Fill in the table below to help you keep to your plan.

Area/Activity	Duration
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Hiahfield Assessment®

PROGRESS®

PROGRESS



- Welcome passengers and provide excellent customer service
- Direct and inform customers, according to organisational guidelines



CUSTOMER

SERVICE

**THINK ABOUT** YOUR PASSENGER TRANSPORT STATION TEAM MEMBER END-POINT ASSESSMENT OBSERVATION Hiahfield Show off your skills! Demonstrate the safe and efficient •

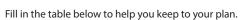
- dispatch of trains
- Assist different types of customer Establish a rapport with the customer
- Ensure effective train turnaround service
- Report all issues and demonstrate attention to detail

# **Presentation and customer service**

- Identify the different types of customer
- Assist different types of customer, taking into account their needs and rights
- Welcome passengers and provide excellent customer service
- Direct and inform customers, according to organisational guidelines



CUSTOMER SERVICE



Area/Activity	Duration

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## Safety and decision-making

- Identify personal track safety regulations
- Describe the national conditions of travel
- Describe your passenger charter
- Report hazardous situations in line with organisational procedures
- Warn others when hazardous situations arise, while remaining calm
- Demonstrate confidence when handling tough situations
- Show confidence in the safety of your passengers, yourself and others
- Plan and organise, so you are prepared and safe

#### **Behaviours**

- Show respect to the beliefs and personal circumstances of others
- Describe how interpersonal skills can create a positive impression of the transport industry
- Deliver results and resolve problems for internal and external customers
- Demonstrate attention to detail that leads to quality

# SHOW DEMONSTRATE DESCRIBE DELIVER

Hiahfield

### Station Team Member

- Carry out effective observations and communications to assist in the safe dispatch of a train (both manned and unmanned)
- Make appropriate announcements to inform staff and customers of the train turnaround
- Carry out an effective train turnaround service
- Demonstrate a thorough knowledge of equipment to be able to provide the sales of tickets
- Carry out effective use of equipment to provide information and ticket sales
- Carry out effective checks and inspections of tickets

During your observation you need to show off all the knowledge, skills and behaviours you have learnt during your apprenticeship

Your observation will usually last 1 hour, and you should take the time to demonstrate to your end-point assessor all areas and, if you wish, you can explain what you are doing and why you are doing it.

Keep an eye on the time and make sure you cover all the areas and tasks you planned to show the assessor.





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#### Safety and decision-making

S-PROGRESS

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# SHOW DEMONSTRATE DESCRIBE DELIVER

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PROGRESS