



Welcome

Congratulations and welcome aboard! We are excited to have you join our team. This quick start guide provides an overview of your role as a conductor, outlines your responsibilities, explains the training process, and sets the expectations for employment. We highly value open communication and encourage you to call, text, or email us anytime with questions or concerns.

About Us

All Smiles Aboard was established in 2011 by the Davis family, with the first location opening in Spring 2011 at Great Lakes Mall in Mentor, Ohio. Since then, All Smiles Aboard has expanded to 8 locations across Ohio and West Virginia. In 2017, Brian Robinson took over day-to-day operations of the company. In 2023, Brian Robinson and Mark Daliri joined forces as co-owners, with Mark now managing daily operations and Mr. Robinson taking on a supporting role.

For a complete list of our locations and their operating hours, please visit AllSmilesAboard.com.

About You

In this role, you will be a costumed character, taking on the persona of a conductor. Your responsibilities include selling train ride tickets and guiding your customers on a fun, memorable journey throughout the mall. It is essential that you always look and act the part. As a conductor, you should be kind, caring, and patient. Engage with children by taking pictures, laughing, and ensuring a fun experience for everyone, every day. Create lasting memories for our guests!

Important Contacts

Your first point of contact is your direct manager and then:

Mark Daliri
Call or text: 330-329-9382
Email: Mark@AllSmilesAboard.com

Or

Brian Robinson
Call or text: 864-501-6970
Email: Brian@AllSmilesAboard.com

Feel free to contact them if you need any help or have any inquiries.

Getting started with Homebase

The Homebase logo consists of the word "homebase" in a white, lowercase, sans-serif font, centered within a solid purple rectangular background.

The Homebase app allows you to manage various aspects of your work, including checking your upcoming schedule, viewing timesheets and earnings, trading shifts or requesting covers, updating your availability, requesting time off, and messaging coworkers via live chat.

You will receive an email or text message with instructions on how to install the app. During installation or first use, you will be prompted to allow Homebase to access your location. This permission is required for timestamping your clock in/out actions.

Online Training

For additional support, visit the Homebase support center for employees:

<https://joinhomebase.com/support-category/for-employees>

Alternatively, you can access the same resources using this shortened URL: goo.gl/RNV39D

Preferred Shifts

After logging in, navigate to the "Request" section to set your preferred shifts. You only need to do this once, unless your availability changes. Preferred shifts roll over from week to week, unless you update them. While preferred shift days and times are not guaranteed, they will be considered when creating the schedule.

Time Off Requests

In the "Request" section, you can also submit requests for time off. To be considered, requests must be received by end-of-day Tuesday.

Issues/Questions

For assistance, use the online chat or submit a help request by going to the "Help & Support" section of the app.

Profile

All employees of All Smiles have access to the shifts, profile picture, full name, phone number, birthday, and emergency contact information of other All Smiles employees. While name and phone number are required, all other information is optional. If you prefer not to share non-optional information, do not enter it into Homebase.

Conductor New Hire Guide

This guide is designed to give you a basic understanding of your role as a conductor with All Smiles Aboard. While this serves as an overview, more detailed information about the train and company policies can be found in separate documents. Please ensure you familiarize yourself with all relevant materials to better understand your responsibilities and expectations.

The Train

Each train consists of the engine, coal car, two passenger cars, and a caboose. The maximum occupancy per car ranges from 4 to 8 people, with a total capacity of 18 to 24 passengers or 1,900 lbs, whichever is greater. Both adults and children can ride. All our trains are battery-powered. Below is a list and description of key components. You will also receive the complete manufacturer's manual specific to the train at your location.

Key – The key must be turned on for the train and radio to work. Keep the key on your person when not driving the train. Never leave the key anywhere except in the ignition (while driving), on your wrist, or in the locked depot.

Gear – The trains have forward, neutral, and reverse gears. The gear lever/button is usually located to the left of the steering wheel. When reversing more than a few feet, the cars can become "jackknifed" and immobilized. If this occurs, unhitch the cars, move the train, and then pull the cars and reconnect them.

