

**DOWT – Gembrook Station**

**Position Descriptions:** Conductors / Passenger Supervisor

**Refer to Jean’s new position re: 1 conductor to 8 carriages etc**

**Shift:** 8:00am for briefing–4:00pm
**Note:** The site open to public: 9am – 3:30pm

**Location:** Heritage Platform from 9:30am-3:00pm
**Note:** The Heritage Platform is closed for passenger access at all times unless open for boarding.
(20minutes prior to 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 9:35am - Role responsibilities**:

* Standard conductor responsibilities on the Heritage Platform.
* Assist passengers boarding – no earlier than 20 minutes prior to train departure
* The role is also required to act as information points for patrons.
* As per PBR carriage policy – prams are not permitted on the carriages so please inform patrons to place prams in the Pram Bay (#10).
* Please inform passengers to place bags under their seats and encourage them to dangle their legs (weather permitting).
* If required, once Thomas shuttle returns to Heritage Platform, please monitor UP end Heritage Platform crossing to ensure any passengers using the crossing are doing so safely.

**Ticket notes:** Conductors do not need to specifically check tickets as all passengers have received a wristband upon entry. Please monitor the wristbands to 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

 2:00 Thomas shuttle – White wristband

Please refer all ‘missed the train’ enquiries to the Station Master

 **More info:** The Event Supervisor will brief the Fat Controller, Dan the Driver, Shunter Charlie along with the conductor on the days requirements.

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

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