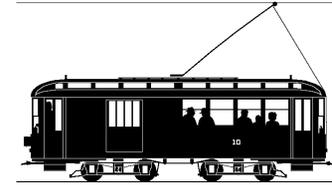


NOTES



POLICIES
FOR
MUSEUM
VOLUNTEERS

April 20, 2008

Shelburne Falls Trolley
Museum, Inc.

Property of _____

tions on the return trip or upon return, but do not keep passengers waiting.

36. The motorman who puts the car away at the end of the day should always **make an entry in the car log** in the Operations Cabinet.
37. Motormen, conductors and trainees with passengers should wear **white shirts and dark pants** or skirts. Dark boots or shoes are preferred over sneakers. Wearing a uniform (or similar) hat is strongly encouraged. Wearing a name badge is encouraged. Crew who are also engaged in other work on 'quiet' or unscheduled days may work the car in work clothes, but be certain not to get paint or grease, etc. on car or passengers.
38. Only trainees and qualified motormen or conductors may wear the **museum motorman's hats**.
39. Volunteers who are not members may **ride the trolley for free** with the conductor's permission.
40. **Volunteers, including motormen, should not talk during the conductor's interpretive talk**, unless directly asked a question by the passengers or the conductor.
41. Conductors and motormen must see that all **equipment and buildings are securely locked** after use.
42. Generally tickets are only sold at the ticket office, but conductor may sell tickets on the car, in cooperation with the ticket agent, if any.

OPERATIONS CREW

29. The trolley should be ready for its **first run** at the stated opening time. The crew should not put the car away until after the stated closing time.
30. **Keep the car clean** and swept out. Shake out rugs as needed.
31. Conductors, motormen and ticket sellers should **keep in contact** so that ticketed passengers are not kept waiting.
32. If there are passengers waiting on the car but the **conductor wishes to delay the departure**, he should explain the reason for the delay and the expected departure time to the waiting passengers. While waiting, engage the passengers in conversation about the museum if appropriate.
33. Keep the **loading platforms** at both stops swept. Shake out the rugs at least daily.
34. **Passengers may be picked up and dropped off** at any point along the line, if the conductor chooses. Passengers picked up while en route or at Salmon Falls should be told the price of tickets and that they should buy tickets in the Visitors Center upon arrival.
35. In most cases, the **conductor's talk should not exceed seven minutes**, five minutes is preferred. Any ensuing group discussion should be kept to topics relevant to the mission of the museum. You may offer to answer more ques-

These Policies are non-safety related rules to improve the appearance, atmosphere and working conditions of the museum. Volunteers are expected to comply with these policies, and may suggest changes or additions.

GENERAL

1. A volunteer, for purposes of this document, is **anyone who offers to help** with work needed at the museum.
2. All volunteers should **read these procedures** and be familiar with them.
3. All volunteers are here to work and **help our visitors**.
4. Keep the premises clean, **do not litter** (this includes butts, matches, wrappers, etc.). **Pick up litter** that you find.
5. Do not discuss safety, **personnel or operation problems** in front of, or with, the public.
6. Do not discuss **inappropriate subject matter** in front of, or with, minors, whether volunteer or visitor.
7. **Avoid profanity and offensive language** in front of minors, visitors and any volunteers who might not wish to hear it.
8. **No horseplay**.
9. All Visitors Center and operations volunteers should **be familiar with the history** of the SF&C St. Ry., No. 10 and the museum.

10. Allow **no smoking** by volunteers or public on the car or inside the Visitors Center.
11. Volunteers who are smokers are expected to **empty ashtrays and butt cans** as needed. Do not throw butts, matches etc. on the ground.
12. Volunteers should be **neatly dressed**, except in the case of track, restoration and maintenance workers.
13. Volunteers without assignments should try to **find some useful work** to do.
14. **Lost and found articles** should be reported to conductor and ticket office, returned to Visitors Center, marked with where and when found.
15. Any ‘tips’ given by visitors are to be considered donations to the museum and put in a donation container.
16. Report any apparent **thefts or vandalism**.
20. Keep the bathroom clean.
21. If the bathroom is low on **towels or toilet paper**, get more from the out-of-service bathroom. Notify the Passenger Agent if supplies are running low.
22. Do not allow visitors to be **behind the ticket counter** or in the office without permission and supervision.
23. **Volunteers under 18 years old** should stay out of the office and ticket counter area, except with permission of an adult.
24. **Stay out of the cash drawer** unless you are serving a customer.
25. Do not remove money from or reach into **donation containers** except at closing time.
26. If you are on the porch by the door, **politely greet visitors** as they approach the museum and offer to answer questions. If you aren’t willing to do this, stay away from the door.
27. **Do not block access** to the museum while standing or sitting on porch.
28. During operating hours, **do not eat lunch in the store or display areas**. You may eat lunch at the table behind ticket counter, in the Staff Room, the Office or on the porch (away from door) or elsewhere outside the Visitors Center. Clean up after yourself.

VISITORS CENTER

17. Treat our visitors with respect. Explain to them about the trolley ride, buying tickets, other activities such as the Kids Corner, caboose, Pump Car (if available) etc. Be sensitive to the interests and wishes of visitors. Make them feel welcome and comfortable but don’t be overbearing.
18. Encourage visitors to **sign the guest register**.
19. Keep the **museum floor**, porches and steps swept. Shake out the rugs at least daily.