Bell – The bell is located on the driver's left, approximately at eye level. Ring the bell to alert pedestrians of the train's presence, particularly at blind corners and in heavy foot traffic. Avoid ringing the bell too loudly or constantly.

Latches – Doors have one or two latches each, which must be checked and closed before driving the train.

Radio – Music is provided on CDs or USB drives, with three music selections: Standard, Christmas, and Halloween. The first tracks are the "all aboard" and train sounds. You can skip to any song during the train rides.

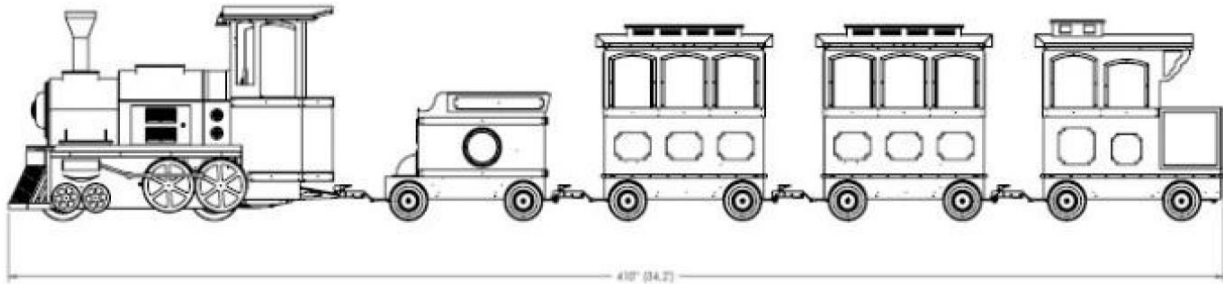
Tires – Inflate tires to 45 psi. Tires are checked and filled each Thursday before opening, except for the solid rubber tires on the engine car.

Advertising – We sell advertising space on the top and back of some trains, as well as on the back of tickets.

Flashing Lights - Keep the flashing lights on while driving to increase visibility.

Headlight - Use the headlight to get attention when needed. You can flash the lights quickly at oncoming traffic to alert them of your presence. The headlight is too bright for constant use during normal operation.

Horn - The horn should be used only in emergency situations when you need to get someone's attention to prevent them from getting hit or running into the train. The horn is loud, and its normal use is not necessary – that's what the bell is for. NEVER use the horn to move people out of the way, as it is considered rude and mall management will not tolerate it.



The Depot

Combination Door Lock – The lock is intentionally small. If someone tries to break in, we prefer they break the lock rather than the entire door. All valuables are secured within the depot, so there is not much to steal.

When you are inside the depot, take the lock with you. If you don't, someone could use the lock to lock you inside. There is a small sliding lock inside the depot that you can use to secure the door from the inside. Always keep the door shut and locked when accessing the safe.

Square credit card terminal – Used to ring up the customer. All riders must be accounted for, even free riders and punch pass redemptions, more on this in the How to use Square Terminal section later.

Punch Passes - Stored in the cash safe, punch passes are valued between \$40 - \$70 each. Please keep them safe and accounted for.

Tickets – "I Rode the Train" given to children to commemorate their riding the train

Deposit Envelopes – Used to document your opening/closing and sales.

Stickers – Hand out All Smiles stickers to all children who walk by the depot. Children love stickers, and they are a great way to start a conversation with a parent and engage children in wanting to ride.

Change Safe – This is where we keep the change money. Each safe contains \$250: \$130 in 1's and \$120 in 5's. You can use this safe to store money mid-shift, reducing the cash on hand. Some locations may differ.



Drop Safe – At the end of your shift, place your deposit envelope in the drop safe. Drop safes can only be opened by a key holder or manager.

Tool Kit – Use as needed.



Spare Tire – In case of a flat tire, a spare tire is available for use.

Security System – The security system records 24/7 and allows your manager to view and observe the depot in real time. Unless requested, there should be no need for you to use or access the security system. If you are taking a break in the depot, you can use the monitor to see what is happening outside the depot.

Cleaning supplies - Spick N Span or other multi-purpose cleaner. Windex. Towels. Duster.

