



DOWT Spring 2021 – Gembrook Station

Position Description: Passenger Guide

Shift: 8:30am (for briefing) – 4.00pm

Note: The site open to public: 9.00am – 4:00pm

Location: As per event managers direction. Time will be split between Entry, Thomas Ride, Photo Opportunity and Play (in the Hocker)

Note: The HP is now open from 9.30am to 3.30pm for access to board the train. Only passengers boarding the train should be. Please note only the DOWN end platform will be open for access.

Role responsibilities:

Assist as per the Event Managers discretion

- Support ticket booth entry.
 - Check tickets.
 - Advise passengers of carriage allocation.
 - Direct passengers to platform.
- Manage crossing/ photo line – opening and closing as required.
 - Communicating with signalman
 - Close crossing when not in use
- Source of information for patrons. Providing general information about event.
- Guide patrons from entry, train, play and photo opportunity.
- Ensure social distancing amongst patron and make announcements.
- Ensure patrons safety when taking photos with Thomas.
- Manage accessible seating at live show.
- Train departure times are:
 - 10:00am Thomas shuttle
 - 12:00pm Thomas shuttle
 - 2.00pm Thomas shuttle
- Welcome passengers – assist with directional questions.



Notes:

- Gemco actors (Driver Dan, Shunter Charlie, Fat Controller) will be present along the HP, prior to each shuttles departure to assist with passengers boarding and disembarking.
- Info for 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.
 - Passengers are no longer permitted to dangle their legs
 - The DOWN end of the crossing will be held closed on the platform until Thomas has been shunted into 2 and 3 road.
- **Process for Missed Trains:**
 - Wherever possible, we will attempt to transfer passengers to the next available train. This is not guaranteed. Please call the event manager to confirm this is possible.
 - All complaints will be received in writing only to fat.controller@pbr.org.au
 - If the passenger is adamant to speak with the Event Supervisor, DO NOT hand out the Event Supervisors mobile number. Phone them directly and ask them to attend the information booth.
- **Request for Refunds:**
 - If by chance a passenger is requesting a refund, please notify the passengers to email fat.controller@pbr.org.au to request a refund. **DO NOT** promise a refund under any circumstances, as any refund request or complaint needs to be responded to by the Event Manager.
- **Lost Child**
 - If you're informed of a lost child, please ring the Event Supervisor directly
- **Lost Property**
 - Place in the Lost Property Box and hold in case they are looking for it.
At end of day, leave in the Information Booth for transfer to Belgrave.
- **First Aid:**
 - Refer all incidents to the St John's First Aid

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

Items required:

- Closed Shoes
- Hi visibility vest (available at sign in)
- Volunteer Manual which includes the operational run sheet
- Any notes for the day eg: VIP passengers, wheelchair passengers





DOWT Spring 2021 – Gembrook Station

Position Description: Crossing Supervisor

Shift: 8:30am (for briefing) – 4.00pm

Note: The site open to public: 9.30am – 4:00pm

Location: Gembrook Down End Crossing

Note: The HP is now open from 9.30am to 3.30pm for access to board the train. Only passengers boarding the train should be. Please note only the DOWN end platform will be open for access.

Role responsibilities:

Assist as per the Event Managers discretion:

- Manage crossing– opening and closing as required.
 - Communicating with signalman
 - Close crossing when not in use
- Source of information for patrons. Providing general information about event.
- Guide patrons to platform or photo opportunity.
- Ensure social distancing amongst patron and make announcements.
- Train departure times are:
 - 10:00am Thomas shuttle
 - 12:00pm Thomas shuttle
 - 2.00pm Thomas shuttle

Notes:

- Gemco actors (Driver Dan, Shunter Charlie, Fat Controller) will be present along the HP, prior to each shuttles departure to assist with passengers boarding and disembarking.

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

Items required:

- Closed Shoes
- Hi visibility vest (available at sign in)
- Volunteer Manual which includes the operational run sheet
- Any notes for the day eg: VIP passengers, wheelchair passengers





DOWT Spring 2021 – Gembrook Station

Position Description: Ticket/ Info Attendants

Shift: 8:30am (for briefing) – 4.00pm

Note: The site open to public: 9.30am – 4:00pm

Shift: 8:30am (for briefing) – 4.00pm

Note: The site open to public: 9.30am – 4:00pm

Location: As per event managers direction. Time will be split between Entry, Thomas Ride, Photo Opportunity and Play (in Special events marquee)

Note: The HP is now open from 9.30am to 3.30pm for access to board the train. Only passengers boarding the train should be Please note only the DOWN end platform will be open for access.

