

TRAM OPERATIONAL TRAINING

ONE DAY TRAINING PROGRAM

FOR EFFECTIVE USE OF

PUBLIC ADDRESS SYSTEMS

FOR TRAM DRIVER OPERATOR



The Met

PUBLIC ADDRESS PROGRAM
WORKBOOK
CONTENTS

	Page
7,30 Introduction	3
Methods of communication	5
Process of communication (flow chart)	6
9.15 Break	
9.30 Listening - is it hard work	7
Why use simple language	8
Practice is essential	8
10.30 Break	
10.45 How to practice effectively	9
Checking your equipment	9
Learning through observation	10
12.00 Lunch	
1.00 Role play -	
1. Preparation	11
2. Announcements -	
3. Mechanical or personal	12
4. 9 commandments of announcing	13
and weaknesses	14
2.30 Break	
2.45 Standards of assessments	15
Guide to effective announcements	17
Master announcements records	19
Worksheets	25
Roleplays	27
Summary	28
Session Plans	29

Extremes, C.B.O., DM WORKLOAD, MAJOR STOPS 42
shy - New Australians, Instil confidence,

INTRODUCTION

Welcome to the Public Address operating procedures program

As some of you may be aware this program is part of the over all plan to improve the image with our customers

The aim of this program is ... To communicate to customers in a manner which is clear, accurate and effective.

Nine behavioural objectives have been identified in order to improve announcements. By the end of this program we all will be able to produce clear, understandable announcements by speaking :-

1. Announcement planning
2. Briefly and concisely
3. At a reasonable distance from the microphone
4. Slowly
5. At a normal voice level
6. In a manner indicating friendliness and co-operation
7. Using simple language
8. Without competing against external noises
9. Whenever information needs to be given out

All operators of modern trams are in direct contact with the public, therefore it is important for all of us to be aware of the faults evident to the public, and try to remedy the situation.

If we do this then we are doing our part for the customers, ourself and the P.T.C.