

PROVIDE COMMUTER SERVICES

OUTLINE

MODULE 1 - Prepare equipment and documentation according to specified procedures

- ✓ Introduction
- ✓ Documentation required for the trip or shift is completed according to organisational requirements
- ✓ Equipment is verified, installed or tested according to organisational requirements.
- ✓ Equipment affecting passengers is inspected for safety and comfort according to organisational specifications.
- ✓ Availability and functionality of appropriate securing and/or loading equipment and personal protective equipment is verified according to given procedures.

MODULE 2 - Collect payments and issue passenger tickets according to specified procedures.

- ✓ Correct fares are collected and correct tickets issued according to organisational fare structure.
- ✓ Pre-paid tickets are validated without error on applicable route, time of day and type of passenger.
- ✓ Correct change is returned with cash tickets to the satisfaction of all passengers.
- ✓ The effect of over- or undercharging customers, or giving short change to customers is described in terms of the effects of these actions on continued customer support and reputation or image of the organisation.

MODULE 3 - Adhere to service contractual specifications as specified.

- ✓ The implications of providing a commuter service within the contract/tendering system are described in terms customer satisfaction, organisation image, repeat business and profitably.
- ✓ The cost and customer satisfaction implications of penalties payable due to deviations from contractual service specifications are described in terms of own actions to avoid penalties on service contracts.

MODULE 4 - Provide operational information that meets specified requirements.

- ✓ All information on documentation is completed, accurately, comprehensively and legibly.
- ✓ Information is submitted on time and in accordance with organisational policies.
- ✓ Information affecting the service is communicated according to organisational requirements.
- ✓ Operational information on documentation is completed, accurately, comprehensively and legibly.

DURATION:

Theoretical training: 2 days

Practical Training: 2 hours