Vacuum – Use the vacuum to clean hard-to-reach areas and the top of the depot. It can also be used as a blower.



Air Compressor – The air compressor is used to fill train tires.

Distilled Water – Distilled water is used to fill the train batteries. This task is performed by managers only.

Lamp – Please remember to turn off the lamp when you are not in the depot.

Office Supplies – Various office supplies are available, including pencils, paper, calculator, trash can, etc.

Training

You will receive 3 days of training before you work your first solo shift.

Dress code for training: We have several options for your initial training.

Option 1: Overalls

Option 2: Flannel shirt and jeans

Option 3: Solid color shirt and jeans

Standard training schedule, may vary:

Training Day 1 - Thursday 10:45am – 4:00pm

Observe the opening procedure. Train tires should be checked each Thursday before opening. Any tire that is under 35psi should be filled to 40psi. How-to video link is here: <https://youtu.be/QTst6ZdlVtg>

During your first 2 hours, observe and learn the train route, making sure to ride in each of the 4 cars. For the rest of your shift, you will sell tickets.

Training Day 2 – Friday 3:00pm – 9:00pm (10:00pm at some locations)

Hand out stickers, sell and punch all tickets and punch passes. Drive the train during slow times. Observe the shift change procedure. After the mall closes, you will observe the end-of-shift closing procedure and be given the opportunity to drive the train. Take your time, and do several runs after the mall closes. Training day 3 will require you to operate the train throughout the day with passengers.

Training Day 3 – Sunday 10:45am – 6:45pm

You will be responsible for the operation of the train and all paperwork with the assistance of your trainer.

If you are not comfortable and confident that you can perform all aspects of this job after your third day of training, call your manager to arrange for additional training.

Driving

You need to drive the train at a slow, safe speed, keeping your eyes on the shoppers. Ensure they are aware of your presence before passing. Always wave and smile at the shoppers while constantly assessing traffic patterns and being on the lookout for those not paying attention, on their phone, children, pets, etc. If you come across heavy traffic, slow or stop the train and let it clear up before proceeding.

While driving, position your left (driver's side) tires in the center of the aisle, so you are slightly further away from the stores than from the kiosks. This will allow you extra time should a child dart out from a store.

Aim to be unobtrusive in the malls. People should not be bothered or irritated by your presence. Be patient with pedestrian traffic. If someone is in your way and does not move, then lightly ring the bell to alert them to your presence and wait. NEVER honk at them. When they move, wave at them with a smile.

When in doubt, slow down, stop, get out, and check your surroundings, or call for help.

If you ever hit anything, you must stop and immediately call your manager for further instructions. By driving slowly and watching your surroundings, hitting fixed objects and people can be avoided.

Route

Each mall has a standard and secondary route posted in the depot. Routes MUST be followed, as these are agreed upon with the mall and documented in our lease. You cannot change the route without permission. If there is an event in the mall or any obstruction that would require you to change the route, use the secondary route. If neither the primary nor the secondary routes are an option, call your manager for further directions.

Please drive slowly and safely through the mall in a straight line. Route times should be between 9 and 12 minutes. If you go for less than 9 minutes, you are driving too fast. If you are going over 12 minutes on a consistent basis, you are driving too slowly.

If you need to slow or stop during your route due to heavy traffic, your time may be more than 12 minutes. Do not try to make up time in this situation by driving faster. You must maintain a slow speed at all times.

You should never drive around someone who is in your way; instead, slow the train, politely ring the bell, smile, and wave until they move.

Circles – Depending on your route, you will have 1 or 2 circles. Circles are done by simply turning the wheel all the way to the right or left. When doing circles, you should be at ½ your normal speed. Wave and smile at the passengers as you go by. Be sure to keep your ½ speed until the train is fully straight again. Accelerating out of a circle can cause the trailing car to tip. Try to do your circles in a completely open area with nothing in the middle. If you must circle around an object, you must keep your distance. GO SLOW.

Once you leave on your route, you should not stop to chat with customers, friends, or family. If you see someone you know, wave and tell them to meet you back at the depot.

