

## Sleeping Car Porters Role Cards

### Passengers (3 per group)

- You are taking an overnight train ride to visit your family.
  - Regularly ask the porter for anything you need to make your trip comfortable and enjoyable (serve food, fluff pillows, clean up, make beds, shine shoes).
  - Address porters only as "George."
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### Porters (2 per group)

- You must take care of your passengers and ensure that they have a safe, comfortable and pleasant train ride (serve food, fluff pillows, clean up make beds).
  - Respond to passengers with "Yes, ma'am/sir" or "No, ma'am/sir."
  - Try to take a 5-minute break.
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### Conductor/ Supervisor (1 per group)

- Ensure porters are always working - instruct them to check on passengers, fill the towels, bag laundry, shine shoes, etc.
- Don't allow porters to take a break