

DCA09FR008
Lake Buena Vista, Florida
July 5, 2009



Train Coordinator
Training File

15

TOAST
7/18/04

Disney
Operating Guide
Monorail Platform

Training Verification Statement

SAP Name: _____
SAP #: _____

Last Name: (Please print) Gilmore
First Name: (Please print) David
Personal Identification #: [REDACTED]

I acknowledge that I understand the Operating Guide for Monorail Operations Platform Training dated May 20, 2004. I realize that by signing this document, I am stating that I have been trained on the procedures contained in the Operating Guide. I now assume all the responsibilities of a qualified Cast Member for this location.

Cast Member Name [REDACTED]
Signature
David Gilmore July 18, 2004
Print Date

WDW Resort Trainer [REDACTED]
Signature
Jonathon Jordan July 18, 2004
Print Date

Training Evaluation Knowledge Assessment [REDACTED]
Signature
Pamala Evitts July 18, 2004
Print Date

Performance Assessment [REDACTED]
Signature
Jonathon Jordan July 18, 2004
Print Date

FOR OFFICE USE ONLY	
_____ <small>Reviewer Signature</small>	_____ <small>Reviewer Name (Printed)</small>
_____ <small>SAP Entry Signature</small>	_____ <small>SAP Entry Name (Printed)</small>
_____ <small>TOAST Entry Signature</small>	_____ <small>TOAST Entry Name (Printed)</small>

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TOAST 9/15
SAP

Disney
Operating Guide
Monorail Operations Drive Training

Training Verification Statement

SAP Name: _____
SAP #: _____

Last Name: (Please print) Gilmore
First Name: (Please print) David
Personal Identification #: [REDACTED]

I acknowledge that I understand the Operating Guide for Monorail Operations Drive Training dated August 11, 2004. I realize that by signing this document, I am stating that I have been trained on the procedures contained in the Operating Guide. I now assume all the responsibilities of a qualified Cast Member for this location.

Cast Member Name [REDACTED]
Signature [REDACTED]
Print David Gilmore
Date Sept. 11, 2004

WDW Resort Trainer [REDACTED]
Signature [REDACTED]
Print Jason Bone
Date Sept. 11, 2004

Training Evaluation Knowledge Assessment [REDACTED]
Signature [REDACTED]
Print Pamala Evitts
Date Sept. 11, 2004

Performance Assessment [REDACTED]
Signature [REDACTED]
Print Ron Bates
Date Sept. 12, 2004

FOR OFFICE USE ONLY	
Reviewer Signature _____	Reviewer Name (Printed) _____
SAP Entry Signature _____	SAP Entry Name (Printed) _____
TOAST Entry Signature _____	TOAST Entry Name (Printed) _____

WALT DISNEY WORLD® Resort Transportation
Operating Guide
Monorail Operations Safety and Evacuation

Training Verification Statement

SAP Name: _____
SAP #: _____

Last Name: (Please print) Gilmore
First Name: (Please print) David
Personal Identification #: [REDACTED]

I acknowledge that I understand the Operating Guide for **Monorail Operations Safety and Evacuation** dated **March 3, 2004**. I realize that by signing this document, I am stating that I have been trained on the procedures contained in the Operating Guide. I now assume all the responsibilities of a qualified Cast Member for this location.

Cast Member Name [REDACTED]
Signature
David Gilmore Sept. 11, 2004
Print Date

WDW Resort Trainer [REDACTED]
Signature
Jason Bone Sept. 11, 2004
Print Date

Training Evaluation Knowledge Assessment [REDACTED]
Signature
Pamala Evitts Sept. 11, 2004
Print Date

Performance Assessment [REDACTED]
Signature
Ron Bates Sept. 12, 2004
Print Date

FOR OFFICE USE ONLY	
Reviewer Signature _____	Reviewer Name (Printed) _____
SAP Entry Signature _____	SAP Entry Name (Printed) _____
TOAST Entry Signature _____	TOAST Entry Name (Printed) _____

Training Verification Statement

SAP Name: _____
 SAP #: _____

Last Name: (Please print) Gilmore
 First Name: (Please print) David
 Personal Identification #: _____

I acknowledge that I understand the Operating Guide for Monorail Operations Safety and Evacuation dated March 3, 2004. I realize that by signing this document, I am stating that I have been trained in the procedures listed below. I now assume all the responsibilities of a qualified Cast Member for this location.

Operators Cab		Guest Car
• Roof Hatch	• Ladder	• Roof Hatch
• Evacuation Packet	• Fire Extinguisher	• Zipper Window
♦ Glow Stick	• Ball of Twine & Rope	• Exterior Door E Handles
♦ Grease Pencil	• Back-up Radio	• Vent Windows
♦ Spiel Cards		• Foot Step Compartment
♦ Paper		♦ Fire Extinguisher
♦ Pen		♦ Intercom Phone
• Train to Train Evacuation Procedures		

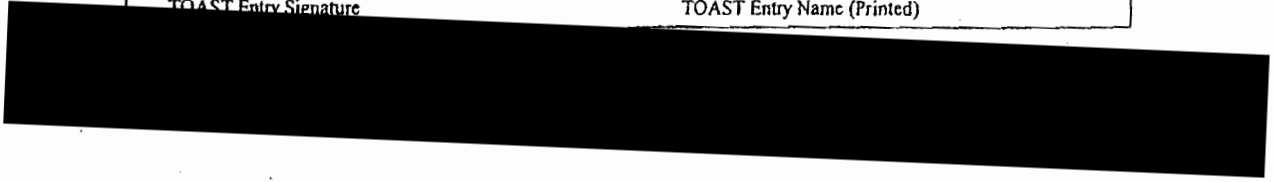
Cast Member Name _____
 Signature David Gilmore
 Date 09/11/04

WDW Resort Trainer _____
 Signature Greg White
 Date 9-11-04

Training Evaluation Knowledge Assessment _____
 Signature _____
 Date 9-11-04

Performance Assessment _____
 Signature _____
 Date _____

FOR OFFICE USE ONLY	
Reviewer Signature _____	Reviewer Name (Printed) _____
SAP Entry Signature _____	SAP Entry Name (Printed) _____
TOAST Entry Signature _____	TOAST Entry Name (Printed) _____



WMS 9/30/07
(initials)

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Update Training Verification Statement

Monorail Drive Training

Item Name: WDW_ATR_MONO_AMVS
Item #: 57031927

Last Name: (Please print) Gilmore
First Name: (Please print) David
Personal Identification #: [Redacted]

I acknowledge that I understand the Operating Guide for Monorail Drive Training dated September 10, 2007. I realize that by signing this document, I am stating that I have been trained on the procedures contained in the Operating Guide. I now assume all the responsibilities of a qualified Cast Member for this location.

The update includes the following operational changes:

AMVS Procedures

Cast Member Name

[Redacted]
Signature David Gilmore Date 9-8-07
Print _____

WALT DISNEY WORLD®
RESORT Resort Trainer

[Redacted]
Signature Clifford Wilkerson Date 9-8-07
Print _____

Training Evaluation
Knowledge Assessment

[Redacted]
Signature Clifford Wilkerson Date 9-08-07
Print _____

FOR OFFICE USE ONLY	
_____ Reviewer Signature	_____ Reviewer Name (Printed)
_____ SAP Entry Signature	_____ SAP Entry Name (Printed)
EAS Index Code for Document Type: <u>0, Training</u> <u>1, Attractions</u> Legislation	



Update Training Verification Statement

Monorail Coordinator

Item Name: WDW ATR MONO AMVS Central
Item #: 57031928

Last Name: (Please print) _____
First Name: (Please print) David
Personal Identification #: _____

I acknowledge that I understand the Operating Guide for Monorail Coordinator dated **September 10, 2007**. I realize that by signing this document, I am stating that I have been trained on the procedures contained in the Operating Guide. I now assume all the responsibilities of a qualified Cast Member for this location.

The update includes the following operational changes:

AMVS Procedures

Cast Member Name

Signature: David Gilmore
Print: _____

Date: 9-08-07

WALT DISNEY WORLD®
RESORT Resort Trainer

Signature: Clifford Wilkman
Print: _____

Date: 9-08-07

Training Evaluation
Knowledge Assessment

Signature: Clifford Wilkman
Print: _____

Date: 9-08-07

FOR OFFICE USE ONLY	
_____ Reviewer Signature	_____ Reviewer Name (Printed)
_____ SAP Entry Signature	_____ SAP Entry Name (Printed)

EAS Index Code for Document Type: 01 Training 1 Attractions Legislation

Learner Learning History

Learner

Learner ID: [REDACTED]

Name: Gilmore, David B

Item Events

Item ID	Title	Completion Date	Grade	Status
ASSESSMENT 57024125 (Rev 1/12/2006 12:43 US/Eastern)	WDW_REG GLOBAL_HAZCOM AREA_SPECIFIC	7/16/2004 03:00 US/Eastern		Assessment Waived

Details

Total Hours:	0.00	Instructor:	
Credit Hours:	0.00	Tuition (null):	0.00
Contact Hours:	0.00	Last Update User:	2/5/2006 21:07 US/Eastern
CPE:	0.00	Last Update Time:	Substitute/Collateral Credit from COURSE, 30138336 on 16-JUL-04
Esig Meaning Code:		Comments:	

Item Events

Item ID	Title	Completion Date	Grade	Status
COURSE 10657 (Rev 10/2/2007 00:00 US/Eastern)	WDW_Global Strategies for Diversity & Inclusion Guest Speaker Gary Guller	10/24/2007 16:00 US/Eastern		Course Completed

Details

Total Hours:	2.00	Instructor:	
Credit Hours:	2.00	Tuition (null):	0.00
Contact Hours:	2.00	Last Update User:	
CPE:	0.00	Last Update Time:	11/7/2007 09:18 US/Eastern
Esig Meaning Code:		Comments:	

Item Events

Item ID	Title	Completion Date	Grade	Status
COURSE 1225 (Rev 11/21/2005 14:39 US/Eastern)	WDW_Safety for Leaders	5/22/2007 16:30 US/Eastern		Course Completed

Details

Total Hours: 2.50
Credit Hours: 0.00
Contact Hours: 2.50
CPE: 0.00
Esig Meaning Code:

Instructor:
Tuition (null): 0.00
Last Update User:
Last Update Time: 5/24/2007 14:42 US/Eastern
Comments:

Item Events

Item ID	Title	Completion Date	Grade	Status
COURSE 12852 (Rev 5/28/2008 13:50 US/Eastern)	WDW_OPS_Leading the Legacy:The Disney Leader Basics	8/29/2008 18:30 US/Eastern		Course Completed

Details

Total Hours: 2.50
Credit Hours: 0.00
Contact Hours: 2.00
CPE: 0.00
Esig Meaning Code:

Instructor:
Tuition (null): 0.00
Last Update User:
Last Update Time: 9/1/2008 14:11 US/Eastern
Comments:

Item Events

Item ID	Title	Completion Date	Grade	Status
COURSE 13505 (Rev 7/25/2008 16:34 US/Eastern)	WDW_Basics - How You Make a Difference	9/10/2008 18:00 US/Eastern		Course Completed

Details

Total Hours: 2.00
Credit Hours: 0.00
Contact Hours: 1.50
CPE: 0.00
Esig Meaning Code:

Instructor:
Tuition (null): 0.00
Last Update User:
Last Update Time: 9/16/2008 10:37 US/Eastern
Comments:

Item Events

Item ID	Title	Completion Date	Grade	Status
COURSE 30134238 (Rev 1/1/1990 03:00 US/Eastern)	WDW_Working With Integrity	7/10/2004 03:00 US/Eastern		Course Waived

Details

Total Hours: 2.00
 Credit Hours: 0.00
 Contact Hours: 2.00
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 6/5/2006 17:13 US/Eastern
 Comments: Substitute/Collateral Credit from COURSE, 30138193 on 10-JUL-04

Item Events

Item ID	Title	Completion Date	Grade	Status
COURSE 30134505 (Rev 1/1/1990 03:00 US/Eastern)	WDW_HR Compliance Awareness Class	6/21/2007 12:30 US/Eastern		Course No Show

Details

Total Hours: 4.00
 Credit Hours: 0.00
 Contact Hours: 1.00
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 6/22/2007 09:56 US/Eastern
 Comments:

Item Events

Item ID	Title	Completion Date	Grade	Status
COURSE 30135431 (Rev 1/1/1990 03:00 US/Eastern)	WDW_Risk Management	4/20/2007 14:00 US/Eastern		Course Completed

Details

Total Hours: 1.00
 Credit Hours: 0.00
 Contact Hours: 1.00
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 4/23/2007 13:20 US/Eastern
 Comments:

Item Events

Item ID	Title	Completion Date	Grade	Status
COURSE 30135766 (Rev 1/1/1990 03:00 US/Eastern)	WDW_RMS_RISK MANAGEMENT	4/20/2007 14:00 US/Eastern		Course Completed

Details

Total Hours: 1.00
Credit Hours: 0.00
Contact Hours: 1.00
CPE: 0.00
Esig Meaning Code:
Instructor:
Tuition (null): 0.00
Last Update User:
Last Update Time: 4/23/2007 13:20 US/Eastern
Comments: Substitute/Collateral Credit from COURSE, 30135431 on 20-APR-07

Item Events

Item ID	Title	Completion Date	Grade	Status
COURSE 30135768 (Rev 1/1/1990 03:00 US/Eastern)	WDW_Compensation Awareness	4/20/2007 09:30 US/Eastern		Course Completed

Details

Total Hours: 1.50
Credit Hours: 0.00
Contact Hours: 1.50
CPE: 0.00
Esig Meaning Code:
Instructor:
Tuition (null): 0.00
Last Update User:
Last Update Time: 4/20/2007 11:26 US/Eastern
Comments:

Item Events

Item ID	Title	Completion Date	Grade	Status
COURSE 30135769 (Rev 1/1/1990 03:00 US/Eastern)	WDW_A Leader's Role in Casting	4/20/2007 15:10 US/Eastern		Course Completed

Details

Total Hours: 1.00
Credit Hours: 0.00
Contact Hours: 1.00
CPE: 0.00
Esig Meaning Code:
Instructor:
Tuition (null): 0.00
Last Update User:
Last Update Time: 4/23/2007 13:42 US/Eastern
Comments:

Item Events

Item ID	Title	Completion Date	Grade	Status
COURSE 30135771 (Rev 1/1/1990 03:00 US/Eastern)	WDW_Guest Claims Know How	4/20/2007 11:50 US/Eastern		Course Completed

Details

Total Hours: 1.00
 Credit Hours: 0.00
 Contact Hours: 1.00
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 4/20/2007 15:46 US/Eastern
 Comments:

Item Events

Item ID	Title	Completion Date	Grade	Status
COURSE 30136346 (Rev 1/1/1990 03:00 US/Eastern)	WDW_Labor Operations Labor Management Process	5/10/2007 11:00 US/Eastern		Course No Show

Details

Total Hours: 1.50
 Credit Hours: 0.00
 Contact Hours: 1.50
 CPE: 0.00
 Esig Meaning Code:

Instructor: Sheldrake, James D
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 5/10/2007 13:15 US/Eastern
 Comments:

Item Events

Item ID	Title	Completion Date	Grade	Status
COURSE 30136551 (Rev 1/1/1990 03:00 US/Eastern)	DISNEY TRAINERS_WDW	9/12/2005 03:00 US/Eastern		Course Completed

Details

Total Hours: 4.00
 Credit Hours: 0.00
 Contact Hours: 4.00
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 12/8/2005 12:54 US/Eastern
 Comments:

Item Events

Item ID	Title	Completion Date	Grade	Status
COURSE 30138193 (Rev 1/1/1990 03:00 US/Eastern)	WDW_TRADITIONS Working w/ Integrity General Employment	7/10/2004 03:00 US/Eastern		Course Completed

Details

Total Hours: 8.00
Credit Hours: 0.00
Contact Hours: 8.00
CPE: 0.00
Esig Meaning Code:

Instructor:
Tuition (null): 0.00
Last Update User:
Last Update Time: 12/8/2005 12:54 US/Eastern
Comments:

Item Events

Item ID	Title	Completion Date	Grade	Status
COURSE 30138336 (Rev 1/1/1990 03:00 US/Eastern)	HAZARD COMM_WDW	7/16/2004 03:00 US/Eastern		Course Completed

Details

Total Hours: 1.00
Credit Hours: 0.00
Contact Hours: 1.00
CPE: 0.00
Esig Meaning Code:

Instructor:
Tuition (null): 0.00
Last Update User:
Last Update Time: 12/8/2005 12:54 US/Eastern
Comments:

Item Events

Item ID	Title	Completion Date	Grade	Status
COURSE 30139057 (Rev 1/1/1990 03:00 US/Eastern)	WDW_Leading in an Unionized Environment	5/10/2007 17:00 US/Eastern		Course No Show

Details

Total Hours: 5.00
Credit Hours: 0.00
Contact Hours: 4.00
CPE: 0.00
Esig Meaning Code:

Instructor:
Tuition (null): 0.00
Last Update User:
Last Update Time: 5/16/2007 09:28 US/Eastern
Comments:

Item Events

Item ID	Title	Completion Date	Grade	Status
COURSE 30139062 (Rev 1/1/1990 03:00 US/Eastern)	WDW_Legal Presentation	4/20/2007 10:40 US/Eastern		Course Completed

Details

Total Hours: 1.00
 Credit Hours: 0.00
 Contact Hours: 1.00
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 4/20/2007 11:56 US/Eastern
 Comments:

Item Events

Item ID	Title	Completion Date	Grade	Status
COURSE 3059 (Rev 2/9/2006 15:34 US/Eastern)	WDW_PULSE DRG & Ticketing, Disney Gift Card Services	2/21/2008 17:00 US/Eastern		Course Completed

Details

Total Hours: 2.00
 Credit Hours: 0.00
 Contact Hours: 2.00
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 3/20/2008 13:11 US/Eastern
 Comments:

Item Events

Item ID	Title	Completion Date	Grade	Status
COURSE 3316 (Rev 2/23/2006 11:17 US/Eastern)	WDW_Resorts_Hourly_Guest Svc Soft Skills	3/24/2006 16:35 US/Eastern		Course Completed

Details

Total Hours: 1.00
 Credit Hours: 0.00
 Contact Hours: 1.00
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 4/12/2006 16:37 US/Eastern
 Comments:

Item Events

Item ID	Title	Completion Date	Grade	Status
COURSE 4463 (Rev 5/10/2006 11:14 US/Eastern)	WDW_WB_301 Source Scheduling	8/1/2006 14:00 US/Eastern		Course Completed

Details

Total Hours: 2.00
Credit Hours: 0.00
Contact Hours: 3.00
CPE: 0.00
Esig Meaning Code:

Instructor:
Tuition (null): 0.00
Last Update User:
Last Update Time: 8/1/2006 18:58 US/Eastern
Comments:

Item Events

Item ID	Title	Priority	Completion Date	Grade	Status
COURSE 57014802 (Rev 1/1/1990 03:00 US/Eastern)	WDW_Making Recognition a	US/Eastern	5/18/2007 12:00 US/Eastern		Course No Show

Details

Total Hours: 2.00
Credit Hours: 2.00
Contact Hours: 2.00
CPE: 0.00
Esig Meaning Code:

Instructor:
Tuition (null): 0.00
Last Update User:
Last Update Time: 5/22/2007 08:56 US/Eastern
Comments:

Item Events

Item ID	Title	Priority	Completion Date	Grade	Status
COURSE 57019601 (Rev 1/1/1990 03:00 US/Eastern)	WDW_SAFETY_SIM TRAINER	US/Eastern	12/18/2006 16:00 US/Eastern		Course Completed

Details

Total Hours: 7.50
Credit Hours: 0.00
Contact Hours: 8.00
CPE: 0.00
Esig Meaning Code:

Instructor: House, Gail
Tuition (null): 0.00
Last Update User:
Last Update Time: 12/21/2006 08:04 US/Eastern
Comments:

Item Events

Item ID	Title	Priority	Completion Date	Grade	Status
COURSE 57019602 (Rev 1/1/1990 03:00 US/Eastern)	WDW_SAFETY_SIM-POSITION ELBOWS CLOSER	US/Eastern	12/14/2005 09:00 US/Eastern		Course Completed

Details

Total Hours: 0.25
Credit Hours: 0.00
Contact Hours: 0.25
CPE: 0.00
Esig Meaning Code:

Instructor:
Tuition (null): 0.00
Last Update User:
Last Update Time: 2/27/2006 13:40 US/Eastern
Comments: Substitute/Collateral Credit from COURSE, 57020662 on 14-DEC-05

Item Events

Item ID	Title	Completion Date	Grade	Status
COURSE 57019603 (Rev 1/1/1990 03:00 US/Eastern)	WDW_SAFETY_SIM-POINT YOUR TOE & GO	12/14/2005 09:00 US/Eastern		Course Completed

Details

Total Hours: 0.25
Credit Hours: 0.00
Contact Hours: 0.25
CPE: 0.00
Esig Meaning Code:

Instructor:
Tuition (null): 0.00
Last Update User:
Last Update Time: 2/27/2006 13:40 US/Eastern
Comments: Substitute/Collateral Credit from COURSE, 57020662 on 14-DEC-05