Role responsibilities:

Assist as per the Event Managers discretion

- Support ticket booth entry.
 - Check tickets.
 - Advise passengers of carriage allocation.
 - Direct passengers to platform.
- Source of information for patrons. Providing general information about event.
- Ensure social distancing amongst patron and make announcements.
- Train departure times are:
 - 10:00am Thomas shuttle
 - 12:00pm Thomas shuttle
 - 2.00pm Thomas shuttle

Notes:

- Gemco actors (Driver Dan, Shunter Charlie, Fat Controller) will be present along the HP, prior to each shuttles departure to assist with passengers boarding and disembarking.
- Info for 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.
 - Passengers are no longer permitted to dangle their legs
 - The DOWN end of the crossing will be held closed on the platform until Thomas has been shunted into 2 and 3 road.
- **Process for Missed Trains:**
 - Wherever possible, we will attempt to transfer passengers to the next available train. This is not guaranteed. Please call the event manager to confirm this is possible.
 - All complaints will be received in writing only to fat.controller@pbr.org.au
 - If the passenger is adamant to speak with the Event Supervisor, DO NOT hand out the Event Supervisors mobile number. Phone them directly and ask them to attend the information booth.



- **Request for Refunds:**
 - If by chance a passenger is requesting a refund, please notify the passengers to email fat.controller@pbr.org.au to request a refund. **DO NOT** promise a refund under any circumstances, as any refund request or complaint needs to be responded to by the Event Manager.
- **Lost Child**
 - If you're informed of a lost child, please ring the Event Supervisor directly
- **Lost Property**
 - Place in the Lost Property Box and hold in case they are looking for it. At end of day, leave in the Information Booth for transfer to Belgrave.
- **First Aid:**
 - Refer all incidents to the St John's First Aid

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

Items required:

- Closed Shoes
- Hi visibility vest (available at sign in)
- Volunteer Manual which includes the operational run sheet
- Any notes for the day eg: VIP passengers, wheelchair passengers





DOWT Spring 2021 – Gembrook Station

Position Description: Station Master

Shift: 8:30am (for briefing) – 4:00pm

Note: The site open to public: 8.30am – 4:00pm

Location: Heritage Platform (HP) from 9:30am-3.30pm

Note: The HP is now open from 9.30am to 3.30pm for access to board the train. Only passengers boarding the train should be. Please note only the DOWN end platform will be open for access.

Role responsibilities:

Assist as per the Event Managers discretion

- 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.
- Provide announcements to patrons throughout the day.

Notes:

- Gemco actors (Driver Dan, Shunter Charlie, Fat Controller) will be present along the HP, prior to each shuttles departure to assist with passengers boarding and disembarking
- Info for 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.
 - Passengers are no longer permitted to dangle their legs
 - The DOWN end of the crossing will be held closed on the platform until Thomas has been shunted into 2 and 3 road.
- **Process for Missed Trains:**
 - All complaints will be received in writing only to fat.controller@pbr.org.au
 - If the passenger is adamant to speak with the Event Supervisor, DO NOT hand out the Event Supervisors mobile number. Phone them directly and ask them to attend the information booth.
- **Request for Refunds:**
 - If by chance a passenger is requesting a refund, please notify the passengers to email fat.controller@pbr.org.au to request a refund. **DO NOT** promise a refund under any circumstances, as any refund request or complaint needs to be responded to by the Event Manager.
- **Lost Child**
 - If you're informed of a lost child, please ring the Event Supervisor directly
- **Lost Property**
 - Place in the Lost Property Box and hold in case they are looking for it.
 - At end of day, leave in the Information Booth for transfer to Belgrave



- **First Aid:**
 - Refer all incidents to the St John's First Aid

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

Items required:

- Closed Shoes
- Hi visibility vest (available at sign in)
- Volunteer Manual which includes the operational run sheet
- Any notes for the day eg: VIP passengers, wheelchair passengers





DOWT Spring 2021 – Gembrook Station

Position Description: Conductor

Shift: 8:30am (for briefing) – 4.00pm

Note: The site open to public: 9.30am – 4:00pm

Location: Heritage Platform (*HP*) from 9:30am-3.30pm

Note: The HP is now open from 9.30am to 3.30pm for access to board the train. Only passengers boarding the train should be Please note only the DOWN end platform will be open for access.

Role responsibilities:

Assist as per the Event Managers discretion

- Open blinds and ensure all carriages are ready for passengers
- Assist Passenger Guides with boarding passengers as per carriage allocations.
- Train departure times are:
 - 10:00am Thomas shuttle
 - 12:00pm Thomas shuttle
 - 2.00pm Thomas shuttle
- Welcome passengers – assist with directional questions.
- Normal conductor duties i.e open and closing carriage doors

Notes:

- Gemco actors (Driver Dan, Shunter Charlie, Fat Controller) will be present along the HP, prior to each shuttles departure to assist with passengers boarding and disembarking
- Info for 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.
 - Passengers are no longer permitted to dangle their legs
 - The DOWN end of the crossing will be held closed on the platform until Thomas has been shunted into 2 and 3 road.

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

Items required:

- Conductor uniform
- Volunteer Manual which includes the operational run sheet
- Any notes for the day eg: VIP passengers, wheelchair passengers

