

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
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		
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		
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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:	
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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 – Key West OTT Tour

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: _____
Leadager: _____ Tour End: _____

Date: _____
Total Time: _____

STOP 1 – MALLORY SQUARE

- ☐ Golden Thread Intro
- ☐ Key West Aquarium
- ☐ Building #1
- ☐ Custom House
- ☐ Mel Fisher Museum
- ☐ Presidential Gates/TLWH

Comments: _____

Safety In ☐ Safety Out ☐

STOP 1A – TLWH

- ☐ Pan Am Airlines
- ☐ Robert Frost
- ☐ Porter House
- ☐ Curry Mansion
- ☐ Federal Building
- ☐ Red Doors Tavern
- ☐ Pepe's Café
- ☐ Sails to Rails

Comments: _____

Safety In ☐ Safety Out ☐

Stop 2 – HISTORIC SEAPORT

- ☐ Historic Seaport
- ☐ Whaling Wall
- ☐ Schooner Wharf Bar
- ☐ Conch Republic Seafood
- ☐ Kermit's Key Lime
- ☐ Curry Tobacco Warehouse

Comments: _____

Safety In ☐ Safety Out ☐

STOP 3 – SIMONTON ROW

- ☐ Old City Hall
- ☐ Sloppy Joe's Bar
- ☐ Captain Tony's Saloon
- ☐ Duval Street
- ☐ Hard Rock Café
- ☐ Oldest House

- ☐ Oldest Schoolhouse
- ☐ St. Paul's Episcopal
- ☐ La Concha Hotel

Comments: _____

Safety In ☐ Safety Out ☐

STOP 4 – LA CONCHA HOTEL

- ☐ Margaritaville
- ☐ San Carlos Institute
- ☐ Strand Theater
- ☐ Green Parrot Bar
- ☐ Truman Annex
- ☐ Cornish Memorial Church

Comments: _____

Safety In ☐ Safety Out ☐

STOP 5 – BAHAMA VILLAGE MARKET

- ☐ Hemingway Home
- ☐ Key West Lighthouse
- ☐ Lighthouse Keeper's Quarters
- ☐ Truman Avenue
- ☐ Shotgun Houses
- ☐ Basilica of St. Mary
- ☐ Conch Houses
- ☐ Weather Statistics
- ☐ Bayview Park
- ☐ Fly Navy
- ☐ Garrison Bight
- ☐ Charter Boat Row
- ☐ Swing Bridge
- ☐ New Town

Comments: _____

Safety In ☐ Safety Out ☐

STOP 6 - FAIRFIELD INN

- ☐ Cayo Hueso

- ☐ The Conch Republic

- ☐ Keys
- ☐ Water Pipeline
- ☐ Stock Island

Comments: _____

Safety In ☐ Safety Out ☐

STOP 7 – NORTH END OF ISLAND

- ☐ Bridges
- ☐ Navy Hospital
- ☐ Riviera Canal
- ☐ Pink Shrimp
- ☐ Mangroves

Comments: _____

Safety In ☐ Safety Out ☐

STOP 8 – HAMPTON INN

- ☐ Straits of Florida
- ☐ Coral Reef
- ☐ East Martello

Comments: _____

Safety In ☐ Safety Out ☐

STOP 9 – EAST MARTELLO

- ☐ Salt Ponds
- ☐ Smathers Beach
- ☐ Wrecking Industry
- ☐ Cigar Industry
- ☐ Sponging Industry
- ☐ White Street Pier
- ☐ African Cemetery
- ☐ West Martello
- ☐ Higgs Beach
- ☐ Casa Marina

Comments: _____

Safety In ☐ Safety Out ☐

Points of Interest Checklist – Key West OTT Tour

STOP 10 – CASA MARINA

- ☐ Henry Flagler
- ☐ Overseas Railroad
- ☐ Great Depression
- ☐ First Trolley System

Comments: _____

Safety In ☐ Safety Out ☐

STOP 11 – SOUTHERNMOST POINT

- ☐ Southernmost House
- ☐ Thelma Strabel House
- ☐ Southernmost Point
- ☐ Gato Village