Item Events

Item ID	Title	Completion Date	Grade	Status
COURSE 57019604 (Rev 1/1/1990 03:00 US/Eastern)	WDW_SAFETY_SIM-USE MID-RANGE MOTIONS	12/14/2005 09:00 US/Eastern		Course Completed

Details

Total Hours: 0.25
Credit Hours: 0.00
Contact Hours: 0.25
CPE: 0.00
Esig Meaning Code:

Instructor:
Tuition (null): 0.00
Last Update User:
Last Update Time: 2/27/2006 13:40 US/Eastern
Comments: Substitute/Collateral Credit from COURSE, 57020662 on 14-DEC-05

Item Events

Item ID COURSE 57019605 (Rev 1/1/1990 03:00 US/Eastern) Title WDW_SAFETY_SIM-SAME SIDE HAND & FOOT Completion Date 12/14/2005 09:00 US/Eastern Grade Course Completed Status

Details

Total Hours: 0.25
 Credit Hours: 0.00
 Contact Hours: 0.25
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 2/27/2006 13:40 US/Eastern
 Comments: Substitute/Collateral Credit from COURSE, 57020662 on 14-DEC-05

Item Events

Item ID COURSE 57019606 (Rev 1/1/1990 03:00 US/Eastern) Title WDW_SAFETY_SIM-BIG LOAD, BIG TOE Completion Date 12/14/2005 09:00 US/Eastern Grade Course Completed Status

Details

Total Hours: 0.25
 Credit Hours: 0.00
 Contact Hours: 0.25
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 2/27/2006 13:40 US/Eastern
 Comments: Substitute/Collateral Credit from COURSE, 57020662 on 14-DEC-05

Item Events

Item ID COURSE 57020662 (Rev 1/1/1990 03:00 US/Eastern) Title WDW_SAFETY_SIM-HIGH FIVE! Completion Date 12/18/2006 16:00 US/Eastern Grade Course Substitute Completion Status

Details

Total Hours: 1.00
Credit Hours: 0.00
Contact Hours: 1.00
CPE: 0.00
Esig Meaning Code:

Instructor:
Tuition (null): 0.00
Last Update User:
Last Update Time: 12/21/2006 08:04 US/Eastern
Comments: Substitute/Collateral Credit from COURSE, 57019601 on 18-DEC-06

Item Events

Item ID	Title	Completion Date	Grade	Status
COURSE 57020662 (Rev 1/1/1990 03:00 US/Eastern)	WDW_SAFETY_SIM-HIGH FIVE!	12/14/2005 09:00 US/Eastern		Course Completed

Details

Total Hours: 1.00
Credit Hours: 0.00
Contact Hours: 1.00
CPE: 0.00
Esig Meaning Code:

Instructor:
Tuition (null): 0.00
Last Update User:
Last Update Time: 1/17/2006 11:31 US/Eastern
Comments:

Item Events

Item ID	Title	Completion Date	Grade	Status
COURSE 6391 (Rev 9/1/2006 13:50 US/Eastern)	WDW_ The Disney Look for Leaders	4/20/2007 16:50 US/Eastern		Course Completed

Details

Total Hours: 1.67
Credit Hours: 1.50
Contact Hours: 1.50
CPE: 0.00
Esig Meaning Code:

Instructor:
Tuition (null): 0.00
Last Update User:
Last Update Time: 4/23/2007 11:51 US/Eastern
Comments:

Item Events

Item ID	Title	Completion Date	Grade	Status
COURSE 6503 (Rev 9/22/2006 14:29 US/Eastern)	WDW_Where Dreams Come True_Trans Training Transporation	9/29/2006 12:38 US/Eastern		Course Completed

Details

Total Hours: 1.00
 Credit Hours: 0.00
 Contact Hours: 1.00
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 9/29/2006 12:45 US/Eastern
 Comments:

Item Events

Item ID	Title	Completion Date	Grade	Status
COURSE 8452 (Rev 5/14/2007 16:21 US/Eastern)	WDW_OPS_The Basics_I Can Make A Difference	7/9/2007 13:00 US/Eastern		Course Completed

Details

Total Hours: 2.00
 Credit Hours: 0.00
 Contact Hours: 2.00
 CPE: 0.00
 Esig Meaning Code:

Instructor: DeMay, Susan M
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 7/9/2007 14:47 US/Eastern
 Comments:

Item Events

Item ID	Title	Completion Date	Grade	Status
COURSE 8740 (Rev 5/31/2007 10:04 US/Eastern)	WDW_ENT_CreativeCostuming_Appe arance Peer Advocate	6/18/2008 16:30 US/Eastern		Course Completed

Details

Total Hours: 1.50
 Credit Hours: 0.00
 Contact Hours: 0.00
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 7/1/2008 16:21 US/Eastern
 Comments:

Item Events

Item ID	Title	Completion Date	Grade	Status
OJT 16684 (Rev 3/8/2009 17:17 US/Eastern)	WDW_Transportation Monorail Platform_Epcot Beam Latch	3/13/2009 08:08 US/Eastern		OJT - Completed

Details

Total Hours: 1.00
Credit Hours: 0.00
Contact Hours: 1.00
CPE: 0.00
Esig Meaning Code:

Instructor: Dozier, Jennette
Tuition (null): 0.00
Last Update User:
Last Update Time: 3/19/2009 08:21 US/Eastern
Comments:

Item Events

Item ID OJT 17194 (Rev 4/14/2009 14:40 US/Eastern) WDW_Trans_UPD_Monorail_Driver Conversion
Completion Date 4/29/2009 12:30 US/Eastern
Grade
Status OJT - Completed

Details

Total Hours: 2.00
Credit Hours: 0.00
Contact Hours: 0.00
CPE: 0.00
Esig Meaning Code:

Instructor:
Tuition (null): 0.00
Last Update User:
Last Update Time: 4/29/2009 15:32 US/Eastern
Comments:

Item Events

Item ID OJT 30135094 (Rev 1/1/1990 03:00 US/Eastern) WDW_Monorail Evacuation
Completion Date 9/11/2004 03:00 US/Eastern
Grade
Status OJT - Completed

Details

Total Hours: 20.00
Credit Hours: 0.00
Contact Hours: 20.00
CPE: 0.00
Esig Meaning Code:

Instructor:
Tuition (null): 0.00
Last Update User:
Last Update Time: 12/8/2005 12:54 US/Eastern
Comments:

Item Events

Item ID OJT 30136752 (Rev 1/1/1990 03:00 US/Eastern) WDW_Monorail Platform OJT/Checkout
Completion Date 7/18/2004 03:00 US/Eastern
Grade
Status OJT - Completed

Details

Total Hours: 20.00
 Credit Hours: 0.00
 Contact Hours: 20.00
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 12/8/2005 12:54 US/Eastern
 Comments:

Item Events

Item ID	Title	Completion Date	Grade	Status
OJT 30139238 (Rev 1/1/1990 03:00 US/Eastern)	WDW_Monorail OJT/Checkout	9/12/2004 03:00 US/Eastern		OJT - Completed

Details

Total Hours: 8.00
 Credit Hours: 0.00
 Contact Hours: 8.00
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 12/8/2005 12:54 US/Eastern
 Comments:

Item Events

Item ID	Title	Completion Date	Grade	Status
OJT 57018252 (Rev 1/1/1990 03:00 US/Eastern)	WDW_Transportation Nextel	7/18/2004 03:00 US/Eastern		OJT - Completed

Details

Total Hours: 0.00
 Credit Hours: 0.00
 Contact Hours: 0.00
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 3/31/2008 04:15 US/Eastern
 Comments: Substitute/Collateral Credit from OJT, 30136752 on 18-JUL-04

Item Events

Item ID	Title	Completion Date	Grade	Status
OJT 57018476 (Rev 1/1/1990 03:00 US/Eastern)	WDW_Monorail Rail & Gate	5/13/2005 03:00 US/Eastern		OJT - Completed

Details

Total Hours: 0.00
 Credit Hours: 0.00
 Contact Hours: 0.00
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 12/8/2005 12:54 US/Eastern
 Comments:

Item Events

Item ID	Title	Completion Date	Grade	Status
OJT 57031927 (Rev 8/14/2007 08:41 US/Eastern)	WDW_ATR_MONO_AMVS	9/8/2007 15:29 US/Eastern		OJT - Completed

Details

Total Hours: 0.00
 Credit Hours: 0.00
 Contact Hours: 0.00
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 9/30/2007 15:49 US/Eastern
 Comments:

Item Events

Item ID	Title	Completion Date	Grade	Status
OJT 57031928 (Rev 8/14/2007 08:55 US/Eastern)	WDW_ATR_MONO_AMVS_Central	9/8/2007 16:04 US/Eastern		OJT - Completed

Details

Total Hours: 0.00
 Credit Hours: 0.00
 Contact Hours: 0.00
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 9/30/2007 16:06 US/Eastern
 Comments:

Item Events

Item ID	Title	Completion Date	Grade	Status
ONLINE 1339_09 (Rev 2/5/2009 19:25 US/Eastern)	TWDC_International Labor Standards Overview - Compliance Period 2009	4/28/2009 08:44 US/Eastern		Online Course Completed

Details

Total Hours: 0.00
 Credit Hours: 0.00
 Contact Hours: 0.50
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 4/28/2009 08:44 US/Eastern
 Comments:

Item Events

Item ID	Title	Completion Date	Grade	Status
ONLINE 16335_09 (Rev 2/5/2009 19:28 US/Eastern)	TWDC_Privacy and Security Directions - Compliance Period 2009 US/Eastern	4/28/2009 08:54 US/Eastern		Online Course Completed

Details

Total Hours: 0.00
 Credit Hours: 0.00
 Contact Hours: 0.30
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 4/28/2009 08:54 US/Eastern
 Comments:

Item Events

Item ID	Title	Completion Date	Grade	Status
ONLINE 2611 (Rev 1 - 1/12/2007 14:32 US/Eastern)	TWDC_Our Standards of Business Conduct - Compliance Period 2008 US/Eastern	2/28/2008 22:29 US/Eastern		Online Course Completed

Details

Total Hours: 1.50
 Credit Hours: 0.00
 Contact Hours: 1.50
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 2/28/2008 22:29 US/Eastern
 Comments:

Item Events

Item ID	Title	Completion Date	Grade	Status
ONLINE 2611_09 (Rev 1 - 2/5/2009 19:18 US/Eastern)	TWDC_Our Standards of Business Conduct - Compliance Period 2009 US/Eastern	2/28/2008 22:29 US/Eastern		Online Course Completed

