



Transport
for NSW

CS17

Customer Service for Guards

Version 1.5

Housekeeping

- Mobile Phone Use
 - Put on Silent
- Evacuation Plan
 - Refer to wall chart in classroom
- Facilities
 - Location of main facilities
 - CCTV camera – filmed whilst on premises
 - Smoking – not on property
 - First Aid – box locations / officer on duty / defibrillator

Housekeeping

- General housekeeping
 - Drug & Alcohol Policy (applicable to STA & TfNSW Staff) – You may be tested at any time
 - Injuries and Incidents – For all injuries and incidents that occur while at training, they must inform the following:
 1. Training Facilitator
 2. Supervisor
 3. Reporting
 - RMS Injury Hotline – **1300 131 469**
 - STA complete **Form 178 Injury / Incident Form**
 - TfNSW Injury Hotline – **1800 772 779**
 - Reasonable Adjustment:
 - Transport for NSW will treat each request for an adjustment because of a disability objectively and make any adjustments that are reasonable, necessary and possible.
(Refer to Facilitator guide for full details)
- Administration
 - Training Record Sheets

Topics for today.....

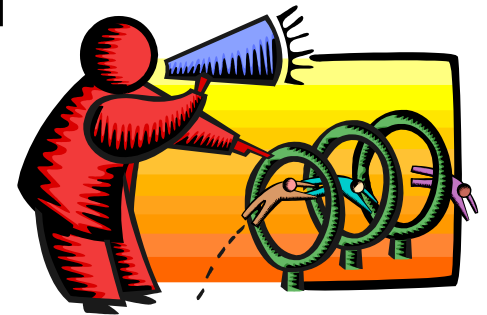
- Session 1 - What people expect from service
- Session 2 - What you say to give good service
- Session 3 - Voice announcements
- Session 4 - The team connection for service
- Session 5 - Guarding values and beliefs of service
- Session 6 - Special attention to those who need it
- Session 7 - The challenge of a difficult situation
- Session 8 - Service in a degraded situation

What customers need and expect of service

- Passengers expect the train to be on time
- Passengers expect to get to their destination safely
- Passengers expect basic comfort and cleanliness
- Passengers expect to be informed of any changes
- Passengers expect PA communication to be clear and audible
- Passengers expect Guards to have knowledge of services
- Passengers expect Guards to be polite and professional

Effective Communication Techniques

- Announcing the next stop might have helped the passenger
- Speaking more clearly as he made the announcement
- Paying more attention to passengers who look like they need help
- Having and showing a positive and helpful attitude to passengers
- Showing enthusiasm in his role as a guard



Tips to use the public address (PA) system

- Knowledge of correct information to be conveyed
- Be sure of what you want to say
- Continually update information
- Keep passengers informed
- Do not use railway jargon
- Speak clearly, slowly and distinctly
- Pause between phrases, eg 'Stand clear ... doors closing'
- Finish speaking before releasing the PA button

Guide to using the PA system

- Start of journey – announce stopping pattern of train
- During the journey – “Stand Clear ... Doors Closing ... next stop is _____”
- Disruption to service – make announcement within 3 minutes stating the timing of the delay
- Follow up announcement – state reason for the delay, time of the delay, keep information basic, advise passengers to remain inside the train for safety reasons
- When stops are out of sequence, the next approaching station must be announced prior to the trains arrival

Effective non- verbal communication

- Make eye-contact, but not staring
- Maintain a pleasant expression on your face
- Take pride in your appearance
- Take pride in the role of the guard and behave professionally
- Be attentive and offer to help those in need



Barriers to effective listening

- External noise
- Busy and overcrowded stations
- Attention or lack of attention
- Focus on irrelevant situations / environmental distractions
- Interruptions and rudeness
- Tiredness

Listening techniques

- Listen for total meaning
- Learn to paraphrase
- Respond to feelings
- Note all the cues / reactions
- Be objective – don't jump to conclusions
- Provide both verbal and non-verbal feedback
- Be motivated and show concentration
- Ask questions when you listen
- Be an active listener



Corporate image, appearance & uniforms

- Wear the uniform with pride
- Be professional about your appearance, always neat and tidy
- Shirts tucked into trousers
- Freshly shaven
- Be an effective icon for Sydney Trains



Professional voice techniques

Guards' communication skills

Why do we need clear announcements?

- Safety
- Customer Service

Factors

Brainstorm

- Factors in your control
- Factors out of your control

Factors that affect delivery

- Pace
- Stress
- Intonation
- Breathing
- Volume
- Posture
- Emotion
- Technology

Composing a message

- Get attention
- Give reason
- Give result
- Tell action

How to promote a service culture.....

- Show a positive attitude
- Listen to colleagues and passengers
- Don't get upset
- Show empathy
- Get clarification
- Check your understanding
- Politely repeat words
- Never raise your voice

Service in degraded situations

- Passengers more in need of information
- Info obtained via pager/fax at stations via Passenger Info section at RMC
- Explain reason for delay – seamless service
- Empathy goes a long way