TOUR BUS CAPTAIN RESPONSIBILITIES

PLEASE BE AVAILABLE IN THE CHECK-IN ROOM ASSIGNED FOR YOUR TOUR AT LEAST 15 MINUTES BEFORE POSTED TOUR DEPARTURE TIME.

1. On the day of your tour, pick up your tour envelope containing roster, tickets, feedback form, logistics sheet, app information, iPad and tour host plaque (if applicable) from the tour departure desk located in the foyer on the concourse level of the west tower. The tour desk will be open 1 hour prior to the first tour departure time.

2. Review tour host requirements stated on envelope (if applicable) including:
   - Safety requirements
   - Tour Restrictions
   - Sign in sheets / stand by list
   - Confidentiality agreements (if applicable)
   - Video (may be included to play on the bus)

3. Proceed to the check-in room marked with your tour name. Participants who are not scheduled for your tour, but who may wish to join if there are available seats and no precluding restrictions, will provide you with their names to be added to a “stand by” list.

4. All tour participants will be instructed to check in with you. Please check off each participant name on the roster, give them a ticket and scan the bar code on their name badge with the iPad. ENSURE THAT ALL PARTICIPANTS ARE WEARING THEIR AME NAME BADGE.

5. Approximately 5 minutes before departing, go to the “stand by” list to fill the number of seats allowed on the tour. THIS STEP WILL NOT BE APPLICABLE TO ALL TOURS.

6. Prior to departing the check-in room, leave the iPad with an AME staff member or tours team volunteer.

7. Depart check-in room on time and lead group to the bus departure area.
   a. Take one escalator up to the ballroom level, east tower
   b. Cross the foyer and exit the doors at the other end; these doors are marked for emergency exit only, but it is ok to exit here
   c. Buses will be staged right outside the doors on lower Wacker Drive
   d. Each bus will have a sign in the window. Confirm you have the correct bus.

8. Collect tickets back from participants as they board the bus. Ensure that each ticket you collect matches the color of the ticket on your tour envelope, or the participant is getting on the wrong bus. Ensure that the bus leaves on time

9. The site address and drop off instructions have already been provided to the bus company. Confirm the information with your bus driver and ensure the driver has no questions. The address on your info sheet is correct. Ensure the bus driver has the same address. If there is a discrepancy, call Sara or Judy. Do NOT leave until you and the driver agree you are going to the same address. Ask the bus driver for his name and cell phone number and confirm where the bus will stage during the site.

10. BUS CAPTAIN SHOULD CALL THE HOST COMPANY WHEN LEAVING THE VENUE AND APPROXIMATELY 15 MINUTES BEFORE ARRIVING AT THE TOUR LOCATION (unless it is a close drive.)

11. Make any announcements required (app download, feedback forms, etc.) and play video if applicable.

12. GET OFF THE BUS FIRST AND CHECK TO SEE THAT THE SITE IS READY. IF SO, LEAD THE GROUP INTO THE BUILDING.
13. Ensure all AME participants are accounted for during the group sessions. Make sure all schedules are carefully adhered to.

14. At end of the tour, **while still in the building**, have the participants fill out the 2-part feedback form. Give the white copy to the host. Participants may keep the yellow copy for future reference.

15. Thank the tour host and present plaque (if provided in step 1) at the end of the tour. If the company is doing more than one tour, the plaque will be presented on the second or last visit.

16. Once back on the bus, do a headcount to ensure all AME participants are with the group. Do not leave a conference participant behind.

17. On the return journey, engage with participants, i.e. one great idea they saw that they can use at their facility. Remind participants to complete the survey on the app. Ask them to take out their mobile device and walk them through the process.

18. **RETURN THE ENVELOPE TO THE TOURS REGISTRATION DESK**, located in the grand foyer on the ballroom level in the east tower, so we know you and the participants are back. Let us know how the tour went.

Thank you for volunteering as a tour bus captain. AME greatly appreciates your commitment.