Details

Total Hours: 0.00
 Credit Hours: 0.00
 Contact Hours: 0.00
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 2/12/2009 13:46 US/Eastern
 Comments: Substitute/Collateral Credit from ONLINE, 2611 on 28-FEB-08

Item Events

Item ID	Title	Completion Date	Grade	Status
ONLINE 30133272 (Rev 12/7/2005 18:47 US/Eastern)	WDW_REG EXTERNAL_DA BUSES	7/18/2004 03:00 US/Eastern		Online Course Completed

Details

Total Hours: 1.00
 Credit Hours: 0.00
 Contact Hours: 0.50
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 12/8/2005 12:54 US/Eastern
 Comments:

Item Events

Item ID	Title	Completion Date	Grade	Status
ONLINE 30138336 (Rev 1/5/2006 10:41 US/Eastern)	WDW_REG GLOBAL_HAZARD COMM	7/16/2004 03:00 US/Eastern		Online Course Completed

Details

Total Hours: 1.00
 Credit Hours: 0.00
 Contact Hours: 1.00
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 2/5/2006 21:07 US/Eastern
 Comments: Substitute/Collateral Credit from COURSE, 30138336 on 16-JUL-04

Item Events

Item ID ONLINE 3689 (Rev 3/21/2006 14:39 US/Eastern) Title TWDC_What You Need to Know About E-mail - Compliance Period 2008 Completion Date 2/27/2008 21:37 US/Eastern Grade Online Status Course Completed

Details

Total Hours: 0.50
 Credit Hours: 0.00
 Contact Hours: 0.30
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 2/27/2008 21:37 US/Eastern
 Comments:

Item Events

Item ID ONLINE 3709 (Rev 3/22/2006 12:52 US/Eastern) Title TWDC_Questionnaire Regarding Compliance with Standards of Business Conduct - Compliance Period 2008 Completion Date 2/27/2008 22:23 US/Eastern Grade Online Status Course Completed

Details

Total Hours: 0.05
 Credit Hours: 0.00
 Contact Hours: 0.05
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 2/27/2008 22:23 US/Eastern
 Comments:

Item Events

Item ID ONLINE 3709_09 (Rev 2/5/2009 19:23 US/Eastern) Title TWDC_Questionnaire Regarding Compliance with Standards of Business Conduct - Compliance Period 2009 Completion Date 2/27/2008 22:23 US/Eastern Grade Online Status Course Completed

Details

Total Hours: 0.00
Credit Hours: 0.00
Contact Hours: 0.00
CPE: 0.00
Esig Meaning Code:

Instructor:
Tuition (null): 0.00
Last Update User:
Last Update Time: 2/12/2009 13:46 US/Eastern
Comments: Substitute/Collateral Credit from ONLINE, 3709 on 27-FEB-08

Item Events

Item ID
ONLINE 3712 (Rev 3/22/2006 13:10 US/Eastern) Title
TWDC_Preventing Workplace Harassment - Compliance Period 2008 Completion Date
2/27/2008 21:53 US/Eastern Status
Online Course Completed

Details

Total Hours: 0.45
Credit Hours: 0.00
Contact Hours: 0.45
CPE: 0.00
Esig Meaning Code:

Instructor:
Tuition (null): 0.00
Last Update User:
Last Update Time: 2/27/2008 21:53 US/Eastern
Comments:

Item Events

Item ID
ONLINE 3712_09 (Rev 2/5/2009 19:33 US/Eastern) Title
TWDC_Preventing Workplace Harassment - Compliance Period 2009 Completion Date
2/27/2008 21:53 US/Eastern Status
Online Course Completed

Details

Total Hours: 0.00
Credit Hours: 0.00
Contact Hours: 0.00
CPE: 0.00
Esig Meaning Code:

Instructor:
Tuition (null): 0.00
Last Update User:
Last Update Time: 2/12/2009 13:26 US/Eastern
Comments: Substitute/Collateral Credit from ONLINE, 3712 on 27-FEB-08

Item Events

Item ID ONLINE 57009854 (Rev 12/7/2005 19:21 US/Eastern) Title WDW_Labor Operations CDS 101 Completion Date 3/4/2009 22:31 US/Eastern Grade Online Status Course Completed

Details

Total Hours: 0.00
 Credit Hours: 0.00
 Contact Hours: 0.25
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 3/4/2009 22:31 US/Eastern
 Comments:

Item Events

Item ID ONLINE 57022334 (Rev 12/7/2005 18:42 US/Eastern) Title WDW_REG EXTERNAL_DA MONORAILS Completion Date 1/17/2006 16:27 US/Eastern Grade Online Status Course Completed

Details

Total Hours: 0.50
 Credit Hours: 0.00
 Contact Hours: 0.50
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 1/17/2006 19:23 US/Eastern
 Comments:

Item Events

Item ID ONLINE 57022335 (Rev 12/7/2005 11:58 US/Eastern) Title WDW_REG EXTERNAL_DA DISABILITY ETIQUETTE & SERVICE US/Eastern Completion Date 7/18/2004 03:00 US/Eastern Grade Online Status Course Completed

Details

Total Hours: 0.50
 Credit Hours: 0.00
 Contact Hours: 0.50
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 1/8/2006 19:41 US/Eastern
 Comments: Substitute/Collateral Credit from ONLINE, 30133272 on 18-JUL-04

Item Events

Item ID ONLINE 57024853 (Rev 2/28/2006 20:32 US/Eastern) Title TWDC_Workplace Violence - Compliance Period 2008 Completion Date 2/28/2008 22:42 US/Eastern Grade Status Online Course Completed

Details

Total Hours: 1.00
 Credit Hours: 0.00
 Contact Hours: 1.00
 CPE: 0.00
 Esig Meaning Code:
 Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 2/28/2008 22:42 US/Eastern
 Comments:

Item Events

Item ID ONLINE 57025851 (Rev 4/24/2006 15:21 US/Eastern) Title WDW_Transportation Monorail Rail & Gate Consoles Completion Date 8/2/2006 09:47 US/Eastern Grade Status Online Course Completed

Details

Total Hours: 0.00
 Credit Hours: 0.00
 Contact Hours: 0.00
 CPE: 0.00
 Esig Meaning Code:
 Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 8/2/2006 09:47 US/Eastern
 Comments:

Item Events

Item ID ONLINE 57028456 (Rev 11/9/2006 14:56 US/Eastern) Title WDW_SAFETY_SIM-ANNUAL REFRESHER Completion Date 12/14/2006 18:59 US/Eastern Grade Status Online - Delimited Record

Details

Total Hours: 0.00
 Credit Hours: 0.00
 Contact Hours: 0.00
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 9/27/2007 14:54 US/Eastern
 Comments: Delimited record inserted by DDC automated delimit process.

Item Events

Item ID	Title	Completion Date	Grade	Status
ONLINE 57028456 (Rev 11/9/2006 14:56 US/Eastern)	WDW_SAFETY_SIM-ANNUAL REFRESHER	12/14/2005 09:00 US/Eastern		Online Substitute Completion

Details

Total Hours: 0.00
 Credit Hours: 0.00
 Contact Hours: 0.00
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 11/20/2006 17:10 US/Eastern
 Comments: Substitute/Collateral Credit from COURSE, 57020662 on 14-DEC-05

Item Events

Item ID	Title	Completion Date	Grade	Status
ONLINE WDPR_Workbrain201_TimeApp_Sup (Rev 3/28/2006 16:16 US/Eastern)	Workbrain 201 for Time Approver Supervisor Date	3/25/2007 19:13 US/Eastern		Online Course Completed

Details

Total Hours: 0.00
 Credit Hours: 0.00
 Contact Hours: 0.00
 CPE: 0.00
 Esig Meaning Code:

Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 3/25/2007 19:13 US/Eastern
 Comments:

Item Events

Item ID ONLINE WDPR_Workbrain_101 (Rev 3/28/2006 15:53 US/Eastern) Title Workbrain 101 Completion Date 8/2/2006 23:08 US/Eastern Grade Status Online Course Completed

Details

Total Hours: 0.00
 Credit Hours: 0.00
 Contact Hours: 0.00
 CPE: 0.00
 Esig Meaning Code:
 Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 8/2/2006 23:08 US/Eastern
 Comments:

Item Events

Item ID ONLINE WDPR_Workbrain_Overrides (Rev 3/28/2006 16:03 US/Eastern) Title Workbrain Overrides Completion Date 8/2/2006 23:15 US/Eastern Grade Status Online Course Completed

Details

Total Hours: 0.00
 Credit Hours: 0.00
 Contact Hours: 0.00
 CPE: 0.00
 Esig Meaning Code:
 Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 8/2/2006 23:15 US/Eastern
 Comments:

Item Events

Item ID TVS 8502 (Rev 5/21/2007 14:56 US/Eastern) Title WDW_Transportation Monorail Platform Completion Date 7/18/2004 03:00 US/Eastern Grade Status Training Verification Statement Complete

Details

Total Hours: 0.00
 Credit Hours: 0.00
 Contact Hours: 0.00
 CPE: 0.00
 Esig Meaning Code:
 Instructor:
 Tuition (null): 0.00
 Last Update User:
 Last Update Time: 3/31/2008 04:15 US/Eastern
 Comments: Substitute/Collateral Credit from OJT, 30136752 on 18-JUL-04

Item Events

Item ID TVS 8504 (Rev 5/21/2007 15:10 US/Eastern) Title WDW_Transportation Monorail Driver Completion Date 9/12/2004 03:00 US/Eastern Grade Status Training Verification Statement Complete

Details

Total Hours: 0.00
Credit Hours: 0.00
Contact Hours: 0.00
CPE: 0.00
Esig Meaning Code:

Instructor:
Tuition (null): 0.00
Last Update User:
Last Update Time: 3/31/2008 04:15 US/Eastern
Comments: Substitute/Collateral Credit from OJT, 30139238 on 12-SEP-04

External Events

Description Monorail - OJT - Driving_WDW Completion Date 9/11/2004 03:00 US/Eastern Grade Status

Details

Total Hours: 56.00
Contact Hours: 0.00
Tuition (null): 0.00
Last Update User:
Esig Meaning Code:

Credit Hours: 0.00
CPE: 0.00
Instructor:
Last Update Time: 12/8/2005 13:05 US/Eastern
Comments:

Cast Member Name	David Gilmore	Cast Member Social Security #	[Redacted]
Hazard Communication/Personal Protective Equipment Training Verification Form			

Please Print:

Cast Member Department Name	Monorails
Origin # Dept. #	54/477
Instructor Name	Jonathan Jordan
Instructor Social Security #	[Redacted]

New Hire: <input checked="" type="checkbox"/>	Transfer: <input type="checkbox"/>	New Hazard: <input type="checkbox"/>	Product Name (s):
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Section 1 - Generic Training

I have viewed the Walt Disney World Resort Hazard Communication Video:

During Traditions.