Cell Phones

You may NEVER use your phone while driving. Your phone should not be visible to you or customers while you are driving. If you are seen using your phone while driving, it will be an immediate write-up, and the second offense will be grounds for termination. Either keep your phone in your pocket or in the depot. Driving the train safely requires all your attention, and a cell phone is a distraction. Use of cell phones while driving, even with Bluetooth devices or wireless headphones, is prohibited.

The use of cell phones while on the clock but not driving should be limited. Wait until you are on break to send and read text messages and make calls. You are not allowed to play on your phone while working. You should be engaging customers, cleaning, doing opening or closing tasks, etc. If you are looking down at your phone, customers will generally just walk by and not ride the train. Stay alert, wave, say hi, pass out stickers, and engage potential customers while you are working.

Standards of Conduct

You've been hired because we believe you are a good fit for this company. We insist on high standards of conduct from all employees. Anything below these standards will result in progressive disciplinary action or immediate termination, depending on the situation.

We will not tolerate any of the following:

- Use of profanity • Tobacco products while on the job • Bullying • Drugs or alcohol while on the job • Harassment of any sort • Dangerous train driving • Theft • Mistreatment of the train or ASA property • Any behavior that would reflect poorly on the reputation of ASA

Schedules

We use the Homebase app for our scheduling and time clock.

Schedules are sent out every Thursday by the end-of-day for the following week's schedule. Day off and schedule requests must be submitted by the end-of-day Tuesday to be considered. If you miss the deadline or have last-minute requests, you can use the Homebase app to request or trade shifts with other workers. You are required to work or find a replacement for the shifts you are scheduled.

If you are unable to find coverage, you must work your shift as scheduled. If we do not open the train, we are fined by the mall. If you are unable to find coverage and you CANNOT work your shift, you must call and speak with your direct manager about the situation. Missed shifts will result in progressive discipline. The first call-off is a write-up, and the second call-off may result in termination.

Dress Code

Upon being hired, you will need to fill out and submit the attached uniform request page. You should receive your uniform within 2-4 days after you complete your training. Your uniform will be delivered directly to your home or the mall depot. The uniform consists of engineer overalls, an engineer's cap, and a red bandana. You will be given this uniform and expected to keep it clean and in good repair. We will do our best to provide a uniform that is as close to your requested size as possible. If any alterations are needed, it will be at your expense.

You can wear a short or long-sleeved shirt under your uniform. The shirt color is up to you; please wear a shirt that has minimal writing and graphics on it. An undershirt must have sleeves that cover your shoulders.

You can keep your uniform at home or in the depot. If you leave it in the depot, please put it in a duffle bag with your name on it and don't forget to take it home periodically to wash it. If dressing in the depot, you should arrive early and be dressed and ready to go when you clock in at your start time.



Safety

You should always drive with safety in mind. There is nothing more important than being safe. Do not speed. Do not drive distracted. Do not use your cell phone while driving. You will receive three days of training, with the focus on how to drive safely.

Ride Rules

- Riders must always remain seated
- Arms, legs, and head must always remain inside the train
- Stay in the car until the conductor opens the door
- No food or drink is allowed on the train

1. If a parent has a drink, you can make an exception, but we ask that children do not eat or drink on the train

Tickets

Each rider or group of riders needs to be given a printed receipt from the square terminal. This receipt will show the number of riders and the ticket they purchased. There are several rider options:

Single ride ticket: One round trip ride. Additional rides, same day with a ticket, are only \$2.00 each additional ride.

Re-ride: After a single ride ticket is purchased, riders can ride again for \$2.

Punch pass: Family punch passes are a money-saving way for families to save on train rides. By pre-purchasing multiple rides, they receive a huge discount. Each ride is one punch per rider regardless of if it's the first or second ride of the day. When ringing up a punch pass ticket, you should also indicate how many riders will be using the pass, see punch pass rider below:

Punch pass rider: a no-charge receipt will be printed. Enter one punch pass for each person using the punch pass, also make sure you punch out the correct number of riders on the physical punch pass.

Disabled riders: We happily allow any child or adult with a physical or mental handicap one free ride per day. If the rider has a caregiver or is riding with others, we do charge for those individuals.

