

CONDUCTORS PRESENTERS

MANUAL

FEBRUARY 1994

DAY 1

CATEGORY	METHOD	TIME
Introductions	H.T.C. Facilities Personal Introductions as per Work Book page 2	
Job Expectations & Job Role	Butchers Paper exercise used throughout Participants to in groups identify Conductors Role and make list of ques. Questions are answered by participants during Course Use Work Book page 4	7hrs

DEVELOPING A CUSTOMER FOCUS

From the Customers point of view	Exercise in Work Book page 6. Using Butchers Paper Satisfied Dissatisfied <i>Ken me.</i>	
Knowledge Gained	Quiz on page 7 List functions that tram Conductors do.	
M.O.T.	Explain M.O.T. Using board & participants identify M.O.T Work Book Page 9	
C.O.S.	Dare examples from group then Work Book exercise page 10	
Listening Skills	Listening Group Activity Role play using cards A & B Work Book page 12 Obser Sheet Listening exercise O.H.T.	
The Six Skills	Customer service and you Exer. Work Book page 13 TO 21 Video Six Skills Role Plays	
Self Esteem	White board Exercise if time	

DAY 2

Review	In Groups review day 1 using butchers paper and verbal to groups. W.I.I.F.M.	
Safety & Operational Procedures	Safety Slides Book Exercise list as many safety components viewed Share Ideas with groups to Increase Knowledge. Work Book Page 25 Demo on Tram Ride as per list In Depot Ropes, Poles, Points, ect, ect. Work Book page 25 Different forms and proc. Outfits, Keys, Bags, ect	7hrs
Ticketing	To the standards as set by the ticketing Manual Samples, Demo, Practice. Ref. Work Book page 30	
Senior Depot Trainer	SDT'S Introductions for Group give over view of Job role	

Feedback Session

&

Professional Skills

Quizzes 1 & 2

Safety Procedures

Review Ticketing

Welcoming Complaints

Facilitator & Outreach Worker

DAY 3

<p>Feedback Session &</p>	<p>Participants to give on road experiences to be discussed and Role Played to give an outlook of correct way of handling situations with understanding and flexibility with reference to on job training listing different of dealings with Customers Encourage participants note taking in work book page 33 Video Professional skills</p>	<p>7hrs</p>
<p>Professional Skills</p>		
<p>Quizzes 1 & 2</p>	<p>Individuals to answer Quizzes relating to O.J.T. To be Evaluate & discuss correct Methods.</p>	
<p>Safety Procedures</p>	<p>On Tram and in yard safety to the Standards of General and Operational Rules Tram & Bus</p>	
<p>Review Ticketing</p>	<p>To the standards as per P.T.C Ticketing Manual.</p>	
<p>Welcoming Complaints</p>	<p>Skills activity as per Work Book page 37. Role Plays , and assessments</p>	
<p>Facilitator & Outreach Worker</p>	<p>As Per Guest Speaker</p>	

DAY 4

Feedback Session on	Discussion & evaluation with group	7hrs
Ticketing & Operational Review	Quiz 3 to be answered.	
Operational Officers	Role in Operating the Service Team Building	
Examination & Corrections	As set by H.T.C.	
Disabilities Awareness	Guest speakers	
Difficult Customers and situations	Evaluate Individuals O.J.T. and concerns use Role Plays	
Course Closure	as per Guest Speaker Hand out Certificates.	