

## **TOUR BUS CAPTAIN RESPONSIBILITIES**

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

1. Pick up your tour envelope containing roster/tickets/feedback form/logistics sheet, iPad and tour host plaque (only if you are the last tour for the host site) from the tour registration desk.
2. Review tour host requirements stated on envelope (if applicable) including:
  - Safety requirements
  - Tour Restrictions
  - Sign in sheets
  - Confidentiality agreements (if applicable)
  - Video (may be included to play on the bus)
3. Proceed to the area marked with your tour name where you will be provided with an iPad. Attendees who are not scheduled for your tour, but who may wish to join if there are available seats and no precluding restrictions, will provide their names to be added to a “stand by” list.
4. All tour attendees will be instructed to check in with you. Please check off the attendee names on the roster, give them a ticket and scan the bar code on their badge with the iPad. **ENSURE THAT ALL ATTENDEES ARE WEARING THEIR AIME 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. Depart holding room on time and lead group to the bus departure area (location will be provided onsite) and ensure that the bus leaves on time. Each bus will have a sign in the window - check you have the correct bus. Take tickets back from attendees as they board the bus. Ensure that all ticket colors match the color of the ticket on your tour envelope, or the attendee is getting on the wrong bus.
7. The bus company will be provided with site address and drop off instructions. Ensure driver has no questions. **BUS CAPTAIN SHOULD CALL THE HOST COMPANY WHEN LEAVING THE VENUE AND APPROXIMATELY 15 MINUTES BEFORE ARRIVING AT THEIR LOCATION** (unless it is a close drive.)
8. Make any announcements required (app download, etc.) and play video if applicable.
9. **GET OFF THE BUS FIRST AND CHECK TO SEE THAT THE SITE IS READY. IF SO, LEAD THE GROUP INTO THE BUILDING.**
10. Keep tour group together during tour - watch for stragglers. Make sure all schedules are carefully adhered to.
11. At end of tour, **while still in the building**, have the attendees fill out the 2-part feedback form. **Give one copy to the host site.** Attendees may keep the other copy for future reference.
12. Thank the tour host and present plaque (if provided in step 1) at end of the tour. If the company is doing more than one tour, the plaque will be presented on the second or last visit.
13. On the return journey, engage with attendees (i.e., one great idea they saw that they can use at their facility). **Remind attendees to complete survey on the app.** Ask them to take out their mobile device and walk them through the process.
14. **RETURN ENVELOPE TO THE TOURS DESK.**