Free rider: can be used for your immediate family, or for situations where the conductor needs to give a free ride for a specific reason. Please note the reason for the free ride in the square terminal prior to processing the transaction.

At the end of your shift, the number of riders that enter the train should match exactly the number of tickets put in the square terminal.

Coupons: Put coupons in the envelope in with cash and note on deposit slip.

Any child that wants to sit in the conductor seat while the train is not moving, at the depot, is welcome to, even if they haven't ridden the train. Parents can take pictures and we encourage them to tag us on social media.

Employee Discount: You may let your immediate family ride for free during your shift if the train is not full. The immediate family is comprised of your spouse, parents and grandparents, children and grandchildren, brothers and sisters, mother-in-law and father-in-law, brothers-in-law and sisters-in-law, daughters-in-law and sons-in-law. Adopted, half, and step members are also included in immediate family. You may also ride with your family at no charge when you are not working. If the train is full, you must let paying customers go ahead of you. Employees do not receive a ticket.

Discount Ticket Program: We offer discounted train rides to stores and kiosks at the mall. Full details are included as an attachment to this training.

Refund Policy: Tickets are nonrefundable but can be used anytime at any of our locations. Tickets can be transferred. Tickets have no cash value. NOTE: if a customer pays, and immediately changes their mind, you can simply take their tickets back and give their cash back or void their credit card transaction.

If you have a situation where you have already punched a ticket, and for any reason the riders do not actually ride the train (ex. crying child) you can re-issue a new ticket and note the situation on your paperwork. Take the punched ticket and put it in your deposit envelope.

If you need to make an exception to this rule, call your manager for assistance.

Forms of Payment

We accept cash and credit cards only. Each depot has a fraud marker/pen. Use this on all bills \$50 or higher. We do not accept travelers checks or personal checks.

Ticket Selling Process

There is a strict process when selling tickets and the experience the customer has with us:

1. Hand children their I rode the train ticket first. Ask the child or mom/dad how many riders, hand out the rest of the I rode the train tickets and then collect payment. Process payment in front of the customer, keeping the bills they paid with out to ensure you are giving the correct change for the amount tendered.
2. Ask the child which color car they want to sit in (unless only some cars are available and then ask them to choose a color, red or blue, etc.).
3. Close and lock the door.
4. Return for more customers. If no additional riders within 1 minute or if all cars are full, start at the back of the train and ask for "Tickets Please" in your best old conductor voice.
5. Punch each rider's tickets as follows: Punching tickets for children under 8 years old – Ask them how old they are, when they tell you, punch the ticket that many times plus 1 for "Good Luck". Mom / Dad / Older children get one punch because they are the number one mom/dad/brother, etc.
6. Work your way to each car and up to the train. Give one more look for additional customers and then get in the train.

If you have a full train and people still in line, take a few moments after you load the train and sell tickets in advance for the next ride. This is a helpful way to keep sales high and business steady throughout the day.

If you sell tickets in advance, inform the customer that they will be loaded on the next train (provided there's enough room) if they stay in line. This is important; because if they leave and come back, they will lose their place in line.

How to Use Square Terminal

1. **Navigate to Checkout:** Turn on your Square Terminal and select the 'Checkout' option from the four choices at the bottom of the screen.
2. **Select Item from Favorites:** In the 'Checkout' section, you'll find three tabs at the top: 'Keypad', 'Library', and 'Favorites'. Most of your sales will be processed through the 'Favorites' tab. Select the item your customer wants to purchase, like 'Single Rider' or 'Punch Pass Rider'.
3. **Adjust Quantities:** For multiple items, tap the same item repeatedly or, after the first selection, hit 'Review Sale'. Then, choose the item you wish to adjust and use the '+' or '-' buttons to increase or decrease the quantity.
4. **Complete the Order:** Once the customer's order is finalized, the total amount will be displayed. Inform the customer of the total and ask if they're paying by cash or credit.
5. **Process Payment:**
 - **For Cash:** Collect the cash first, enter the amount tendered, and provide change if necessary.
 - **For Credit:** Rotate the card reader towards the customer for them to tap, swipe, or insert their card. (DO NOT take the credit card to process the transaction yourself). Prompt them to follow the on-screen instructions to complete their transaction.

