



TRAM HOST

ALL DAYS: 9AM-1PM, 1PM-5PM, 5-9PM

YOUR TIME AND TALENTS HELP MAKE THE NEBRASKA STATE FAIR WELCOMING, SAFE, AND UNFORGETTABLE, THANK YOU FOR VOLUNTEERING!

POSITION OVERVIEW

- Tram Hosts greet guests, provide fair information, highlight attractions, and help direct passengers safely on trams around the fairgrounds.

CHECK IN INFORMATION

- Check in 15 minutes prior to your scheduled shift
- Volunteer Headquarters (VHQ) – Pinnacle Expo Building
- Yellow name badge serves as gate admission and must be worn at all times
- VHQ assistants are available to assist you

PRIMARY LOCATION

- Pick up location for indoor trams will be at one of the many orange “Tram Stop” signs eastside of the barns.
- Pick up location for the outdoor trams will be just outside of the Main Gate
- For all trams make sure there are two volunteers per tram. If no volunteer is on the tram, please hop on

RESPONSIBILITIES/SKILLS

- **Do Your Homework.** Be familiar with the State Fair gate book: Daily schedules, general fair information, and the grounds map (before your shift).
- **Be Prepared to Get the Same Question Often.** Deliver your answer as if it is the first time you heard the question and with a helpful smile every time.
- **Be Familiar with the State Fair Grounds Map** (and campus landmarks) to help direct Guests to their destination.
- **Remain Calm, Positive, and Helpful.** Unfortunately, some Guests may see you as an outlet for complaints. Help the guest whenever you can and direct them to a more appropriate outlet when you cannot be of assistance. The State Fair Administration Office is often the necessary destination. The Administration Office is in the Nebraska Building and at (308) 382-1620. Know how to direct complaints to this Office.
- **Greet Guests in a Happy and Positive Manner.** Smile, offer a warm welcome and thanks for coming.



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RESPONSIBILITIES (continued)

Parking Lot Trams

- **Remind Guests to Take Note of Where They Parked.** Right away, before the tram moves away from a pick up, tell the Guests to take note of where they parked. Help them by identifying a permanent landmark or parking lot location sign. (Remind them to NOT use other vehicles as markers. As those vehicles may move by the time they come out of the fair).
- **Highlight the Current Day's Activities.** Share suggestions with folks about attractions and events that are occurring that day.
 - Note: Will Call and Read & Win Prize Packets are available at ALL GATES
- **Point departing Guests in the direction of the Gates.** (the Fair accepts cash, Visa, and MasterCard as payment for gate admission).
- **Be familiar with the day's gate admission prices** (check daily sheet and/or gate signs when you are headed to your starting position).
- Gate book programs and daily sheets are located just inside the Admission Gates.

Interior Trams

- **Communicate With the Tram Driver.**
 - Use thumbs up when Guests are seated and the tram is ready to move.
 - Use thumbs down when the tram is not safe to move.
- **Before you give the Driver the Thumbs Up to move, Use the Microphone to notify Guests** that the tram is ready to move.
- At times, **A Loud Whistle or a Shout** may be required to get the Driver's attention.
- **Use the Microphone to Announce the Attractions and Events** that are accessible from the approaching tram stop (an outline guide will be provided on each tram).
- **Notify the Driver** when a Fair guest needs to use the accessibility lift.
 - The Driver is the only one to operate the lift but will give the volunteer knowledge about how to assist handicapped guests.
- **Notify a Zone Supervisor or another Volunteer** who is not on the tram if the microphone is NOT working. Know what tram you are on and tell the Supervisor or other Volunteer to relay the tram number to VHQ.

REQUIREMENTS

- Work Environment Indoors Outdoors
- Standing/Walking Minimal Moderate
- Lifting Requirements None Up to ____LBS
- More Information: You are outside, please make sure you have a water bottle with you prior to going out to your shift.

CHECK OUT INFORMATION

- Automatic check out at the end of shift, no need to stop back into VHQ.