- ☐ Butterfly Conservatory
- ☐ Upper/Lower Duval
- ☐ José Martí
- ☐ Cuban Club

Comments: _____

Safety In ☐ Safety Out ☐

STOP 12 – UPPER DUVAL

- ☐ Island Cuisine
- ☐ Conch Culture

Comments: _____

Safety In ☐ Safety Out ☐

STOP 13 – MID-DUVAL

- ☐ Trees and Flowers

- ☐ Fort Zachary Taylor

- ☐ Jackson Square

- ☐ Kapok Tree

- ☐ Mile Zero Marker

- ☐ Post Office

- ☐ Banyan Tree

- ☐ Audubon House

- ☐ Shipwreck Museum

- ☐ Mallory Dock

- ☐ Sculpture Garden

- ☐ El Meson de Pepe

- ☐ Shell Warehouse

- ☐ Sponge Market

Comments: _____

Safety In ☐ Safety Out ☐

Notes: _____

Composite Exhibit E

1pt=Described adequate and accurate
2PT=Described w/extra entertainment value

Ghosts Gravestones 100 POINT CHECK LIST

200 Pts possible
150 Pts Passing

Introduction

1. Conductors Name
2. Cayo Hueso/Spirits crossing water
3. Be aware of your senses/Take photos
4. Yes, we are the doomed
5. 4 Haunts/Host story

0	1	2

___ of 10

Artist House (STORY # 1)

6. Artist House/Robert Eugene
7. Roberts Origins
8. Peer down/being watched
9. Doll has been moved
10. Attic Turret Tower

___ of 10

St. Paul's (STORY #2)

11. First burial ground
12. Angel Statue/Ghostly Children
13. John W.C. Fleming

___ of 6

Francisco Marerro (STORY #3)

14. Late 1880s
15. 1889 Marerro Mansion
16. Maria & Enriquetta's vow
17. Hauntings

___ of 8

La Concha (STORY #4)

18. 1926
19. 13 suicides
20. New Year's Eve 1982

___ of 6

Oldest House (STORY #5)

21. Watlington family
22. 1st Daughter/2nd Daughter
23. Emeline Rocks

___ of 6

Dr. Porter (STORY #6)

24. Joseph Yates Porter
25. 1830's Porter House
26. 1847 born/died- same room
27. Residual/Intelligent/Poltergeist

___ of 8

Many Still Haunt (STORY #7)

28. All 4 Haunts
29. Spirits cling to cargo
30. Tower/Sloop/Wreck Ashore!

___ of 6

Shipwreck Treasures (STORY #8)

31. Basement cellar
32. Icehouses/Morgues
33. Replica warehouse

___ of 6

Column Total: ___ of 66

Daddy Longlegs (STORY #9)

34. Early morning tragedy
35. Shadow figure/long limbs/quick movements
36. Dubbed "Daddy Longlegs"
37. Alarms triggered again
38. Banging/Apparition/ The Date

0	1	2

___ of 10

Cursed Treasure (STORY #10)

39. Touch cursed treasure/this wall here
40. 1655 Nuestra Senora de las Maravillas
41. January storm/Father Diego
42. Take photos/lift the bar

___ of 8

Geiger House (STORY #11)

43. John H. Geiger/Alleged pirate
44. Children's room/3 deaths/ Doom & Gloom

___ of 4

Manuel Cabeza (STORY #12)

45. Jackson Square/Residual haunts
46. Manuel "Isleno" & Angela
47. Hooded figures & beating
48. Revenge/Decker & Arrest
49. Dragged/Hung/Tared & Feathered
50. No arrests/"Individuals unknown"

___ of 12

Angela's Revenge (STORY #13)

51. Santeria & Orishas
52. Bahama Village
53. Isleño's Headstone & ceremony

___ of 6

Lighthouse (STORY #14)

54. New Lighthouse
55. Old Lighthouse/Cemetery
56. Great Havana hurricane 1846
57. Human remains scattered/collected

___ of 8

Graves in the Sand (STORY #15)

58. South Beach & what lies underfoot
59. Porter/Yellow fever/Bodies buried
60. Bodies found

___ of 6

African Cemetery (STORY #16)

61. May 1860/3 ships/illegal cargo
62. Brought to Key West/Fort Zach
63. Cycle of death/ 294 never left
64. Daniel Davis/This remote beach
65. The two Martellos/ 1.5 Miles
66. 2nd burial ground
67. Across the street/Moment of silence

___ of 14

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