Cart or Information Booth plus from our roaming merchandise staff pulling a red wagon
- Advise guest we sell other merchandise at the Information Booth
- We want to get our brand out and make our event a highly visible theme area with all the little ones wearing a hat and bandana
- Be observant for guest running or horseplay
- Be cognizant of crowd size in areas and keep a watchful eye for unsafe activity
- Always keep an eye on the railroad tracks for guest on them or guests too close when trains pass by and alert them immediately

Telephone numbers

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