

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 & Fro			
Code Whites			
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			
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

Oldest Schoolhouse
 St. Paul's Episcopal
 La Concha Hotel
Comments: _____

The Conch Republic
 Keys
 Water Pipeline
 Stock Island
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 4 – LA CONCHA HOTEL

Margaritaville
 San Carlos Institute
 Strand Theater
 Green Parrot Bar
 Truman Annex
 Cornish Memorial Church
Comments: _____

Safety In Safety Out

STOP 7 – NORTH END OF ISLAND

Bridges
 Navy Hospital
 Riviera Canal
 Pink Shrimp
 Mangroves
Comments: _____

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 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 8 – HAMPTON INN

Straits of Florida
 Coral Reef
 East Martello
Comments: _____

STOP 3 – SIMONTON ROW

Old City Hall
 Sloppy Joe's Bar
 Captain Tony's Saloon
 Duval Street
 Hard Rock Café
 Oldest House
Comments: _____

Safety In Safety Out

STOP 6 - FAIRFIELD INN

Cayo Hueso

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

Notes: _____

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

Composite Exhibit E

1pt=Described adequate and accurate

2PT=Described w/extra entertainment value

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

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

St. Paul's (STORY #2)

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

Francisco Marerro (STORY #3)

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

La Concha (STORY #4)

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

Oldest House (STORY #5)

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

Dr. Porter (STORY #6)

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

Many Still Haunt (STORY #7)

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

Shipwreck Treasures (STORY #8)

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

Ghosts Gravestones

100 POINT CHECK LIST

0	1	2

____ of 10

____ of 10

____ of 6

____ of 8

____ of 6

____ of 6

____ of 8

____ of 6

____ 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 burried
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

Column Total: ____ of 68

1pt=Described adequate and accurate

2PT=Described w/extra entertainment value

Countess Elena (STORY #17)

- 68. Elena Hoyos/Hospital
- 69. Count Carl Von Cosei/Claims/X-ray Tech
- 70. Dies/Funeral/Mausoleum
- 71. April 1933/Wingless airship
- 72. Reconstruction/Man & wife
- 73. Discovery/Arrest/Evaluation
- 74. Public Viewing/Reburial/Trial
- 75. Zephyr Hills/Effigy/Death

Bahamian Guardian (STORY #18)

- 76. 701 Passover Lane/100K Entombed
- 77. Intelligent Haunt/Guards the cemetery
- 78. Frightens the disrespectful

Bucket of Blood (STORY #19)

- 79. Historic Homes/Seaport
- 80. Mayhem & Murder/Shrimpers
- 81. Bucket of Blood/All the Gulf Coast
- 82. Red Barn Doors/Classy Today

Morbid Watering Holes (STORY #29)

- 83. Buildings repurposed/rebuilt
- 84. Shots & Giggles/Frank Fontis
- 85. Captain Tony's/Icehouse/Morgue
- 86. Elvira Edmunds & Reba Sawyer
- 87. Hanging Tree
- 88. Ghostly Figures in Bar/Restrooms

Epilogue

- 89. See Our Island Differently
- 90. Visit these locations
- 91. Comment cards/Tripadvisor/Facebook
- 92. Thank you for joining us & applause
- 93. Gather belongings, no longer doomed

Ghosts Gravestones 100 POINT CHECK LIST

0 1 2

___ of 16

___ of 6

___ of 8

___ of 12

___ of 10

Column Total: ___ of 52

Two Page Total: ___ of 186

Date: _____

Ghost Host: _____

Conductor: _____

Departure Time: _____

Arrival Time: _____

Total Points/Possible Points = Percentage Score

___ /186 = ___ %

≥85% = Excellent

70% - 84% = Good

69% = Unacceptable (Needs Work)

Evaluators Comments: _____

