

# Composite Exhibit E

Conductor Trainee Program Dates Acknowledgement

I, \_\_\_\_\_, understand my responsibility is to meet the deadlines below for each portion of the training program. I understand that failure to meet these deadlines could result in termination from the training program.

**Hire Date:** \_\_\_\_\_

**1. Weeks 1& 2:**

a. **CDL Permit:** Complete by \_\_\_\_\_

**2. Week 3:**

a. **Classroom Work:** Complete by \_\_\_\_\_

**3. Weeks 4-6:**

a. **Pre-trip:** Complete by \_\_\_\_\_

- i. Phase 1 – In-Vehicle/Engine Start, Driver Area, Lights Operations Check, & Passenger Area (1 week)
- ii. Phase 2 – Front of Vehicle, Engine Area, Passenger Side of Vehicle (1 week)
- iii. Phase 3 – Rear of Vehicle, Wheelchair Lift, Driver's Side (1 week)

**4. Week 7:**

a. **15-hours Wheel Time:** Complete by \_\_\_\_\_

**5. Week 8:**

a. **CDL Test:** Complete by \_\_\_\_\_

**6. Weeks 9-12:**

a. **New Hire Attractions List:** Complete by \_\_\_\_\_

b. **Script Training:** Complete by \_\_\_\_\_

- i. Phase 1 - Stop 10 to Stop 13: (1 week)
- ii. Phase 2 – Stop 1 to Stop 6: (1 week)
- iii. Phase 3 – Stop 6 to Stop 10: (1 week)
- iv. Phase 4 – Full Tour: (1 week)

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CASTmember Print Name

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Date

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CASTmember Signature

## CASTMEMBER QUALIFICATION CHECKLIST

### Driver Training

CASTmember's Name:		Date of Hire:	
Position:		Stage Name:	
		Date Complete	Comments
<b>Foundation Training</b>			
Take OTT Tour First Day			
Company Orientation			
Meet the Leadagers			
Tour the Buildings			
Visit the Sales Depots			
Sales Introduction			
Spend time with Dispatcher			
Spend Time at Depots			
Day in the Life of a Conductor			
Safety First with Safety Officer			
Take Other HTA Tours			
Take Ghost & Gravestones/Night Tour			
Introduction to Geography/History			
<b>Site Visits</b>			
	Attach List of Sites Visited, Dates, Signatures		
<b>Driving</b>			
Mirrors			
Radio Usage			
Route Safety Video (Pop Up Video)			
First Day Driving on Roads			
Vehicle Discrepancy Board			
Vehicle Discrepancy Log			
Drive Route and Accepted Lanes			
Exact Location of Each Stop (Perfect World)			
To & Fro			
Code Whites			
Drive Vehicle Style:			
Drive Whole Route with Stops			
Drive on Highway			
Mock Accident			
Drive Trolley Alone after Obtaining CDL			
<b>Shuttle Training</b>			
Shuttle Route			
Timing, Timing, Timing			
Exact Location of Each Stop (Perfect World)			
<b>Night Tour Training</b>			
Drive Night Tour Route			
Drive Night Tour with Host Narrating			
			page 1 of 2
HTF-016D-Driver			11.05.2025

CASTmember's Name:	-	Date Complete	Comments
	Timing, Timing, Timing		
	Exact Location of Each Stop (Perfect World)		
<b>Loop Training</b>			
Buddy Day(s)			
Introduction to Script			
Introduce Soundbytes			
How to Tell a Story			
How to Oscar a Stop			
How to Handle Code Yellows			
Timing, Timing, Timing			
Narrate Tour with Driver			
Drive while Someone Else Narrates			
Drive First Third of Loop and Give Tour			
Drive Middle Third of Loop and Give Tour			
Drive Final Third of Loop and Give Tour			
Drive Whole Loop Give Tour			
Stand-Up Introductions			
Comment Card/Cross Referencing			
Vacation Decision Maker Coins			
Charters Procedures			
<b>Script Quizzes</b>			
Stop #'s			
Code Whites			
<b>Bells and Whistles</b>			
Safety Announcements			
Radio Usage			
CD/Sound System			
Bell Usage			
Soundbytes / Videobytes Usage			
<b>Putting It All Together</b>			
Dress Rehearsal and Final Prep			
Certification as Tour Conductor			
Certification as Ghosts & Gravestones Driver			
Certification as Shuttle Driver			
<b>CASTmember's Signature:</b>		Date:	
<b>Trainer's Signature:</b>		Date:	
<b>GM/OM's Signature:</b>		Date:	
			page 2 of 2
	HTF-016D-Driver		11.05.2025

## **Script Training**

Upon obtaining the CDL the trainee progresses to script training. At this time, the trainee receives a tour script to study. This part of the training, as is all aspects of training, is overseen by a dedicated Training Officer. The Training Officer meets with the trainees in the morning daily to set daily expectations. Once the trainees have obtained a CDL and started studying the tour script they can check out a tour vehicle and practice the tour.

