

MELBOURNE AND METROPOLITAN TRAMWAYS BOARD



NEW EMPLOYEES

**TRAINING of
and FOLLOW-UP**

For the information of

DEPOT MASTERS

REVENUE OFFICERS

TRAFFIC OFFICERS

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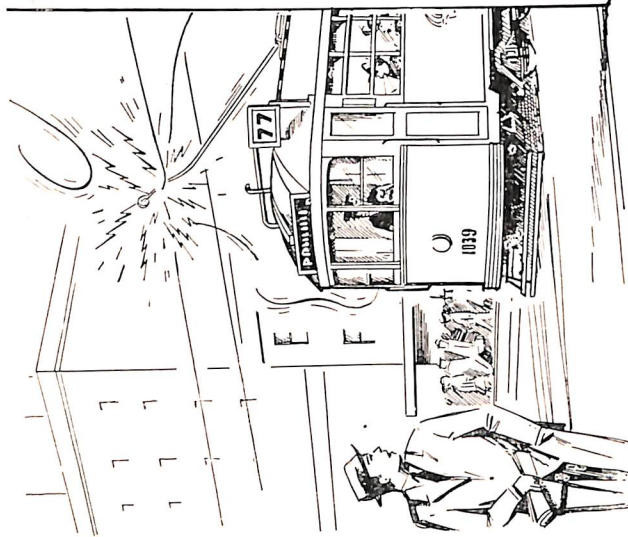
For the information of

DEPOT MASTERS

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ACCIDENTS BEGIN WHERE CAUTION ENDS



PREVENT THIS — BE WATCHFUL AND CORRECT CARELESS CONDUCTORS



The importance of correctly training the new employee cannot be over-emphasised. It is not enough to thoroughly ground the Student in the Rules and Regulations. He must be taught how and why to carry them out. Do not adopt the attitude "Do the best you can," that is not good procedure. The Student, after his basic training, acquires his seasoning in the school of experience. He requires leadership that inspires confidence and provides discipline, incentive, guidance and appreciation. Remember respect can neither be enforced nor bought; it must be earned.

The training of a Student for Tramway work is planned in three rational steps:—

(1) Preparation: This is carried out at the Conductors' Training School, where the Instructor has the necessary time and materials. The Student is put at ease and everything is done to arouse interest by explaining the basic procedures and vital elements of the job.

(2) Presentation: The job is explained clearly to the Student by the use of simple standard terms. Safety and Accident Prevention are emphasised. The responsibility for revenue collection is stressed and the method and procedure taught and demonstrated.

(3) Application: The next step is to give the Student actual experience and commence the most vital part of his training. From the moment he

reports to the Revenue Officer at a Depot, he requires constant supervision by the Officers concerned—not wholly by instructions, but by skilful guidance and encouragement to ask questions. Check at reasonable intervals, measure any weakness and correct; review the results each day in the light of safety, quality and fare collection, and report accordingly to the Conductor-Instructor.

Depot Masters must keep a list of approved Student Trainers which must be rigidly adhered to. They are to compile a list of tables most suitable for training students, and all tables should provide for a full shift in service. As far as possible, the Student should be trained by one Trainer. Where the Trainer has a day or days off the Student should be placed with another approved Trainer.

Every effort must be made to arrange tables to allow Students to complete training on all routes run from his Depot in the time allotted.

On being notified by the Conductor-Instructor of Students allotted to his Depot, the Depot Master will immediately notify the Senior Revenue Clerk to supervise the preparation of outfit, journals, etc. for the road and will then notify Inspector in charge of the route on which the Student is working so that follow-up can take place.

Depot Masters must see that all reports for Head Office are completed in every detail and that all printed questions are fully answered and the necessary information given. If a report is carelessly or incorrectly compiled, it should be promptly returned to the employee concerned to re-write, with advice how to do it, and the necessary re-instruction given.

Senior Revenue Clerks and Depot Starters :

When the Student reports for practical training, the Depot Starter will show him how and where to sign the Sign On Sheet, and see that he does so daily. He should make sure the Student is properly dressed (see illustrations of correct dress pages 8-11) and sober, advise him regarding punctuality and the need to inspect daily the notice boards for local notices and the Yard Sheet for change of work.

The Student will then report to the Revenue Officer who will issue outfit and supervise the preparation of it. He must insist on the Student checking the tickets and see that commencing numbers and all other particulars required on running journal are correctly entered and the punch-mark shown in the space provided.

Inspectors: When the Inspector boards a tram to check, he must see that both the Trainer-Conductor and the Student are properly dressed and clean of person (see illustrations of correct dress pages 8-11). The entries on Running Journals must first be noted before proceeding to check the tickets held by passengers. He must make sure that the Trainer-Conductor is teaching the Student to call principal stops, the end of sections and that he is calling for fares in a **clear voice**. This is most important and must be insisted on. The use of the voice when calling fares should be demonstrated by the Trainer-Conductor. Trainers must not sit down in trams or buses whilst Students collect fares. Assistance must be given when load is beyond capacity of Student. The giving of correct signals must be stressed. He must see that the Student is taught the changing of route numbers, destination signs

and points, handling of trolley pole and the correct method of tying the rope. He must at all times be ready to advise on safe transport, efficient service and courtesy. Early faults should be pinpointed so that rectification can begin immediately. Students should be instructed in the correct method of working a tram or bus with or without an assistant. Instruction should be given re exit theatre loading and the holding of the tram or bus, if necessary, in order to ensure that all fares are collected.

