

Georgia Festival of Trees 2023 Train Rides Volunteer Training

Introducing our thrilling new feature: train rides! Join us on this incredible adventure made possible by you, our amazing volunteers. Get ready for an unforgettable experience!

Ticket Sales

- Tickets for train rides will be sold in two locations. The train station and the gift shop.
- Selling tickets is simple! Total up the number of tickets and determine the total using a calculator. There is a calculator provided at the ticketing table, but you can use your phone if you prefer.
- Enter the total into the credit card machine and complete the transaction with the guest. Taxes will be added automatically. (Training on the credit card machine will occur during the orientation period at the beginning of each shift.)
- Provide the tickets to the guests and thank them for coming.

Greeter

- Greet guests as they enter the station for their ride. Take their tickets and verify that everyone is accounted for.
- Allow them to enter the station and line up for their ride!

Line Manager

- Ensure the line is orderly and organized.
- Determine who will load next. The train holds 24 riders (6 per car). Ask for group size as people are preparing to board and count to ensure the train is not overloaded.

Train Loader and Unloader & Caboose Engineer

- This job is very important for the safety of our guests. Every guest must be entirely loaded before the train can leave the station.
- A Caboose Engineer will ride along in the back car or to ensure the ride is safe at all times.

Loader/Unloader

- Be friendly and helpful as guests board.
- Load up to 6 people per car.





- Remind everyone to remain seated the entire time and to keep their arms and legs inside.
- Once the train is fully loaded, give the signal to the Engineers.
- Unload the train quickly and efficiently to ensure everyone moves toward the EXIT sign.
- Do not allow guests to exit the station in any other direction.
- Once the train is completely unloaded and everyone had cleared the area, signal the Line Manager to begin letting the next group into the loading area.

Caboose Engineer

- Assist with the loading process.
- When the train is completely loaded, take a seat in the caboose.
- Keep an eye on everything going on around the train during the trip around the festival.
- Sound the alarm if there are any issues on board or around the train. It is essential to be alert and aware of any safety concerns on and off the train.