**DOWT Spring 2018 – Gembrook Station**

**Position Description:** Station Master

Event Supervisor’s Numbers:   
0419 677 876 – Matt  
0429 639 337 - Michelle

**Shift:** 8:00am – 3:30pm   
**Note:** The site open to the public: 9am – 3:30pm

**Location:** Gembrook Heritage Platform   
**Note:** The Heritage Platform is closed for passenger access at all times unless open for boarding.   
(20minutes before departure)

**Before 9:30am – Role responsibilities:**

Assist as per the Event Managers discretion

* Assist with queue management at the Site Entry
* Welcome passengers – assist with directional questions.

**From 9:40am - Role responsibilities**:

* Standard Station Master responsibilities apply for the **Heritage Platform.**
* Assist passengers boarding 20 minutes prior to train departure
* The role is also required to act as information points for patrons.
* Passengers who have missed their scheduled ride will be given by the Information Booth a ‘missed the train slip’ and are:
  + Directed to consult with the Station Master (at least 20minutes before the next shuttle) regarding availability on another ride.
    - Please assist where carriage availability permits.
    - Passengers have not been promised another shuttle ride.
    - Slips are to be kept by the Station Master and delivered to the Info Area at the end of the day, for review by the events team.

**Notes:**

* Gemco actors (Driver Dan, Shunter Charlie, Fat Controller) will be present along the Heritage Platform, prior to each shuttles departure.
  + Minimal ‘play acting’ will occur to assist with event noise reduction
* Info to passengers:
  + As per PBR carriage policy – prams are not permitted on the carriages - place prams in the Pram Bay (#10).
  + Please place bags under their seats to allow room and confort of other passengers.
  + The suspension continues and passengers are no longer permitted to dangle their legs
  + Both UP & DOWN ends of the Heritage Platform is open for crossing, please inform to ease congestion and ensure passengers safety.
  + The DOWN end of the crossing will be held closed on the platform until Percy and Thomas have been shunted into 2 and 3 Rd.
* Conductors will not need to specifically check tickets as all passengers have received a wristband upon entry. Although monitoring of the wristbands will ensure patrons are travelling on the correct train.

10:00 Thomas shuttle – Blue wristband

11:20 Thomas shuttle – Red wristband

12:40 Thomas shuttle – Yellow wristband

14:00 Thomas shuttle – White wristband

**Ideally the train will not be held for late coming passengers – except under exception by the Event Manager.**

Eg: in Spring 2016 the train was held for 10minutes upon notification of an accident on the Belgrave –Gembrook Road.

**Note from Jean:** Please ensure the Wheelchair car is properly closed/ locked.

**More info:** The Event Supervisor will specifically brief the Fat Controller, Dan the Driver, Shunter Charlie along with the Conductors and Station Master on the day’s requirements.

**Items required:**

* Station Master uniform
* Train run sheet
* Wristbands for all trains – x# conductors on the day.
* Missed the train briefing w/ slip examples
* Any notes for the day eg: VIP passengers, announcements.

On conclusion of your shift – BRIGHT IDEAS FORMS are available for feedback and suggestions on improving this position description and DOWT event.

- THANK YOU -