

M ET TRAM

CSE NEWSLETTER

March 1995

It has been suggested that a Newsletter be issued periodically to keep all CSEs informed on the latest developments in the role of Customer Service Employee.

Since I was appointed Project Officer in January, I have met most of you either in meetings or on the road. Most of you from the first group have seen me quite frequently.

My role is to co-ordinate the development of the position and oversee its effectiveness in the field. It is not a permanent position and once CSEs are fully established in each depot it is envisaged that the Managers and the CSEs in each Depot will be fully responsible for the development and deployment of their CSEs.

My first task has been to ensure that the first group of you is fully trained, especially in revenue duties, so that you can be fully utilised to the best advantage and can progress to CSEs 1/3. This progression will follow an assessment of each individual's performance in all tasks. As part of this process, seven of the first group have already been working with Met Trains CSEs to continue their training in revenue duties. The CSE position is the same in Met Tram and Met Trains and our CSEs are also gaining valuable experience in working across modes.

As soon as the first group of you are fully trained, I will be arranging to move the second group off the City Circle so that this group can also progress to CSE 1/3 through further training. It may be possible for those of you who wish to remain on the Circle to do so. At present there is no information available as to how long CSEs will be required on the City Circle.

On 28 February I attended a meeting with Steve Vosti, Lou DiGregorio, Peter Parkinson (from the P.T.U), Moira McDonald and John Roussis. A number of concerns were raised and these are being addressed. It was agreed to meet regularly to enable the issues concerning you to be discussed and resolved where necessary. The next meeting will be on Wednesday, 15 March and Moira and John will attend.

I have attended meetings with representatives of the Australian Services Union and will be attending a meeting of Operations Officers on Friday, 17 March to explain your role and, in particular, how your role is different from theirs although at times there may be some overlap in duties.

The World Police and Fire Games were held last week, as you would all be aware. This was the first time they had been held outside North America. From our perspective, they were an outstanding success. CSEs staffed Information Booths at the City Square and at the Hilton Hotel. The value of tickets sold by CSEs at the Hilton was \$75,000. Met Tram CSEs worked alongside Met Trains CSEs at the Hilton which helped strengthen the ties between each group.

Both Booths were a great success, thanks to the hard work of our CSEs. Our Chief Executive, Mr Ian Dobbs, visited the Booths and was most impressed. The value of Information Booths to Met Tram is well recognised and although the one at Elizabeth Street terminus is awaiting modifications, it has already proved very successful and from my observation the approach of the CSEs on duty is very professional.

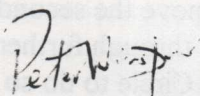
Customer Service Employee business cards have been printed for Essendon, Glenhuntly and South Melbourne Depots. It is envisaged that each of you would carry a few to be used where further contact may be necessary from the customer, for example where a problem cannot be resolved by you at the time.

Some of you have lost or broken your name tags. Could you let me know in writing, so that I can arrange replacements.

Those of you who are not working on the City Circle have all undergone training in Revenue Monitoring. I asked the Operations Officers who take you out to show you how to fill out a Daily Report. One should be filled out every day you work and should indicate the duties you undertook for the day. I need to be able to compile records of the activities undertaken by CSEs and a Daily Report sheet is a very good way to do this. I can then report that CSEs checked a certain number of trams, staffed Information Booths, assisted at delays to the service, etc.

If you have any queries or problems, please do not hesitate to contact me. My telephone number is 619 2767.

I will be on leave from Friday, 17 March for three weeks. During this time Allan Rees will answer any queries you may have.



PETER WINSPUR
PROJECT OFFICER CSEs