

2015 Ashland Train Day

Trolley Docents

Information and Duties

General Info:

- Train Day is all about fun, so make the experience with guest a memorable one
- Assist guest with getting on and getting off trolleys
- Monitor guest activities for safety and alert driver as necessary
- Welcome guest as trolley gets underway
- Provide a quick message from the docent script provided

Responsibilities

- You will be the second event staff person our guest will see upon arrival at the trolley stops
- Greet the guest in a genuine manner with enthusiasm. They may have had to wait for a bit
- In your short travel period, relay to the guests the essence of the event per the script
- Remind guest of where they are and to look for the signs in the window of the trolleys for the same shuttle back to their car. There are two trolley stops for the parking lots, so make sure guest know to use the one they are on to return to their car
- Advise guest that there are three destinations for the trolleys (2 parking lots and one model train venue in the Ashland–Hanover Shopping Center)
- Make sure you tell guest the last trolley runs at 500pm
- Follow any instructions of the driver of the trolleys, as they are the person in charge of the vehicle
- Follow any and all safety rules of driver
- If time allows, advise guest that we have Train Day merchandise available at the Information Booth on Thompson St (Rt. 54) near the tracks
- Advise guest we want all the kids to be dressed in train attire for the day, so don't miss the chance to get suited up and in theme for the day by buying a engineer hat and bandana for them
- You will be issued a radio for both emergencies and for contact with the attendants at the Transportation Hubs
- When you need to talk on the radio, refer to yourself as one of the following:
 - *St. Ann's Trolley*
 - *Roses Trolley #1*
 - *Roses Trolley #2*
 - *Model Trains Trolley #1 or #2*
- If you need to radio the Transportation Hub attendants, call them by that name, *West or East Transportation Hub*
- Sample radio traffic: *"St. Ann's Trolley to West Transportation Hub"*
- Be aware that the radios may not reach all the way across town. Therefore if you don't get a reply, wait a minute and call again after are closer to their area

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Telephone numbers

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