An Inspector should see:—

1. **That** whilst he is on duty he is actively engaged in the Board's business and thus be in a position to check on the faults of employees and to see that efficient service is given to passengers.
2. „ he is thoroughly conversant with the Rules, Regulations, Sections and Fares and is able to give the necessary advice and instruction.
3. „ whilst he is riding on a tram or bus he is in a position to observe fully the work and conduct of the crew.
4. „ all safety precautions are observed.
5. „ correct signals are given.
6. „ Conductors call for fares and call principal stops and ends of sections. This is essential as a deterrent to potential fare evaders and over-riders.
7. „ employees are properly dressed in the uniform provided. See illustrations of correct dress pages 8 to 11.

8. **That** Conductors are not seated whilst in the City area.

9. „ Running journals are correctly made out.

10. „ special attention is given to new employees.

Inspectors must, in cases of irregularity, make sure of all relevant facts before reporting same. Employees must be informed of the irregularity and of the intention to report and be instructed to furnish Special Day Report.

Inspectors should never reprimand an employee in the hearing of the travelling public, but be firm, clear and courteous in enforcing the regulations, in giving instructions and, if necessary, in showing how the work is to be done.

Inspectors should endeavour to gain the respect of all employees with whom they come in contact, and, to that end, should be firm but not arrogant, helpful but not too generous. An Inspector should always be impartial and consistent thereby setting a necessary example to the platform staff. He should never "pass the buck."

An Inspector's first duty is to the Board. No man can serve two masters.

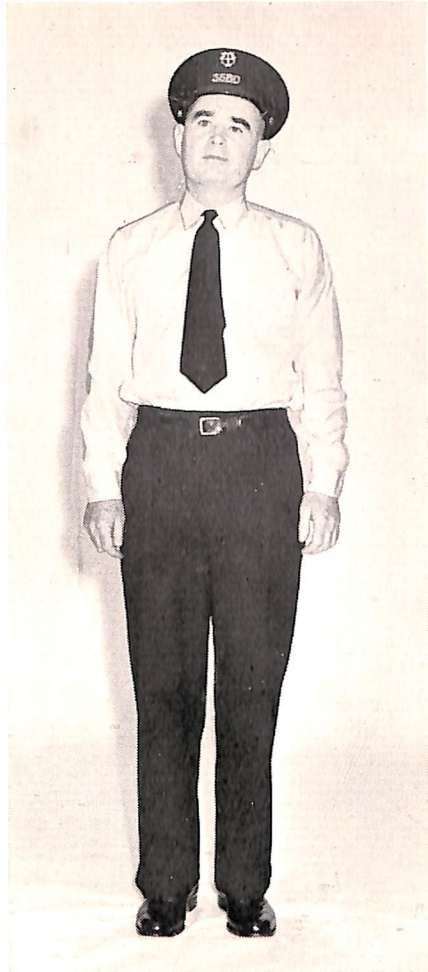
CORRECT SUMMER DRESS



CORRECT WINTER DRESS



CORRECT SUMMER DRESS

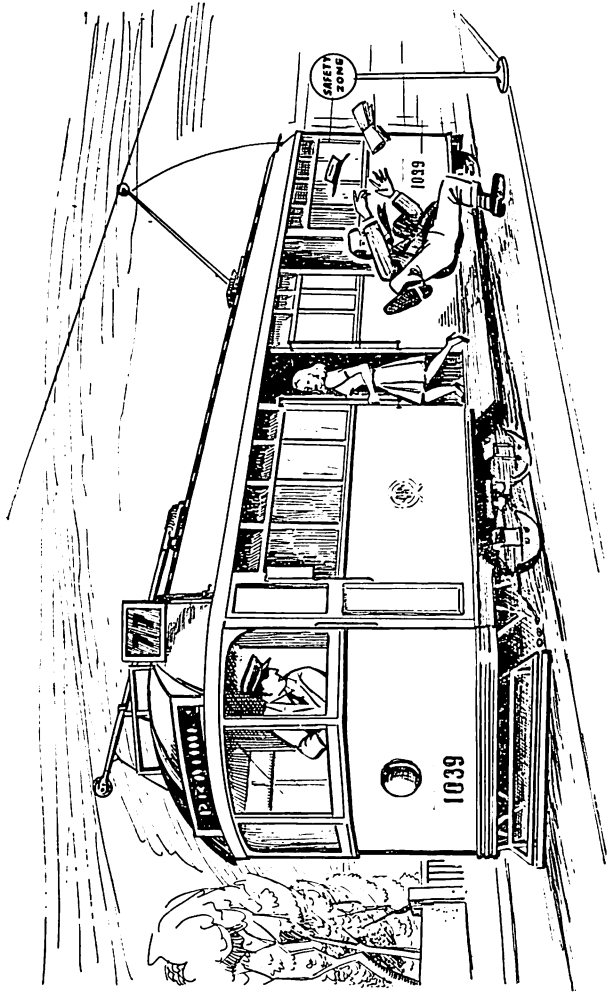


DON'T TAKE RISKS — THE HABIT GROWS

CORRECT WINTER DRESS



THERE IS NO SUBSTITUTE FOR SAFETY



CORRECT CARELESS CONDUCTORS — PREVENT BOARDING AND ALIGHTING ACCIDENTS