

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

Area/Activity	Duration

© 2019 Highfield Awarding Body for Compliance Limited



**THINK ABOUT**  
YOUR PASSENGER TRANSPORT  
ONBOARD TEAM MEMBER END-POINT  
ASSESSMENT OBSERVATION

**Show off your skills!**

- How to direct and escort passengers
- Assist different types of customer
- Establish a rapport with the customer
- Complete routine checks
- Report all issues and demonstrate attention to detail

**SKILLS**

**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



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

Area/Activity	Duration

© 2019 Highfield Awarding Body for Compliance Limited



**THINK ABOUT**  
YOUR PASSENGER TRANSPORT  
ONBOARD TEAM MEMBER END-POINT  
ASSESSMENT OBSERVATION

**Show off your skills!**

- How to direct and escort passengers
- Assist different types of customer
- Establish a rapport with the customer
- Complete routine checks
- Report all issues and demonstrate attention to detail

**SKILLS**

**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



## 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**

## Onboard team member

- When appropriate, escort passengers, e.g. people with disabilities or those with excessive baggage
- Answer customers' questions and enquiries appropriately
- Carry out routine checks and walkthroughs to identify and address irregularities
- Use correct procedures to deal with irregularities
- Carry out routine procedures to provide a catering service
- Display products as part of a catering service
- Accept and reconcile payments for products as part of a catering service

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.



## 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**

## Onboard team member

- When appropriate, escort passengers, e.g. people with disabilities or those with excessive baggage
- Answer customers' questions and enquiries appropriately
- Carry out routine checks and walkthroughs to identify and address irregularities
- Use correct procedures to deal with irregularities
- Carry out routine procedures to provide a catering service
- Display products as part of a catering service
- Accept and reconcile payments for products as part of a catering service

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.