During On-The-Job training

Section 2 - Area Specific Discussion

As a result of my Hazard Communication/Personal Protective Equipment training I am now able to:

Identify the health effects of the chemicals used or produced in my work location, as indicated by the MSDS for each.

Handle chemical products properly

Identify different types of personal protective equipment in my area and know the proper location, use, care, maintenance and correct disposal of personal protective equipment.

Identify chemicals in the work area by odor, appearance or the label.

Section 3 - Area Specific Walkthrough

As a result of my walk through I am now able to:

Locate the hazardous chemical products within my immediate work area.

Locate the Material Safety Data Sheet (MSDS) binder.

Locate the emergency eyewash/shower (if applicable).

Locate the emergency exit.

Locate the fire extinguisher (s).

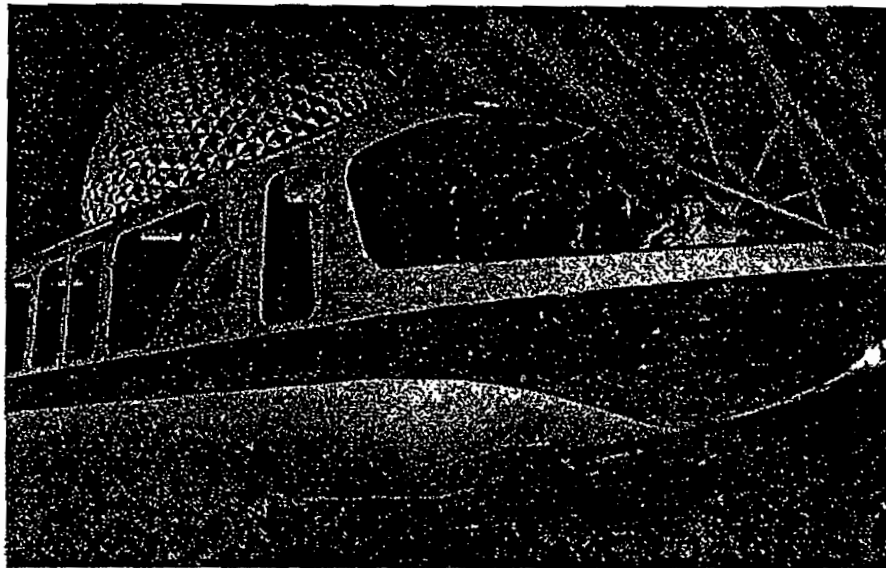
Identify any emergency alarms for my work area.

Cast Member Signature: _____ Date: 07/16/04

Area Trainer Signature: _____ Date: 16 July 2004

Please retain this information into Cast Member Training and Administration (2396-2) and then forward the completed original form to Cast Records and Benefits, Casting Building.

Disney Transport



MONORAIL OPERATIONS PLATFORM TRAINING

- Place a checkmark in each box after completing the item.
- When the form is complete, both Trainer and Trainee need to review the list.
- If both agree that all items have been covered, Trainer and Trainee need to sign and date the form.
- Trainee/Trainer should keep this form with them during training.
- Once all documents are signed, please return to Coordinator of Training

SS
Trainer
Per # [REDACTED]

David Gilmer
Trainee
Dates: July 15 - July 18 2004

PLATFORM TRAINING/DAY ONE

- Pick up cast member at Chip 'n Dale Wardrobe (make sure they clock in at Wardrobe) (If College Program- pick up at TTC Westgate Break room)
- Take Cast Member to Costuming for costume issue and locker (have trainee change into their costume)
- Both trainer and trainee should clock in at wardrobe (when applicable) (trainer should call Monorail 4 to check both themselves and the trainee in before acquiring costumes.
- The Cast Member/trainer park their cars and either rides or walks into TTC Westgate
- Access locker at Westgate (ensure it works) (if not, call wardrobe to inform them, get new locker and/or combination
- Parking I.D./Replacement Process. (Takes approximately 2 weeks before I.D. will activate the Chip 'n Dale parking access gate.)

Westgate Awareness

- Monorail 4 - Checking in and out and clocking in/out
 - Call sick procedure (handout for phone numbers)
 - Overtime procedures (notify T-Base/sign-up sheet)
 - Lost ID, ER's, Paychecks, Schedules

Meet and Greet/Introductions

- Monorail 1
- Monorail 3 & 4
- Monorail Central
- Scheduler
 - Dream Sheet (fill out and return)(located in packet)
 - Schedules (how they read, work week, when they are posted, etc.)
 - Cast Information Sheet (located in packet)
 - RDO Paperwork (ER's, schedule changes, ADO's)
- Time Clock/Military Time - Explain

PLATFORM TRAINING/DAY ONE

- Breakroom/Aramark operating hours
- Training Office (meet Training Coordinator)
- Managers' Office (meet managers on duty)
- Shop Steward: _____ (if more than one, list all please)
- Team Leader/Coach: Tony Tollinchi

- Seven Guest Service Guidelines (discussion)
- The Disney Look (make sure they received a copy of the Disney Look book)
 - Appearance Guidelines
 - Name Tag Placing/Pins on nametag (how many, which ones, where to place)
 - Wings
 - Service Pins
- Disney Quality Standards
 - Safety (located in SOG Book 3, chapter 5)
 - Courtesy
 - Show
 - Efficiency (where to report at start of shift, assignment sheets)
- Hazmat (video and discussion)(sign verification form located in packet)

- Go to designated training room for Disney values and heritage
- Distribute "Welcome Aboard" binder with Department Information/Transportation Guide Book
- Go through information inside the binder

Discuss the three forms of transportation

- Monorails
 - Brief History
 - Fun Facts
- Watercraft
 - Brief History
- Buses
 - Brief History

PLATFORM TRAINING/DAY ONE

Area Tour

- TTC
 - Mall area (explain mouse house)
 - Restrooms
 - Mail boxes, phones
 - Designated smoking areas (Guests/Cast)
 - Bus parking
 - Lost and Found/Kennel
 - Ticket booths (explain where to go for voucher exchange)
 - Taxi stands/Guest pick up/drop off
 - Richard Petty van pick up
 - Walkway to the Polynesian
 - Monorail station (operating signs, stops)
 - Ferryboat landing

Magic Kingdom Resorts

- Resort monorail to the MK resorts
- Polynesian
 - Breakrooms
 - Restaurants
 - Luau cove
 - Kona Kafe
 - Restrooms
 - Merchandise Locations
 - Guest Services
 - Boat Dock
 - Bus Stop
 - Character Dining
- Grand Floridian
 - Breakroom
 - 1900 Park Fare
 - Restaurant
 - Restrooms
 - Merchandise Locations
 - Guest Services
 - Convention Center

PLATFORM TRAINING/DAY ONE

- Boat Dock
- Bus Stop
- Character Dining
- Wedding Pavilion
- Health Spa

- Contemporary
 - Break rooms
 - Restrooms
 - Restaurants
 - Merchandise Locations
 - Guest Services
 - Convention Center (location of church services for Easter & Christmas)
 - Boat Dock
 - Bus Stop
 - Character Dining
 - Elevators

- Phone numbers
- Radio codes/procedures
- Lost children
- Hand signals
- Guest/Cast injury & illness procedures (Book 2 of the OG)
- Lost & Found
- Parks directed exit plans (Book 2 of the OG)
- Drive Training Journal and hold points
- Q & A wrap up

D

PLATFORM TRAINING/DAY ONE

Today we demonstrated:

Make Eye Contact and Smile

By: _____

Greet and Welcome Each and Every Guest

By: _____

Seek Out Guest Contact

By: _____

Provide Immediate Service Recovery

By: _____

Display Appropriate Body Language at All Times

By: _____

Preserve the "Magical" Guest Experience

By: _____

Thank Each and Every Guest

By: _____

Trainer Signature

16 July 2009
Date

Trainee Signature

07/16/09
Date

PLATFORM TRAINING/DAY TWO

Opening Procedures

- Check in with Monorail 4
- Radio(s)/backup radio for train
- Hand pack(s)
- Station keys/train keys for trains in station
- Rotation sheets
- Back up battery
- Walk to ~~base~~ EPCOT
 - Power up procedures
 - Open ~~EPCOT~~ as per SOG
 - Make sure platform is show ready
 - Wipe down railings (including by-pass to Concourse)
 - Push any standing water
 - Make sure signs are in the correct position and correct times posted
 - Report maintenance concerns
- Set up A/C
- MAPO checks/phone checks
- Time permitting, open EPCOT station (extra experience)

Platform Awareness

- Operation loading mode for blow in
 - Front cab placement
 - Greeter
 - Special doors
 - Methods of loading guests
 - Platform positions (Rotate to and work all positions)
 - 6 foot rule and correct side of the gates
 - Cycle times/station times

PLATFORM TRAINING/DAY TWO

- Loading adjustments during break downs
 - When to sell ferryboats
 - When to divert to Resort beam
 - When to deadhead platform

- Location of safety equipment
 - Fire extinguishers
 - Platform evacuation/breakdown procedures
 - Alternate transportation
 - Proper usage of safety equipment

- Storage area for brooms, dustpans, etc.

Train Awareness

- Phone checks, location and procedures for usage
- Fire extinguishers/location and usage
- Door controller
- Hatches
- Special doors
- Back cab, policies and procedures
- Emergency release handles
- Visible and non-visible odors, listing, tilting, etc.

