

2015 Ashland Train Day

Survey Team

Information and Duties

General Info:

- Survey guest for obtaining their input on their experience of our event
- Make random selection of guest, from young to old, families to single guest

Responsibilities

- Train Day is all about fun, so make the experience a memorable one
- Approach guest and ask them if you can survey them for a few quick questions
- Explain to guest that the survey helps us provide for a better input of how we did in putting on our event
- Don't pressure any guests if they are not interested
- Approach guest that may be waiting in a line for a ride or exhibit, but not food. They will tend to be more receptive while waiting rather than when they are walking from one area to another
- When speaking with guest, make sure you appear to be genuinely interested in their input and appreciate their responses
- Remember you are serving as one of our ambassadors, so make sure you present a good image
- Seek input on what guest liked the most and what they would like to see.
- Ask how they found out about our event?
- Follow survey questions on forms

Telephone numbers

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