

ONE PERSON OPERATION TICKETING QUESTIONS

NAME NUMERAL

1. After a ticket is cancelled by an officer it is ?

() Thrown away
() Pinned to a special day report
() Handed to the revenue

2. Customers inquiring about lost property are advised to ?

() Ring Transport Information
() Ring the P.T.C.
() Ring the Depot of the Vehicle that the property was left on

3. A 12 year old Customer travelling with a 3 year old, would be charged what fare ?

() One half fare
() Two half fares
() One full fare

4. What procedure would you execute if a Customer states they have received the incorrect change ?

() Give them the difference
() Tell the Customer to write to the P.T.C.
() Acquire their name, address and advise the Customer that the P.T.C. will get in touch with them

5. Where is the information placed when a ticket has been cancelled ?

() On a piece of paper
() On your "pay in" slip
() On the face of the ticket

6. What is your duty when presented with an unvalidated ticket ?

- () Ignore the ticket
- () Validate it correctly
- () Tear it in half

7. What types of dogs are entitled to travel free on P.T.C. vehicles ?

- | | | | |
|---------|---------------|---------|--------------|
| () | Pedigree Dogs | () | Guide Dogs |
| () | Guard Dogs | () | Hearing Dogs |

8. What assistance would you provide when presented with a communication card ?

- () Allow free travel
- () Issue a ticket and retain the card
- () Read the card issue the correct ticket and assist the Customer to their destination

9. If asked for information you cannot supply, what would you advise the customer do ?

Answer. _____

10. What time would you validate a two hour ticket at 9.35.am. ?

Answer. _____

11. What time would you validate a two hour ticket at 11.59.am. ?

Answer. _____

12. What time would you validate a two hour ticket at 6.37.pm. ?

Answer. _____

13. What special conditions are on scholars passes ?

Answer. _____

14. When shown a valid concession card how many customers are entitled to buy a fare ?

Answer. _____

15. If you lost any part of your outfit or monies, who would be expected to cover the cost ?

Answer. _____

16. What would you do if you found a mistake on your weekly journal ?

Answer. _____

16. How should you present yourself for work ?

Answer. _____

17. What are the dangers of a Driver talking to a Customer whilst the tram is in motion ?

Answer. _____

18. At what age do children start paying a fare on Public Transport ?

() 6 Yrs

() 4 Yrs

() 2 Yrs

19. At what age do children start paying full fare on Public Transport ?

() 12 Yrs

() 13 Yrs

() 15 Yrs

20. Are dogs in containers allowed on Public Transport ?

() Yes
() No

21. At what times are Prams and Pushers allowed on Public Transport ?

() After 9.00 A.M.
() After 9.30 A.M.
() Anytime

22. Are bikes permitted on Trams ?

() Yes
() No

23. If presented with a ticket you do not recognise, were would you find the entitlements of that ticket ?

() On the face of the ticket.
() On the back of the ticket.
() In the Met Fares and Ticketing Manuals

24. Can Periodical Tickets be used on weekends to travel in any Zone ?

() Yes
() No

25. Which Concession Card is not entitle to travel at a concession rate ?

() Health Benefits Card
() Health Care Card
() Concession Card Transport
() Pharmaceutical Benefits Card

REMEMBER TICKETING INFORMATION CAN BE OBTAINED

From 1. Revenue Office.
 2. Depot Manager Office.
 3. Hawthorn Training Centre.