

MELBOURNE AND METROPOLITAN TRAMWAYS BOARD

QUESTIONS THAT COULD BE ASKED AT THE FINAL EXAMINATION.

- Q.1. What do passengers want from the Board and its employees?
A. A safe ride, good service and politeness.
- Q.2. How should a Conductor report for work?
A. Sober, dressed in a clean tidy uniform with black shoes or boots.
- Q.3. When you start work, what is the first thing you do?
A. Sign your name on the "Sign On" sheet.
- Q.4. When you get your outfit of tickets what do you do?
A. Check that it is the correct outfit number, correct letter ("A" or "B") and that the first numbers of the tickets are the same as the numbers on the Weekly Record Form.
- Q.5. What is the most important thing you must do for your passengers?
A. See that they travel safely and that there is no chance of an accident.
- Q.6. What is the other important part of your job?
A. To take a fare from each passenger and give a ticket, correctly punched, to cover the ride.
- Q.7. What are the correct bell/buzzer signals from Conductor to Driver?
A. ONE BELL Stop at next stop
TWO BELLS Go Ahead
ONE BELL - PAUSE - ONE BELL - make service stop at once
THREE BELLS - Stop at once (Emergency Stop - danger).
- Q.8. If a passenger tries to get on or off a moving tram what do you do?
A. Warn them of the danger by saying "wait until tram stops please".
- Q.9. Where traffic lights are working, what do you do before ringing the bell/buzzer?
A. Make sure that passengers are safely on or off the tram and that the traffic lights are green.
- Q.10. If there is an Accident or Breakdown, who do you tell first?
A. Radio Centre.
- Q.11. If there is an accident, what do you try to get?
A. The names and addresses of witnesses, and where they were in the tram or bus or on the road.
- Q.12. Which destination signs and route number signs do you change at the terminus?
A. The ones at the back of the tram coming into the terminus.

QUESTIONS THAT COULD BE ASKED AT THE FINAL EXAMINATION (Continued)

- Q.13. What position should the centre weather blind on the boarding side be in for passenger comfort?
A. Down in bad weather, up in good or how passenger want it.
- Q.14. When can you have the off-side barriers of a tram up?
A. Only at a terminus.
- Q.15. While you are walking through the tram or bus taking fares, what must you do?
A. Say loudly and clearly "Fares Please" many times.
- Q.16. What do you do when a passenger has got on the tram or bus?
A. Go up and ask him for his fare.
- Q.17. Before giving a ticket (except a "City Ticket") to a passenger, what do you do?
A. Punch the ticket in the correct section number in the direction of travel ("IN or "OUT").
- Q.18. When a passenger pays for his ticket and needs change, how would you hand it to him?
A. Give the passenger the ticket and change at the same time.
- Q.19. While waiting to start a trip at a terminus, what do you do?
A. Start taking fares.
- Q.20. What fares do you charge for one adult with two or more children under four years of age?
A. One full fare - all children under four ride free.
- Q.21. If a passenger gives you a machine ticket what do you do?
A. Check the ticket for correct code number, direction of travel, cancel by punching and return it to the passenger.
- Q.22. State days and times when Scholars Concession Tickets can be used?
(1) Monday to Friday
(2) Saturday
A. (1) Monday to Friday
To School: - From First tram to trams boarded before 6.30 p.m.
From School: - From First tram to trams boarded before 10.30 p.m.
(2) Saturday
From First tram to trams boarded before 1.15 p.m.
- SCHOLARS CARDS CANNOT BE USED ON SUNDAYS
- Q.23. Can someone with a Scholars Card use it to travel on a Public Holiday if his school is open?
A. Yes.
- Q.24. Can someone who has a Scholars Concession Card keep his seat while a paying passenger is standing?
A. No.

QUESTIONS THAT COULD BE ASKED AT THE FINAL EXAMINATION (Continued)..

- Q.25. When can childrens prams and pushers be carried?
A. Monday to Friday from 9.00 a.m. to 4.00 p.m.
and from 6.00 p.m. to last car.
Saturday, Sunday and Public Holidays - ALL DAY
- Q.26. If you find an article that a passenger has left behind on the tram what do you do?
A. Fill in a Lost Property Tag and give the article and tag to the Revenue Clerk before signing off.
- Q.27. If a person asks about Lost Property, where would you tell him to go?
A. To the home Depot of the tram that the property was left on.
- Q.28. What fare would you charge a woman holding a Visiting Sister's fare Concession Certificate?
A. One Child's fare.
- Q.29. What fare would you charge for a parcel of newspapers addressed to a Newsagent?
A. A full fare for each parcel.
- Q.30. What do you do if a parcel of newspapers is put on your tram with the fare paid by Pre-paid Fare Stamps?
A. See that stamps are the correct amount for the trip and cancel them.
- Q.31. If a passenger disagrees or argues about his change money, what do you do?
A. Ask for his name and address and tell him that Head Office will write to him. You must also fill out a Special Day Report telling what happened and hand it to the Depot Master before you "Sign Off".
- Q.32. If a passenger cannot pay a fare what do you do?
A. Give the passenger an "Unpaid Fare" card to fill in.
- Q.33. When an Assistant Conductor gets on your tram what do you do?
A. You move to the back half of the tram and collect fares. The Assistant collects fares in the front half of the tram.
- Q.34. If a passenger wants to pay you for a fare that he owes from another tram ride, what do you do?
A. Take "Unpaid Fare" card and fare from passenger and give him a ticket Unpaid Fare card to be handed to Depot Master.
- Q.35. If you make a mistake while you are giving a ticket, what do you do?
A. Take back the ticket and give passenger correct ticket and change. Write on the front of the wrong ticket, the time, the day's date and the route number. Give it to the Depot Starter or Inspector to sign, then ask for a refund on a form that the Revenue Office will give you.

QUESTIONS THAT COULD BE ASKED AT THE FINAL EXAMINATION (Continued)..

- Q.36. Which people in uniform do you let travel without paying a fare?
A. Policemen, Policewomen, Police Cadets, Police Silver Bandsmen,
Police Pipe Bandsmen, Shrine Guards, Tramway Employees.
- Q.37. If you have been off sick and you are ready to come back to work,
what do you do?
A. Ring the Depot by 11.00 a.m. the day before you want to come back.
If you want to come back on Sunday or Monday ring the Depot
by 4.00 p.m. Friday.

NOTE: All trainees must report to the Hawthorn Training Centre at 8.00 a.m.
on the day of the Final Examination and bring all books and
Question/Answer Sheets.

TRAINEES TO BE IN FULL UNIFORM