Concourse Awareness

- Meet and greet with central coordinator
- Loading procedures-all positions (greeter, wheelchair gate, front load, etc.)
- Location of fire extinguishers

PLATFORM TRAINING/DAY TWO

Epcot

- Area awareness
 - Break room
 - Rest rooms
 - Guest services
 - Wheelchair/Stroller rentals
 - First Aid
 - Health Services
 - Lost and Found
 - Bus area
 - Epcot resorts
 - International Gateway
 - Friendship boats
- Platform awareness
 - Elevator
 - Load methods
 - Front cab
 - Shotgun
 - Gate
 - Alternate loading/unloading procedures
 - Downtime & safety procedures
 - Demonstrate great guest service
 - Safety Equipment
 - Fire extinguishers
 - Phone
- Load Base
 - Demonstrate great guest service
 - Talk about good show/bad show
 - Go through all the positions at the base station
- Recap and review Q&A

D

PLATFORM TRAINING/DAY TWO

Today we demonstrated:

Make Eye Contact and Smile

By: _____

Greet and Welcome Each and Every Guest

By: _____

Seek Out Guest Contact

By: _____

Provide Immediate Service Recovery

By: _____

Display Appropriate Body Language at All Times

By: _____

Preserve the "Magical" Guest Experience

By: _____

Thank Each and Every Guest

By: _____

Trainer Signature

17 July 2004
Date

Trainee Signature

07/17/04
Date

PLATFORM TRAINING/DAY THREE

[These will be your requirements for the day. Based on the park hours, order of the itinerary is at the trainers' discretion]

Magic Kingdom

- Go to the MK (Experience parade exit time permitting)
- Half your time is at A/C
- Half your time is on the platform for the exit (experience load and unload)
- Magic Kingdom platform awareness
 - Load modes: Express/Resort/Unload
 - Front cab, policies and procedures
 - Greeter
 - Special doors
 - Loading guests (gates and shotgun)
 - Loading/unloading positions (express the importance of teamwork)
 - Demonstrate great guest service
 - Downtime awareness-"selling" Watercraft, Buses or Resort Monorails
- Safety
 - Location of fire extinguishers
 - Evacuation and downtimes (deadheading stations and trains)
 - Alternate transportation
- Mall area
 - Watercraft
 - Green and gold routes
 - Ferryboat dock
 - Buses
 - Information booth
 - Bus stops
- Restrooms (Guest/Cast)
- Cast break room
- Wheelchair/stroller rental & policies
- Security procedures (Guest/Cast)

PLATFORM TRAINING/DAY THREE

- Guest Relations
 - City Hall
 - Lost and Found
 - Lost children and first aid (location and procedures)

- Tunnel tour
 - Mouseketeria/Main Street break room
 - Patio
 - Mouse pad
 - ATM

- Closing procedures
 - Power down procedures per SOG (Book 3)
 - Meet Monorail 3/4 with keys, radios, and kill packs
 - Collect Lost & Found items, turn into T-Base at end of night

Other Requirements

- Must perform all load positions at resorts, base, MK, Epcot and Concourse
- Review radio codes, hand signals, and hold points
- Last drop off from TTC express
- Changing signs at TTC
- Last pickup on Express at MK
- Calling last loaded Resort at MK
- Check out with Monorail 4
- Give Monorail 3 or 4 radios, kill packs, keys, etc.

PLATFORM TRAINING/DAY THREE

Today we demonstrated:

Make Eye Contact and Smile

By: _____

Greet and Welcome Each and Every Guest

By: _____

Seek Out Guest Contact

By: _____

Provide Immediate Service Recovery

By: _____

Display Appropriate Body Language at All Times

By: _____

Preserve the "Magical" Guest Experience

By: _____

Thank Each and Every Guest

By: _____

Trainer Signature

Trainee Signature

14 July 2004
Date

07/19/04
Date

PLATFORM TRAINING/DAY FOUR

Trainee: David Gilmore
(please print)

**REPORT TO COORDINATOR OF TRAINING FOR COMPUTER BASED SOG,
ASSESSMENT AND DISABILITY AWARENESS.**

- Ensure all paperwork is signed before releasing cast member.**
- o **Verification statement**
 - o **Hazcom**
 - o **Disability Awareness (3 forms)**
 - o **Platform checklist (all pages requiring signatures)**
 - o **Sign them into the cast portal and review basic icons**


Trainer Signature

July 18, 2004
Date


Trainee Signature

July 18, 2004
Date

MONORAIL OPERATIONS
LOCAL MONITORING CONTROL UNIT (LMCU)
VERIFICATION STATEMENT

Cast Member's Last Name Gilmore

Cast Member's First Name David

Social Security Number _____ [REDACTED]

I acknowledge that I understand the procedures for operating the new LMCU system in Monorail Operations.

By signing this document, I am stating that I have been trained on the procedures for operating this new system.

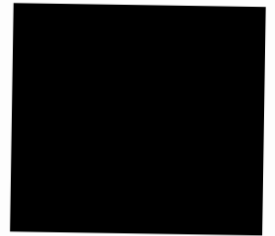
Cast Member [REDACTED] _____ (sign)

Trainer [REDACTED] _____

Date 8-29-04 _____



Magic In
Motion



TRAINEE:	David Gilmore
DRIVE TRAINER:	Jason Bone / Ron Bakes
CHECKOUT TRAINER:	Evelyn F Fox
CHECKOUT # & DATE:	#1 9-12-04

ACTIVITY	OR COMMENT
TRAIN TO/FROM SHOP	
Check items in the front and back cab (circuit breakers, forward/reverse switch, and group lockouts, etc.).	✓
Train not turned on until power received to beam.	✓
Waits for indications to clear before activating monitoring screen.	✓
Repeats radio clearance from shop; then train in run and in forward.	✓
Does "in shop" MAPO check: (Does not engage override yet)	✓
<ul style="list-style-type: none"> • Gives a Cab 1 radio check. 	✓
<ul style="list-style-type: none"> • Gives location of MAPO. (In shop) 	✓
<ul style="list-style-type: none"> • PSI reading for both groups. 	✓
<ul style="list-style-type: none"> • Type of Spiel (Express; Resort; Epcot). 	✓
<ul style="list-style-type: none"> • Status of rear strobe. 	✓
Brings up Beam Contact Display, and proceeds out of shop through the switches at 1-3 mph.	✓
Resets and notifies shop of beam contacts after crossing Switchbeam #3.	✓
Proper power selection (P-1) after crossing over Switchbeam #3.	✓
Test horn while on spurline.	✓
E-Stop used to stop at Northside of Chiller Plant.	✓
Notifies Shop/Switchbeam of 10-20 after stopping at Northside of Chiller Plant.	✓
Proceeds from Chiller Plant after receiving instructions from Shop/Switchbeam. Brings up Beam Contact Display.	✓
Proper speed approaching and crossing Switchbeam #2.	✓
Stops at Pylon #66 so the Monorail is off the switch.	✓
Gives 10-7/10-8 Spiel.	✓
Resets and notifies Central of beam contacts after crossing Switchbeam #2	✓
Repeats and understands radio instructions from Monorail Central.	✓
If instructed to proceed Normal Visual Operation, completes stop inside Magic Kingdom and opens cab door(s) before proceeding	✓
Upon reaching Monorail Base, completes door unsafe checks and cycles doors on both sides of train.	✓
Completes intercom phone and P/A checks. Notifies Central of status.	✓

MAPO CHECK	
Spies to Guests while loading. (When applicable)	N/A
Ensure all guests are seated for MAPO checks. (When applicable)	N/A
Stopped at hold point, Driver repeats and understands radio instructions to perform a MAPO check.	✓
Proceeds using proper power selection P-1/2) and proper speed (15-20 mph).	✓
Replies warning alarm. Promptly puts MCU in B-4.	✓
Notifies Monorail Central giving:	✓
• PSI reading for both groups.	✓
• 10-20 of MAPO.	✓
• 10-20 of Amber.	✓
• Status of Cab 1/6 Audio.	✓
• Type of Spiel (Express; Resort; Epcot).	✓
• Status of rear strobe of train ahead.	✓
Repeats and understands radio instructions from Monorail Central.	✓
Proceeds with proper visual clearance. (Waits for MAPO to clear before proceeding).	✓

MAINTENANCE CHECK	
Waits for, repeats and understands radio instructions from Monorail Maintenance.	✓
Waits for dispatch before proceeding.	✓
Leaves or enters station at walking speed (1-3 mph).	✓
Spies to the Guests, informing them of the situation. (When applicable)	✓
When advised by Maintenance, stops the Monorail promptly in B-4 and engages E-STOP per maintenance instructions. Notifies maintenance when E-STOP is engaged.	✓
Waits for radio instructions from Monorail Central/Maintenance. Understands and repeats them.	✓
Dis-engages E-STOP and proceeds on Monorail Central or Monorail Maintenance instructions.	✓

DOOR ALERT	
Spiels to Guests to stand clear of all doors. (When applicable)	✓
Notifies Monorail Central giving:	✓
<ul style="list-style-type: none"> • the monitoring image and heading. • side the upper display alert indication is on. • 10-20 and which beam operating on. 	✓ ✓ ✓ @ 36 ft ✓ ✓
Makes visuals on doors and hatches --	✓
A. Cannot make visuals	✓
<ul style="list-style-type: none"> • notifies Monorail Central about door status. • with Monorail Central's instructions, proceeds using Door Bypass at the proper speed. • mirror observation to verify when the Monorail is on the straight-a-way. • Once on the straight-a-way, stops train and notifies Monorail Central status of the doors and hatches. 	✓ ✓ ✓ ✓
B. Can make visuals	✓
<ul style="list-style-type: none"> • notifies Monorail Central of doors and hatches. • proceeds using Door Bypass with Monorail Central's instructions. • makes visuals (top and both sides of Monorail) while entering. 	✓ ✓ ✓
Enters station at no more than 3 mph.	✓
After completed stop, resets doors and notifies Monorail Central when Door Alert clears.	✓

BUMPED FROM OR INTO A MONORAIL	
Received/Gives	✓ ✓
<ul style="list-style-type: none"> • Color of the Monorail in front. • Number of Monorails operating on the beam. • Spiel status. • Any unusual train and/or beam problems. • Any items highlighted in the Daily Log. 	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓

KEY OFF/ON OR CAB OPERATOR RESET

Ensures all doors are closed.	✓
Speels to Guests.	✓
Turns the key off/on switch to the OFF position or presses the cab operator circuit breaker reset button to the OFF position (DOWN).	✓
Waits at least 45 seconds.	✓
Turns key off/on switch to the ON position or pushes the cab operator circuit breaker to the ON position (UP).	✓
Waits for all indications to reset before activating the daily log.	✓
Activates monitoring screen and ensures that all indications have reset.	✓
Performs cab 1/6 radio check with Monorail Central (with key off/on).	✓
Advises Monorail Central of status of train and indications.	✓
Proceeds with proper instructions from Monorail Central or Maintenance.	✓

Performs Reverse MAPO check:	
• Ensures all doors are closed.	✓
• Waits for instructions from Monorail Central.	✓
• Places forward/reverse switch in the Reverse position.	✓
• Waits for MAPO to engage.	✓
• Notifies Monorail Central of status of MBS.	✓
• Waits for further instructions and proceeds accordingly.	✓