At weekly intervals the trainees will be checked on overall progress on the tour. The Training Officer, or another Leadager if the Training Officer is not available, will complete a ride a long to check progress and accuracy. During this ride a longs the trainees are given feedback on the tour and the accuracy of their tour content. The frequency of these rides a longs may increase if it is necessitated. Beside training with the Training Officer and other Leadagers, the trainees are paired up in a buddy system, while they are practicing the tour, to assist each other. Once the Training Officer is comfortable that the trainee has the potential to certify on the tour that they have been studying, the trainee will go on a check ride with a Leadager. If they certify on the check ride they become tour guides.

## **Tour Accuracy Coherence**

Once the trainee becomes a tour guide the training is not complete. Each month every Leadager, no matter what their position they hold, is required to complete either a tour ride a long, or a booth and sales representative evaluation. During the ride a long, the tour guide is evaluated on the tour quality, safety, the points of interest and the accuracy of their tour. The Leadager will discuss the evaluation with the tour guide after the ride a long. They will also write it up and give it to the tour guide for them to reference and improve on.

Training and fact checking are a continuous and ongoing process.

# Points of Interest Checklist – Conch Tour Train

Guides are encouraged to engage guests and blend their storytelling by pairing dynamic personality with our scripted material. Not all points of interest need to be mentioned during a typical tour. As The Nation's Storyteller, our focus is on quality and not necessarily the highest number of points of interest. **The Golden Thread, Safety Verbiage and Bell Use are all required elements.** Guides using inaccurate facts, poorly directing the guests' attention, or hitting a low number of Points of Interest should be recommended to receive supplemental training.

Conductor: \_\_\_\_\_ Tour Start: \_\_\_\_\_ Date: \_\_\_\_\_  
Leadager: \_\_\_\_\_ Tour End: \_\_\_\_\_ Total Time: \_\_\_\_\_

- Golden Thread Intro
- Yellow Depot
- Key West Art Center
- Key West Aquarium
- Building #1
- Custom House
- Mel Fisher Museum
- Presidential Gates
- Post Office
- Mile Zero Marker
- Jackson Square
- Cornish Memorial Church
- Bahama Village
- Hemingway Home
- Key West Lighthouse
- Lighthouse Keeper's Quarters
- Gato Village
- John Whitehead
- Truman Annex
- Military Presence
- Southernmost Point
- Southernmost House
- Judge Harris House
- Eduardo Gato
- Butterfly Conservatory
- Cigar Industry
- La-Te-Da
- Cuban Club
- Yellow Fever
- Convent School
- Prayer Grotto
- Basilica of St. Mary
- Conch Tour Train
- Firehouse Museum
- Cayo Hueso
- Ponce de Leon
- Overseas Railroad
- Casa Marina
- Coral Reef
- Higgs Beach
- West Martello
- African Cemetery

- White Street Pier
- Shipwrecking
- Conch Republic
- Key West City Hall
- Cuban Neighborhood
- Shotgun Houses
- Metal Roofs
- Great Fire of 1886
- Key West Cemetery
- Gingerbread
- Great Depression
- Labor Day Hurricane
- Overseas Highway
- Solares Hill
- Captain's Walks/John Lowe House
- John Simonton
- Old Stone Church
- Casa Antigua
- Federal Courthouse
- Curry Tobacco Warehouse
- Bottling Court

Comments: \_\_\_\_\_  
\_\_\_\_\_

Safety In  Safety Out

## STOP / BREAK

- Cuban Bank
- Duval Street
- Sloppy Joe's
- Fogarty House
- Oldest House
- St. Paul's Episcopal
- La Concha Hotel
- San Carlos Institute
- Strand Theater
- 600 Block of Duval
- Green Parrot
- Kapok Tree
- Francisco Marrero

- John Fleming
- National Register
- Library
- Zigzag Pattern
- Sponge Warehouse
- Eyebrow House
- Florida Keys Foundation
- Antonio Carrasco
- Flagler Station
- Key West Bight
- Shrimping
- Turtle Industry
- Red Doors Tavern
- Curry Mansion
- Porter House
- Pan Am Airlines
- Audubon House
- Clinton Square
- Shipwreck Museum/Golden Thread Conclusion
- Mallory Market
- Mallory Dock
- Sculpture Garden
- Shell Warehouse
- Sponge Market

Comments: \_\_\_\_\_  
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Safety In  Safety Out

Notes: \_\_\_\_\_

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