

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)

CASTmember Print Name

Date

CASTmember Signature

CASTMEMBER QUALIFICATION CHECKLIST

Driver Training

CASTmember's Name:		Date of Hire:	
Position:		Stage Name:	

	Date Complete	Comments
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Foundation Training

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		

Site Visits

	Attach List of Sites Visited, Dates, Signatures	
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Driving

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 & Fros		
Code Whites		
Drive Vehicle Style:		
Drive Vehicle Style:		
Drive Vehicle Style:		
Drive Vehicle Style:		
Drive Vehicle Style:		
Drive Whole Route with Stops		
Drive on Highway		
Mock Accident		
Drive Trolley Alone after Obtaining CDL		

Shuttle Training

Shuttle Route		
Timing, Timing, Timing		
Exact Location of Each Stop (Perfect World)		

Night Tour Training

	Drive Night Tour Route		
	Drive Night Tour with Host Narrating		

CASTmember's Name:	-	Date Complete	Comments
	Timing, Timing, Timing		
	Exact Location of Each Stop (Perfect World)		
Loop Training			
	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		
Script Quizzes			
	Stop #'s		
	Stop #'s		
	Stop #'s		
	Stop #'s		
	Code Whites		
Bells and Whistles			
	Safety Announcements		
	Radio Usage		
	CD/Sound System		
	Bell Usage		
	Soundbytes / Videobytes Usage		
Putting It All Together			
	Dress Rehearsal and Final Prep		
	Certification as Tour Conductor		
	Certification as Ghosts & Gravestones Driver		
	Certification as Shuttle Driver		
CASTmember's Signature:		Date:	
Trainer's Signature:		Date:	
GM/OM's Signature:		Date:	
HTF-016D-Driver		page 2 of 2 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: _____

Safety In ☐ Safety Out ☐

Notes: _____