Shift Change

Shift changes occur when there is more than one person working on a given day. If you are the only person working on a given day, there will be no shift change. First and second shift person should take a moment to discuss any changes to routes or special circumstances for the day. Here are the steps for a proper shift change:

First Shift:

1. Count out the bank, \$100 in ones and \$100 in fives. (Some locations may vary)
2. Put the bank in the cash safe.
3. Write punch pass information on the second shift deposit envelope.
4. Put punch passes in the cash safe.
5. Proceed to finish end of day tasks.

Second Shift:

1. Count the safe to make sure it is correct.
2. Verify punch pass numbers are correct.
3. Proceed to start the beginning of shift tasks.

Post Train Ride

When you get back to the depot, park the train and remove the key. Starting at the front of the train, open the door and thank the customers for riding and let them know additional rides, same day, are only \$2. As you unload each cart, wait for all the passengers to exit, and then close the door behind them. Check the cart for spills, trash, and any personal items left by the customer, then move on to the next cart. This will help keep people from cutting in line and thus prevent arguments between parents from happening.

Customer's Personal Items

If a customer requests that you store their items in the depot while they ride the train, and the item fits, you can accommodate their request. However, customers should not store valuables in the depot, as we are not responsible for lost or stolen property.

If a customer asks if we can store their items in the depot while they ride the train, and the item fits, you can put their items in the depot. Customers should not store valuables in the depot. We are not responsible for lost or stolen property.

Pet Policy

Apart from service animals, pets are generally not allowed in the mall or on the train. Service animals are permitted to ride with their owners at no charge. Emotional support animals, however, are not allowed to ride. These animals do not receive specialized training and only provide emotional support and comfort to their owners.

Please refer to Section 2: Service Animals for guidelines on identifying and accommodating service animals.

Gifts, Tips, and Donation Requests

Gifts & Tips

You may accept tips as a token of appreciation for your excellent service. As an employee, it is essential to be gracious and appreciative when accepting tips from customers, as this reflects positively on both you and the business. Credit card tips are paid with your paycheck, with a 10 percent deduction applied for processing and administrative fees.

Donation Requests

If a customer requests a donation of rides or a contribution to their charity, kindly direct them to send an email to Sales@allsmilesaboard.com.

Deposit Envelopes

Deposit envelopes are essential for documenting your opening and closing procedures and tracking your sales. This section will explain each line item and the necessary actions. Please complete all required fields, write clearly, and avoid abbreviations. Each of the three sections will be explained in detail.

Completing Tasks and Checkboxes

Always complete the task before checking the corresponding box. Avoid documenting a task as completed before actually finishing it, as this can lead to mistakes. By consistently completing tasks first, you will prevent potential issues.

Organizing Bills

Ensure that all bills are facing the same direction and are sorted in order from largest to smallest denomination.

Submitting Deposit Envelopes

Before dropping your deposit envelope into the drop safe, take a clear, readable photo of the front and send it to either SalesEast@AllSmilesAboard.com or SalesWest@AllSmilesAboard.com, depending on your location. Make sure the entire envelope is in the frame, and the image is not blurry.

Start of Shift

The following tasks must be completed before opening. You are given 15 minutes to complete these tasks. If you are working a second shift, some tasks may not need to be completed (marked with an *).

1. Employee Name - Enter your full name
2. Date - Enter the date you worked
3. Location - Enter the name of the mall you worked (do not abbreviate, as some malls have the same abbreviation)
4. Time OPEN - Enter the time the train was open and ready for customers. This is the time you turn the sign from closed to open and are ready to do your first run.