EXPRESS BB/M

Departing the Transportation and Ticket Center:	✓
• Proper Run/Stop Switch use.	✓
• Mirror observation.	✓
• Proper power selection.	✓
• Checks operator breaker panels and Control Console.	✓
Plays welcome aboard spiel.	✓
Knowledge of color and 10-20 of the Monorail in front.	✓
Knows hold points and clearance procedures.	✓
Plays 2 nd segment of spiel.	✓
Plays 3 rd segment of spiel.	✓
Can make a visual on Monorail at the MAGIC KINGDOM Station.	✓
Knows hold points and clearance procedures.	✓
Plays 4 th segment of spiel.	✓
Approaching the MAGIC KINGDOM Station:	✓
• Proper Entry Speed.	✓
• Smoothness and Alignment of Stop.	✓
Station procedures. Plays unloading spiel.	✓
Departing the MAGIC KINGDOM Station:	✓
• Proper Run/Stop Switch use.	✓
• Mirror observation.	✓
• Proper power selection.	✓
• Checks operator breaker panels and Control Console.	✓
Plays welcome aboard spiel.	✓
Knowledge of 10-20 of Monorail in front.	✓
Knows hold points and clearance procedures.	✓
Proper speed through the Grand Floridian.	✓
Plays 2 nd segment of spiel.	✓
Proper speed and visuals around curve.	✓
Plays 3 rd segment of spiel.	✓
Proper speed through the Polynesian.	✓
Plays 4 th segment of spiel.	✓
Knows hold points and clearance procedures.	✓
Approaching the Transportation and Ticket Center:	✓
• Proper Entry Speed.	✓
• Smoothness and Alignment of Stop.	✓
Station procedures. Plays unloading spiel.	✓
Total OVERSPEED Stops.	0

RESORT BEAM

Departing Transportation and Ticket Center:	✓
• Proper Run/Stop switch use.	✓
• Checks operator breaker panels and Control Console.	✓
• Mirror observation.	✓
• Proper power selection.	✓
Plays welcome aboard spiel.	✓
Knowledge of color and 10-20 of Monorail in front.	✓
Plays 2 nd segment of spiel (We are now stopping at Disney's Polynesian Resort...).	✓
Knows hold points and clearance procedures.	✓
Approaching the Polynesian Resort:	✓
• Proper entry speed.	✓
• Smoothness and Alignment of Stop.	✓
Station Procedures. Plays unloading spiel.	✓
Departing the Polynesian Resort:	✓
• Proper Run/Stop Switch use.	✓
• Mirror observation.	✓
• Proper power selection.	✓
• Checks operator breaker panels and Control Console.	✓
Plays welcome aboard spiel.	✓
Makes visuals around curve.	✓
Knows hold points and clearance procedures.	✓
Visual on Monorail at Grand Floridian station and determination of clearance.	✓
Plays "Now stopping at Disney's Grand Floridian" spiel.	✓
Approaching Grand Floridian:	✓
• Proper Entry Speed.	✓
• Smoothness and Alignment of Stop.	✓
Station procedures. Plays unloading spiel.	✓
Departing the Grand Floridian:	✓
• Proper Run/Stop Switch use.	✓
• Mirror observation.	✓
• Proper power selection.	✓
• Checks operator breaker panels and Control Console.	✓
Plays welcome aboard spiel.	✓
Visuals on Monorail at MAGIC KINGDOM station and determination of clearance.	✓
Knows hold points and clearance procedures.	✓
Plays "approaching MAGIC KINGDOM" spiel.	✓

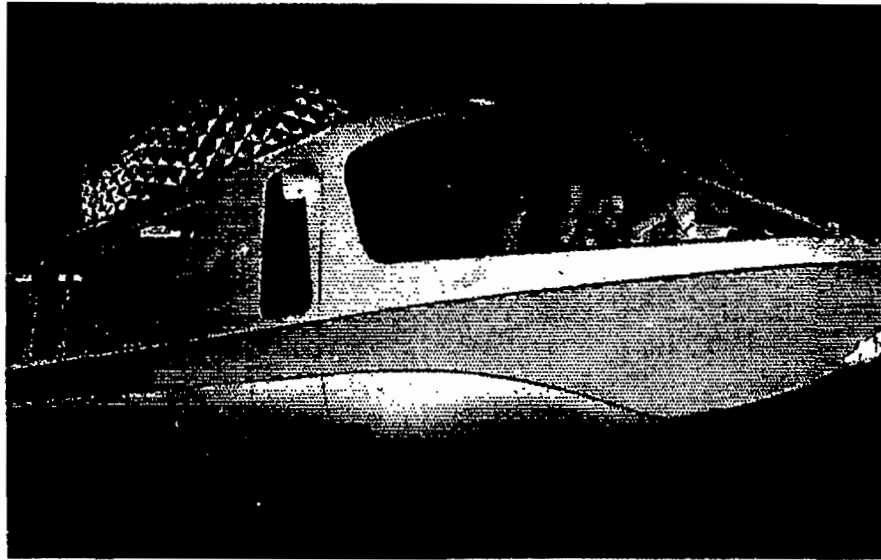
RESORT BEAM

Approaching the MAGIC KINGDOM Station:	✓
• Proper Entry Speed.	✓
• Smoothness and Alignment of Stop.	✓
Station procedures. Plays unloading spiel.	✓
Departing the MAGIC KINGDOM Station:	✓
• Proper Run/Stop Switch use.	✓
• Mirror observation.	✓
• Proper power selection.	✓
• Checks operator breaker panels and Control Console.	✓
Plays welcome aboard spiel.	✓
Plays "Approaching Contemporary" spiel.	✓
Approaching the Contemporary Resort:	✓
• Proper Entry Speed.	✓
• Smoothness and Alignment of Stop.	✓
Station procedures. Plays unloading spiel.	✓
Departing the Contemporary Resort:	✓
• Proper Run/Stop Switch use.	✓
• Mirror observation.	✓
• Proper power selection.	✓
• Checks operator breaker panels and Control Console.	✓
Plays welcome aboard spiel.	✓
Knows hold points and clearance procedures.	✓
Plays "Approaching TTC" spiel.	✓
Approaching the Transportation and Ticket Center:	✓
• Proper Entry Speed.	✓
• Smoothness and Alignment Stop.	✓
Station procedures. Plays unloading spiel.	✓
Total OVERSPEED Stops.	0

EPCOT BEAM

Departing the Transportation and Ticket Center:	✓
• Proper Run/Stop Switch use.	✓
• Mirror observation.	✓
• Proper power selection.	✓
• Checks operator breaker panels and Control Console.	✓
Plays welcome aboard spiel.	✓
Knowledge of color and 10-20 of the Monorail in front.	✓
Proper speed across Switchbeam #9.	✓
Plays 2 nd segment of spiel.	✓
Proper speed during all speed zones.	✓
Plays 3 rd segment of spiel.	✓
Plays 4 th segment of spiel.	✓
Knowledge of 10-20 of Monorail in front.	✓
Knows hold points and clearance procedures.	✓
Plays 5 th and 6 th segments of spiel.	✓
Approaching the Epcot Station:	✓
• Proper Entry Speed.	✓
• Smoothness and Alignment of Stop.	✓
Station procedures. Plays unloading spiel.	✓
Departing the Epcot Station:	✓
• Proper Run/Stop Switch use.	✓
• Mirror observation.	✓
• Proper power selection.	✓
• Checks operator breaker panels and Control Console.	✓
Plays welcome aboard spiel.	✓
Proceeds at proper speeds through all speed zone changes.	✓
Plays 2 nd segment of spiel.	✓
Knows hold points and clearance procedures.	✓
Knowledge of 10-20 of the Monorail in front.	✓
Plays 3 rd segment of spiel.	✓
Plays 4 th segment of spiel.	✓
Approaching the Transportation and Ticket Center:	✓
• Proper Entry Speed.	✓
• Smoothness and Alignment of Stop.	✓
Station procedures. Plays unloading spiel.	✓
Total OVERSPEED Stops.	0

Disney Transport



MONORAIL OPERATIONS DRIVE TRAINING

- Place a checkmark in each box after completing the item.
- When the form is complete, both Trainer and Trainee need to review the list.
- If both agree that all items have been covered, Trainer and Trainee need to sign and date the form.
- Trainee should keep this form with them during training.

Trainer: Jason Boe
PER # _____

Trainee: David Gilmore
Dates: 8-29

DRIVE TRAINING/DAY ONE

(mid)

DAY ONE IS PRIMARILY DEVOTED TO FAMILIARIZATION AND DRIVING THE TRAIN.

Introduction

Trainer/Trainee will be in the designated training room going over these procedures using the magnetic board with magnetic hold points.

General Driving Responsibilities

4 driving priorities

- Drive the train
- Listen and talk on radio
- Spiel to Guests in the Train
- Talk to Guests in cab

Hold Point procedures

Review radio codes, radio etiquette and back up radio procedures

Console familiarization

Abbreviations using flash cards

Drive Epcot

Demonstrate great guest service

Speed zones

Spiels

MCU operation

Landmarks

Three forms of dispatch

Primary and secondary hold points

Bumping in and out of a train

DRIVE TRAINING/DAY ONE

Training room for review:

- Hold Points using magnetic boards
- Mock monitoring screen familiarization/LMCU - Monorail Yellow
- Sign New LMCU verification sheet
- Cycle times
- Station times
- Beacon lights
- Strobe lights
- Abbreviations using flash cards

Drive as per trainers' discretion

- Express
- Resort
- Epcot

Review and prepare for the next day

- How to bring a train in/out of shop
- Switching procedures and corresponding radio transmissions
- Work with trainee on radio transmissions

DRIVE TRAINING/DAY ONE
Guest Service Guidelines

Today we demonstrated:

Make Eye Contact and Smile

By: David

Greet and Welcome Each and Every Guest

By: David

Seek Out Guest Contact

By: David

Provide Immediate Service Recovery

By: N/A

Display Appropriate Body Language at All Times

By: David

Preserve the "Magical" Guest Experience

By: David

Thank Each and Every Guest

By: David


Trainer Signature

Date


Trainee Signature

Date

DRIVE TRAINING/DAY TWO

(closing)

Introduction to Day Two (designated training room; posters, magnetic boards)

- Train control system
- MAPO system
- Breaker panel and Allison system
- Beacon light/strobe light
- Abbreviations
- VØBC
- CMPAS/DPAS
- MCU/Deadman
- E-Stops/Full Service Stops
- Bypass/Override Switches
 - MAPO
 - Door
 - High Voltage
 - Train Control
- Malfunction Indicators
 - Power System-conserving power
 - 600 VDC
 - Propulsion
 - Train Control
 - MR Line-conserving air
 - Brake
- Radio codes and radio etiquette

Switching Procedures

- In shop MAPO checks
- Beam contacts
- Chiller plant
- Switch beam 3
- Radio procedures for switching that will be done later
 - Review 10-7, 10-8 spiels
- Speed Zones
- Hold points
- Hand signals

Drive (Trainers' discretion)

- Epcot, Express, Resort
 - If on Epcot, explain significance of pylon 27
 - Door alert
 - Maintenance check
 - Key off/on
 - Cab operator reset (Trainers' discretion and time permitting)
 - Wheel well checks
 - Towing procedures
 - Demonstrate great Guest service

- TO/FROM Shop
 - Take train in/out of shop
 - Phone checks
 - P/A checks

Review day/nighttime switching procedures and radio transmissions

Train to/from shop shutting down/powering up in a station

[Depending on closing hours, you will be able to take at least two trains to shop during closing shifts. You will need to cooperate with Monorail 3 and Monorail Central.]

