



Appleberry Orchard Job Description

Position: Barrel Train Operator

Why this job is important:

The Barrel Train is a ride for young children and pulled by a small tractor. Children love the ride, but it has to be operated in a safe and controlled manner.

Minimum Level of Service Requirements:

- Must smile and greet customers.
- Must know how to drive a tractor.
- Must check for wristbands to allow rides.
- Must perform safety check before each shift and periodically throughout the day. See safety checklist for more information.
- Must memorize the route. NO deviations from the route.
- Must direct riders to their seats before driving.
- Must look back at the riders for a visual check before driving and frequently throughout the ride.
- Must tell riders safety rules.
- Must check barrels for garbage throughout the day.
- Must report any safety, tractor or barrel issue to management.

What makes employee performance great at this job?

- Those that make such a great impression and are so helpful that customers tell ME about YOU.
- Engaging with the guests, especially the kids; being silly with the riders to make the ride funnier!

Key scripts for employee to use with guests:

"Did you have a fun ride?"

"Which animal is your favorite?"

"Don't forget to check out the animals in the petting farm too!"

"Get a refreshing apple cider slush at the snack shack."

"Come on back for another ride if you'd like."