Complete the following tasks before starting your shift:

- Clock in via Homebase & Check notes
 - Turn off charger, disconnect & return to depot
 - Set up line stanchions
- Get change if needed
 - Check cart tires for proper inflation (45 psi) (Thursday ONLY)
- Wipe down exterior of train and depot
- Check latches & condition of train and carts, note any issues
- Put on uniform and hat, and load up on stickers, puncher, change, and your POS system
- \$250 start cash in safe

Employee Name _____
 Date: ____/____/____ Location _____
Start of shift

Yes	No
<input type="checkbox"/>	Clock in via Homebase - Check notes
<input type="checkbox"/>	Turn off charger (solid green light), disconnect & return to depot
<input type="checkbox"/>	Set up line stanchions
<input type="checkbox"/>	Get change if needed
<input type="checkbox"/>	Check cart tires for proper inflation (45 psi) (Friday ONLY)
<input type="checkbox"/>	Wipe down exterior of train and depot
<input type="checkbox"/>	Check latches & condition of train and carts, note any issues
<input type="checkbox"/>	Put on uniform and hat and load up on tickets, puncher & change
<input type="checkbox"/>	\$250 start cash in safe. If no enter amount \$ _____
<input type="checkbox"/>	Starting Ticket # _____
<input type="checkbox"/>	20 Punch Start # _____

Sales

Hats: _____ x \$4.00 = _____	Free with punch pass: _____
Trains: _____ x \$2.00 = _____	Free with punch pass: _____
Whistles: _____ x \$2.00 = _____	Free with punch pass: _____
Re-Rides: _____ x \$2.00 = _____	
Punch End # _____	#Sold _____ x \$40 = \$ _____
Ending Ticket # _____	#Sold _____ x 3.5 = \$ _____
Total Sales \$ _____	

End of Shift

Yes	No
<input type="checkbox"/>	Sign to closed, put radio and standing signs away
<input type="checkbox"/>	REMOVE KEY FROM IGNITION. Hang key in depot.
<input type="checkbox"/>	Secure train & set stanchions up
<input type="checkbox"/>	Plug train into charger then turn on. Make sure charging starts
<input type="checkbox"/>	Wipe down interior of train, seats, floor and touch points
<input type="checkbox"/>	\$250 cash in safe \$100 in \$1s \$100 in \$5s \$50 in \$.25s
<input type="checkbox"/>	Put tickets and puncher back in depot
<input type="checkbox"/>	Put money in this deposit envelope and drop into depository safe

Notes

I certify that the information provide is true and accurate. Failure to submit accurate information is grounds for termination. All depots are under 24 hr video security. Employees are audited randomly and anytime theft of any kind is suspected. Theft will be processuacated to the highest extent of the law.

Employee Signature _____

- Multi Ride Punch Start #

End of Shift

1. Time CLOSED - Enter the time the train sign was turned to closed.

Complete the following tasks at the end of your shift:

- Sign to closed, put radio and standing signs away
- REMOVE KEY FROM IGNITION, hang key in depot, or give to the second shift person
 - Secure train & set stanchions up
 - Plug the train into the charger, then turn it on; ensure charging starts
 - Wipe down the interior of the train, seats, floor, and touch points
- \$250 cash in safe | \$130 in \$1s | \$120 in \$5s (note that some malls may use a slight variation)
- Put POS, Punch Passes, and puncher back in depot, or give to the second shift person
- Put money in the deposit envelope and drop it into the drop safe
- Notes - Enter any notes you have, if needed you can use the back of the envelope
- Sign - Sign indicating everything is correct and accurate

Unaccompanied Riders

For a child to ride unaccompanied, they must meet all the following criteria:

- Minimum age of 4 years old
- Minimum height of 32"
- Able to listen and follow conductor instructions
- Be seated in the first, coal car

A child is considered "unaccompanied" if they are not with someone 13 years of age or older. Parents must stay in the depot area while their unaccompanied child is on the train and be present when the train arrives back at the depot. Do not let the child out of the cart until the parent claims them. If the parent is not present, follow the procedure outlined in the guide.

Ghost Runs

Ghost runs need to be performed throughout your shift anytime there are no riders for 20 minutes. Ghost runs are when you drive the train without passengers. The reason for ghost runs are to increase visibility of the train when the mall is slow. If possible, do a shorter than normal loop, around 5 minutes or so.

Stickers

When it's slow, offer stickers to families with children, with the parents' permission, and let them know the train is open.