Power up/down in shop

If closing, meet Monorail 3 downstairs, review what you did during the night

DRIVE TRAINING/DAY TWO

Guest Service Guidelines

Today we demonstrated:

Make Eye Contact and Smile

By: David

Greet and Welcome Each and Every Guest

By: David

Seek Out Guest Contact

By: David

Provide Immediate Service Recovery

By: N/A

Display Appropriate Body Language at All Times

By: David

Preserve the "Magical" Guest Experience

By: David

Thank Each and Every Guest

By: David



Trainer Signature

Date



Trainee Signature

Date

DRIVE TRAINING/DAY THREE

(closing)

[By this day, the Trainee should welcome Guests into the front cab to ensure the trainee is used to having Guests there.]

Review the Day Ahead

- Go over switching procedures
- Review all train systems
 - VØBC
 - Malfunctions
 - MAPO systems
 - Speed Control System
- Alison
 - System normal
 - Communication failure
 - Trouble
 - Pre-alarm
 - Alarm
- Monitoring Screen
 - MFK Keys/Functions
 - Group A, B, mode columns
 - T.I.M.
 - Bar Graph Functions
 - Alert warning images
- What NEVER to do
 - Stopping ON a switchbeam
 - Blowing the horn in the Contemporary (unless there is an extreme emergency)
 - Allowing someone else to drive your train
 - Moving your train after receiving a red MAPO without notifying central
 - putting train in stop or reverse on the open beamway except when completing your stop inside a station
 - engaging any bypass or override switch without proper authorization

- north/south end drop offs or pickups
- E-stops
- Review abbreviations
- Train out of shop
- Drive
- Epcot, Exterior, Lagoon
 - Door alert
 - If on Epcot, have central start to give a little radio asking only a few questions
 - Try to take a train from Exterior to Epcot
 - Go over speed zones and hold points on the beams that you drive
 - Demonstrate great Guest service
- Train to/from shop
 - Exterior, Lagoon, Epcot to/from shop. Again you will need to have the cooperation of Monorail 3 and/or Monorail Central to do this.
 - Opening/Closing procedures
 - Deadheading/switching ends
 - Powering up/down in shop
 - When closing Meet Monorail 3 downstairs
 - Go to T-base and demonstrate the correct way to turn in their keys and back up radio from the train.

DRIVE TRAINING/DAY THREE

Guest Service Guidelines

Today we demonstrated:

Make Eye Contact and Smile

By: David

Greet and Welcome Each and Every Guest

By: David

Seek Out Guest Contact

By: David

Provide Immediate Service Recovery

By: N/A

Display Appropriate Body Language at All Times

By: David

Preserve the "Magical" Guest Experience

By: David

Thank Each and Every Guest

By: David



Trainer Signature



Trainee Signature

Date

Date

DRIVE TRAINING/DAY FOUR

(mid)

SOG DAY

- This day will consist of being in a room with the Coordinator of Training. Trainee will utilize computer based training and will be taking the online assessments.

Read all the chapters and take all the assessments. COT will be available for questions.

Trainee will go through the Central radio computer based training. Go through the program and listen to and recite the different radio procedures.

- Train to and from shop
- Door alerts
- Radio codes
- Train malfunctions

[Redacted Signature]

Trainer Signature

9-11-04

Date

[Redacted Signature]

Trainee Signature

9-11-04

Date

DRIVE TRAINING/DAY FIVE

(open)

- Trains in/out of shop (you should be able to get 2 to 3 trains)
- While waiting to take your train in/out, talk about the switching procedures that you will be doing this day
- Starting up/shutting down train in a station
- Mapo Checks
 - In Shop
 - Main line
 - Forward/Reverse
- Drive
 - Express
 - Show where to do north/south end drop off and pick ups
 - Remind trainee about speed through the Contemporary during rain
 - Review station times, hold points and cycle times
 - Review landmarks (145,66)
- Resort
 - Review station times, cycle times and hold points
- Epcot
 - Review landmarks
 - Review station times, cycle times, and hold points
- Demonstrate great Guest service
- Door alert
- Maintenance checks
- Key off/on
- Cab operator reset
 - Have Monorail Central give the trainee practice radio calls on Epcot. Radio traffic should be pertinent to training.

DRIVE TRAINING/DAY FIVE

Review the day

- Go over hold points using magnetic boards
- Primary and secondary hold points
- Switching procedures AM/PM
- Radio etiquette
- Seven Guest service guidelines (QUIZ)
- Abbreviations
- Appearance guidelines (QUIZ)

DRIVE TRAINING/DAY FIVE
Guest Service Guidelines

Today we demonstrated:

Make Eye Contact and Smile

By: David

Greet and Welcome Each and Every Guest

By: David

Seek Out Guest Contact

By: David

Provide Immediate Service Recovery

By: David N/A

Display Appropriate Body Language at All Times

By: David

Preserve the "Magical" Guest Experience

By: David

Thank Each and Every Guest

By: David



Trainer Signature



Trainee Signature

Date

Date

DRIVE TRAINING/DAY SIX

(open)

This is your last day. This day is for review, evacuation procedures and driving.

- Door alerts (all three beams if possible)
- Maintenance checks
- Cab operator resort
- Key off/on
- Hold Points with magnetic board
- Demonstrate great Guest service

EVACUATION TRAINING [Trainer needs to be with trainee].

<u>Trainer</u>	<u>Trainee</u>	<u>Items in cars</u>
<u>RB</u>	<u>DG</u>	Roof Hatch - Show how to open cover, remove pins, and explain operation of hatch.
<u>RB</u>	<u>DG</u>	Zipper window - Show location of and how to remove.
<u>RB</u>	<u>DG</u>	Exterior Door E Handles - Show location of and how to operate.
<u>RB</u>	<u>DG</u>	Vent Windows - Show location of and how to operate.
<u>RB</u>	<u>DG</u>	Foot Step Box - Location of, contents, how to operate
<u>RB</u>	<u>DG</u>	Fire Extinguisher
<u>RB</u>	<u>DG</u>	Intercom Phone
<u>Trainer</u>	<u>Trainee</u>	<u>Operator's Cab</u>
<u>RB</u>	<u>DG</u>	Roof Hatch - Show how to remove cover and explain hatch operation.
<u>RB</u>	<u>DG</u>	Evacuation Packet - Location of and contents.
<u>RB</u>	<u>DG</u>	Glow Sticks
<u>RB</u>	<u>DG</u>	Grease Pencil
<u>RB</u>	<u>DG</u>	Spiel Cards
<u>RB</u>	<u>DG</u>	Paper
<u>RB</u>	<u>DG</u>	Pen
<u>RB</u>	<u>DG</u>	Ladder - location of and how to set up appropriately.
<u>RB</u>	<u>DG</u>	Fire Extinguisher - Location of and how to operate.
<u>RB</u>	<u>DG</u>	Ball and Rope - Location of and how to use.
<u>RB</u>	<u>DG</u>	Back Up Radio - Location of and proper usage.

DRIVE TRAINING/DAY SIX
Guest Service Guidelines

Today we demonstrated:

Make Eye Contact and Smile

By: LOADING FRONT CAB ALL 3 BEAMS

Greet and Welcome Each and Every Guest

By: " " " " " "

Seek Out Guest Contact

By: " " " " " "

Provide Immediate Service Recovery

By: RETURN ARTICLE LEFT IN FRONT CAB

Display Appropriate Body Language at All Times

By: DEALING WITH GUEST IN ALL PHASES
OF DAY TO DAY OPERATION.

Preserve the "Magical" Guest Experience

By: ASSISTING GUEST TO DESIRED LOCATION
HELPING A SPECIAL FROM RESORT TO EDINCOURSE
STATION

Thank Each and Every Guest

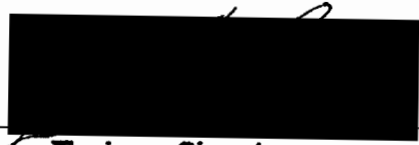
By: UNLOADING FRONT CAB EACH STATION



Trainer Signature

9-11-04

Date



Trainee Signature

9-11-04

Date

DRIVING CHECKOUT DAY/DAY SEVEN

(4 Hour Day)

Day Seven will be the trainees' checkout day with the Coordinator of Training. When the trainee passes the computer assessment 100%, they will then go on to the practical driving exam.

TRAINING ITINERARY

Trainer RON BATES
 Trainee DAVID GILMORE

Date 9-11-04

CHECK APPROPRIATE TRAINING INFORMATION

PLATFORM Day of Training - 01 02 03 Checkout Extra _____

DRIVE Day of Training - 01 02 03 04 05 06 07 Checkout Extra _____

Time	Location	Activity	Notes to Central
5:45 / 7:00	SHOP	TRAIN FROM SHOP TO RESORT	
7:00 / 8:30	SHOP	TRAIN FROM SHOP TO EXPRESS	
8:30 / 9:30	TR OFFICE	REVIEW	
9:30 / 11:00	EPCOT	DRIVE	
11:00 / 11:30	T BASE	LUNCH	
11:30 / 13:00	RESORT	DRIVE	
13:00 / 14:00	EXPRESS	DRIVE	
14:00 / 14:15	TR OFFICE	CHECK OUT	

Trainer's Notes to Management:

2-TRAINS FROM SHOP, 3-MAP CHKS, 2-REVERSE CHKS, 1-DOOR ALERT, 1-MAINTENANCE CHK, 1-CAB OPERATOR RESET, 1-RED STATION LIGHT, SEVERAL AMBERS

Central Coordinator Observations:

SUBJECT TO CHANGE

Time the Trainer:

Checked In 5:45

Checked Out 14:15

RETURN TO THE TRAINING COORDINATOR'S IN BOX



TRAINING ITINERARY

Trainer Jason Bone Date 8-29-04
 Trainee David Gilmore

CHECK APPROPRIATE TRAINING INFORMATION

PLATFORM Day of Training - 01 02 03 Checkout Extra _____

DRIVE Day of Training - 01 02 03 04 05 06 07 Checkout Extra _____

Time	Location	Activity	Notes to Central
0900-1030	TTC	Drive Line	
1030-1200	Expo	Drive Yellow	
1200-1230	TTC	Lunch	
1230-1400	TTC	Overview	

Trainer's Notes to Management:

No problems, Good w/ Radio & spiels

Central Coordinator Observations:

Time the Trainer: _____ Checked In _____ Checked Out _____

RETURN TO THE TRAINING COORDINATOR'S IN BOX

