



TWO BELLS

**The occasional newsletter of the
Operations Department of the
Pennsylvania Trolley Museum**

June 2009

<http://ptmops.org>

Operations Schedule
Museum Calendar
Operating Policies & Procedures
Operating Orders
Operations Department Forms

Updated every Sunday!

**Washington County Fair
August 15-22**

There are still some openings.

Requalification will take place during Fair Week for those of you whom need to get this completed. I would like to do one class. Send me your date preferences. Pick 3 of the 5 days listed.

Mon-Tue-Wed-Thu-Fri

What's Inside?

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Did You Know?

There are two binders you should know about in the operations department are of the substation.

Operator Directory & Emergency Contact List

What do you do if you need to get in contact with an operator or find an emergency contact number? There is a three ring binder on the desk of the operations area inside the substation that has all the contact information that you need. We hope you never have to use this binder, but it is there. Locate it the next time you are at the museum for future reference.

Operations Department Materials

This three ring binder has the following sections for your use while at the museum.

Policies
Operating & Safety Rules
Operating Orders
Procedures
Memos & Notices
Timetables
Two Bells
Other Operations Department Materials

Refer to this binder often for updates. Locate it the next time you are at the museum for future reference.

These binders are to remain in the substation at all times.

Tour Dynamics

Speak up. Make sure our guests can hear you.

Do not try to talk over a noisy car.

Make eye contact with our guests.

Plan your talk. Are you telling a story or just a bunch of unrelated facts?

If you are not sure of something, tell the visitor you will try to find the answer.

Do not make things up!

Do not bore them with technical data. Learn to read their faces.

Keep to the timetable. Our guests have a right to know how much time they are committing to. They are always welcome to take another tour.

Grammar and pronunciation are important.

Questions, Comments, Reflections???

You are the teacher here. Make sure to look and act the part.

If you are the operator, you should only comment if asked a question by the conductor. Please do not take over his/her tour.

Promote membership, upcoming events, the photo exhibit, TDB tour, Operator for an Hour, and the store.

Whose Job Is It?

- Who opens the restrooms and checks them for supplies?
- Who makes sure the trash cans are not overflowing?
- Who sweeps out the service car before it is used?
- Who checks the air tanks at the start & end of the day?
- Who takes care of the flags?
- Who checks the public areas for hazards and corrects them?
- Who keeps the radio cabinet and substation cage locked?
- Who checks into the store at the beginning of the day?
- Who greets our guests at the beginning of the tour in the store?
- Who presents a professional appearance when working the car crew?
- Who watches out for the safety of our guests?
- Who gives a safety speech to every carload of passengers?
- Who watches out for the well being of our fellow museum members?
- Who puts the chock under the wheel?
- Who closes all of the windows on every car at the end of the day?
- Who closes every door on every car at the end of the day?
- Who turns off the compressors and batteries at the end of the day?
- Who checks the carbarn and then fills out the carbarn checklist at the end of the day?
- Who is the museum in the eyes of the public?

YOU!

Who is proud of the job you do?

ALL OF US!