Charging the Train

1. Putting on charge - Ensure the charger is OFF before connecting it to the train. Turn the charger on and check the indicator lights.
2. Taking off charge - Unplug the charger from the train by pulling on the grey plastic housing piece, not the wires. Store the charging cables properly to avoid damage.
3. Note: Some trains have a built-in charger; in this case, there will be a standard 3-prong plug in the battery compartment.



Always handle the charging equipment carefully to avoid damage and ensure proper charging.

Pay and Reviews

1. Base pay: As of January 2023, the conductor pay rate is \$10.10 per hour plus tips.
2. Audit reviews: Expect to be audited within your first 30 days of employment and 2-3 times per year. CCTV footage will be reviewed to evaluate various aspects of your performance.
3. Pay periods: Pay periods are bi-weekly, with direct deposit through ADP. Work done within a pay period will be paid with a 5-day delay.

Rest and Meal Breaks

1. 15-minute breaks: Take a 15-minute break every 4 hours worked. Breaks under 15 minutes are paid.
2. Meal breaks: Breaks over 15 minutes are considered meal breaks and are unpaid.
3. West Virginia meal break policy: Employees are entitled to a 20-minute meal break for every six consecutive hours worked, unless breaks are taken as needed or employees eat lunch while working.
4. Break audits: Video audits are conducted to ensure breaks are taken and excessive breaks are not taken.

Cleaning and Maintenance

1. Cleaning: The reputation of All Smiles Aboard depends on cleanliness. Daily cleaning tasks are listed on the opening/closing sheets and should be performed throughout the day as needed.
2. Maintenance: Inspect latches, train carts, and train for damage daily. Document any maintenance issues and report them to your manager if necessary.
3. Watch for irregularities: Be on the lookout for anything out of the ordinary, as minor issues can indicate larger problems. Note these issues on your deposit envelope.

Secret Shops

Employees are randomly selected to be secret shopped. A secret shop form is provided at the end of this packet.

All Smiles Mystery Shop (sample form)

Mystery shoppers name: _____ Date: ____ / ____ / ____

Location: _____

Time you arrived at the depot: ____: ____ am | pm Time you exited the train: ____: ____ am | pm

Where was driver upon arrival?

Did they greet you and your family with a smile and a wave?

Did your child receive a sticker? If yes when:

Was the conductor on their phone at any time? if yes explain:

Was the conductor wearing their full uniform, overalls, hat, red scarf?

Was their uniform clean?

Was the conductor clean shaven, hair neat, looking good, smelling fresh? If no explain:

Did they hand you tickets first and then accept payment? If no explain:

Did they punch your tickets after you got on the train? If no explain:

Were you offered a Family Punch Pass?

Were you informed of any promotions or re-ride discounts?

Driving

Did they smile and wave as they drove?

Did you feel the train speed was: Too slow | Just right | Too fast

How long was your train ride? _____ minutes

On a scale from 1 – 5 (5 being highest or best) how would you rate the following:

Satisfaction of your conductor: 1 | 2 | 3 | 4 | 5

Cleanliness of the train: 1 | 2 | 3 | 4 | 5

Overall how would you rate your All Smiles train experience: 1 | 2 | 3 | 4 | 5

Comments:

All Smiles Aboard Associate Discount Program
Exclusively for stores and kiosks at malls with ASA trains

Discounted train rides

Offer your customers \$1 off train rides. There is no cost to you and no limit on the number of coupons you can give out. Add value to your customers shopping with children.

Pre-buy tickets

Individual tickets can be given to customers. A great way to get the little ones to sit still and let mom shop. Books of 20 tickets can be purchased for \$60*.

Punch Pass

For groups of riders, such as birthday parties. 10 ride punch passes are available for the discounted rate of \$40 or 16 ride punch pass for \$70.

Exclusive use of train

Get full use the train for as much time as you need. \$50 per ½ hr, a 2 hr minimum may apply. Available only on non-operating hours/days.

For questions or to order call Brian 864-501-6970

* Limit 1 pack per month per store. Tickets cannot be resold and must be given away at no charge (may not be tied with a purchase)