

**ONE PERSON OPERATION  
TRAINING PROGRAM  
FOR TRAM DEPOT TRAINERS**

Hawthorn Training Centre  
Tram & Bus Operational Training  
11th February 1993



**The Met.**

## ONE PERSON OPERATOR

### TRAINING PROGRAM

Length of Course : 8 Hours

Venue : Hawthorn Training Centre

Times : 0730 Hrs to 1200 Hrs  
1240 Hrs to 1610 Hrs

#### Aim of Course

To ensure Trainers develop the knowledge and skills required to competently and responsibly perform all the duties of a One Person Operator

To enable Trainers to instruct One Person Operation at Depots

#### Performance Objectives :

1. The Trainer will demonstrate their competence to :-
  - 1.1 Sell or validate the correct ticket for the specific travel requirement of any Customer
  - 1.2 Recognise the validity of each ticket presented for a specific / nominated journey.
2. The Trainer will demonstrate knowledge and /or application of driving components additional to those previously accredited as normal driving duties.
3. The Trainer will indicate full knowledge and comprehension of the safety and security components covered within the course.
4. The Trainer will be able to recall the basic principles of good Customer relations to meet the high standard set by the P.T.C. and show application of their skills in role play.

ONE PERSON OPERATION

COURSE OUTLINE

- 1.1 INTRODUCTION TO PROGRAM
- 1.2 CUSTOMER RELATIONS
- 1.3 EFFECTIVE USE OF P.A. SYSTEM
- 1.4 REVENUE OFFICE
- 1.5 JOURNAL AND PAY IN FORMS
- 1.6 ZONE SYSTEM
- 1.7 RECOGNITION & VALIDATION TICKETS & PASSES
- 1.8 TICKET CANCELLATION
- 1.9 TEST & EVALUATION TICKETS & PASSES
- 1.10 GENERAL DRIVING
- 1.11 OPERATIONAL PROCEDURES
- 1.12 SAFE WORKING PROCEDURES
  - 12.1 DUTIES WHICH WERE CARRIED OUT BY CONDUCTORS
  - 12.2 SET UP OF TICKETS AND OUTFITS
  - 12.3 FARES IN MOTION
  - 12.4 FARE DISPUTES
  - 12.5 LEAVING THE TRAM UNATTENDED
  - 12.6 LEAVING DRIVERS CAB TO ASSIST CUSTOMERS
  - 12.7 CHANGING ENDS
  - 12.8 CUSTOMERS BOARDING AND ALIGHTING
  - 12.9 CUSTOMERS BEHIND RED LINE

## INTRODUCTIONS

**Objective :** That Trainers be fully conversant with One Person Operational Program

**Time :** 10 Mins

<b>STEPS</b>	<b>KEY POINTS</b>	<b>TRAINING AIDS</b>
Introductions	Reasons for program Benefits of program	O.H.T. Whiteboard  Participants Manual
Summarise	Questions	

## CUSTOMER RELATIONS

**Objective :** TO ENHANCE AND DEVELOP THE TRAINERS SKILLS TO DELIVER EFFECTIVE AND PROFESSIONAL CUSTOMER SERVICE

**Methodology :** Lecture, Demonstration, Handouts

**Time :** 45 Mins

**Requirements :** Whiteboard, Handouts, O.H.T.

<u>Steps</u>	<u>Key Points</u>	<u>Training Aids</u>
Recognition of Customer needs:	Ticket purchase Places of interest Modes of Transport Geography New system (O.P.O) Disputes The Infirm Prams & Shopping jeeps	O.H.T. Handout
Effective Customer Service	Responding Body Language Courtesy Anticipate Needs Attitude Flexibility Appearance Anything else?	O.H.T. Handout
Handling Customer Disputes	Keep your cool Control situation Empathy Take Responsibility Move to quick Solution	O.H.T. Handout

**REMEMBER: Customer Assistance MUST be given whilst the Tram is Stationery NOT IN MOTION**