






Revenue Control Inspector

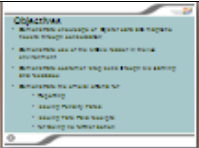
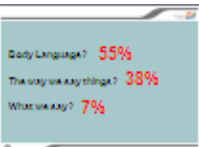
2010

Course
notes
Day 2

| | |
|--|--|
| Session Objectives: <ul style="list-style-type: none"> • Demonstrate knowledge of Oyster card and magnetic tickets through consolidation • Demonstrate use of the MOVie reader in the live environment • Demonstrate customer 'stop' skills through live learning and feedback • Demonstrate the official criteria for Reporting • Demonstrate the official criteria for issuing Penalty Fares • Demonstrate the official criteria for issuing Fare Paid receipts • Demonstrate the official criteria for taking No Further action | |
| Materials needed: <ul style="list-style-type: none"> • MOVie Reader per delegate | |
|  | Group work |
|  | Flip chart work |
|  | Insert slide from presentation and place slide number underneath |
|  | Insert this symbol when there is a link to the valuing time behaviours |
|  | Information for the trainer (cell coloured in grey) |





SESSION SUMMARY

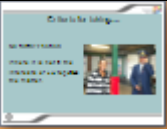
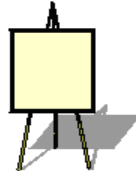

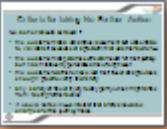
| Time | Session Summary |
|-------------|--|
| 09:00 | Ticket Knowledge test |
| 09:45 | Introduce and train MOVie reader device |
| 10:30 | Break |
| 10:45 | Team work basic Oyster scenarios |
| 12:30 | Lunch |
| 13:30 | Live learning at Hammersmith (D&P) |
| 15:30 | Return to Ashfield House |
| 16:00 | End Additional learning |


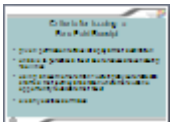


| Time | Trainer Notes (Explanations, Questions, Answers, Tasks/ Aids) |
|--|--|
| 09:00 Consolidation exercise | Ticket knowledge test – 20 minutes <ul style="list-style-type: none"> Handout papers, delegates work on their own Go through answers |
|  <p>Slide 2</p> | <p>State today's objectives</p> <ul style="list-style-type: none"> Demonstrate knowledge of Oyster card and magnetic tickets through consolidation Demonstrate use of the MOVie reader in the live environment Demonstrate customer 'stop' skills through live learning and feedback Demonstrate the official criteria for Reporting Demonstrate the official criteria for issuing Penalty Fares Demonstrate the official criteria for issuing Fare Paid receipts Demonstrate the official criteria for taking No Further action |
| 10:00 | Break |
|  <p>Slide 3</p> | <p>Later this morning we will go to Hammersmith station for an hour for you to approach and stop customers and check their Oyster cards or tickets. This is quite different from CSA/CSAMF duties and the purpose of this session is to use best practice when asking customers to see their ticket and getting used to the MOVie in a live environment.</p> <p>What impact does the following have (percentage)?</p> <p>Body Language? 55%</p> <p>The way we say things? 38%</p> <p>What we say? 7%</p> <p>When you stop a customer you must/be:</p> <ul style="list-style-type: none"> Professional Friendly |

| Time | Trainer Notes (Explanations, Questions, Answers, Tasks/ Aids) |
|------|--|
| | <ul style="list-style-type: none"> • Make eye contact • Smile • Confident • Greet the customer • Show ID • Ask to see ticket • Thank you <p>Role Play exercise – Go to the ground floor or 3rd floor gatelines to observe the best way of stopping a customer. Delegates will be positioned on the Way In of the gateline.</p> <p>Scenario 1 – Friendly customer Trainers or RCIs will be the customer, go through gate when approached be willing to show your pass for inspection.</p> <p>Feedback – did the delegate:</p> <ul style="list-style-type: none"> • Have good body language when approaching customer? • Give good eye contact? • Smile? • Confident? • Say “good morning/afternoon sir/madam (optional), revenue inspection check, can I check your ticket please? • Once ticket checked – thanked customer? <p>Scenario 2 When approached question delegate by asking them “why do you want to see my ticket”? Or “what for?” if you are happy with their response show ticket. Feedback – did the delegate:</p> <ul style="list-style-type: none"> • Have good body language when approaching customer? |

| Time | Trainer Notes (Explanations, Questions, Answers, Tasks/ Aids) |
|-------|--|
| 11:15 | <ul style="list-style-type: none"> • Give good eye contact? • Smile? • Confident? • Say “good morning/afternoon sir/madam (optional), revenue inspection check, can I check your ticket please? • Did delegate respond to customer’s question in a professional and confident manner? • Once ticket checked – thanked customer? <p>Scenario 3 When approached by delegate to see ticket:</p> <ol style="list-style-type: none"> 1. Say “no” and continue walking or; 2. Have headphones on and ignore and continue to walk or; 3. run past and keep going <p>Feedback – did the delegate:</p> <ul style="list-style-type: none"> ○ Pursue? – DO NOT DO THIS ○ Try and grab the customer’s attention by waving hands? – DO NOT DO THIS ○ Allow the customer to continue? – DO THIS <p>Later in the course we will be discussing and practicing challenging behaviours such as this, but for today let the customer go!</p> <p>Live learning - Practical session at Hammersmith station stopping and reading customers Oyster cards. Observe delegates stopping and reading cards give behavioural guidance where necessary.</p> <p>Delegate to practice best way of ‘stopping’ customers using: Eye contact – Approach – smile – confident – greeting – ID self – credentials – ask to see ticket – thank you</p> |
| 12:30 | <p>Return to Ashfield House Lunch</p> |

| Time | Trainer Notes (Explanations, Questions, Answers, Tasks/ Aids) |
|---|---|
| 13:45 | <p>How easy/difficult did you find the live learning session?</p> <p>What did it help YOU learn?</p> <p>What would you do different (if anything)?</p> |
| <p>14:00</p>  <p>Slide 4</p>  <p>Slide 5</p>  <p>Slide 6</p>  <p>Slide 7</p> | <p>Customers' who do not have the correct ticket or no ticket at all as an RCI you have four options:</p> <p>Report When a person has travelled or attempted to travel with the intention of avoiding the correct fare – we will be looking at this later on during the course.</p> <p>Penalty Fare Where a customer (over 16) has failed to purchase a ticket for their entire journey or validate their oyster card on entry (PAYG) but you do not believe it is their intention to avoid payment but have breached the Terms and Conditions of Carriage. Where you believe the customer intended to avoid but isn't in the interest of the company to report for fare evasion.</p> <p>Fare Paid Where ticket facilities have failed at the station you are working or, facilities were not available where the customer has travelled from. In addition where you believe it is not in the companies interest to issue a penalty fare such as those under 16 years of age.</p> <p>No Further Action Where it would not be in the interest of the company to attempt any of the above</p> |

| Time | Trainer Notes (Explanations, Questions, Answers, Tasks/ Aids) |
|---|---|
|  <p>Slide 8</p>  | <p>Split the delegates into 3 groups, 1 x group to list reasons why you would choose to issue a Penalty Fare, 1 x group to list reasons why you would choose to issue a Fare Paid and 1 x group to list reasons why you would take No Further Action.</p> |
| 14:45 | Break |
| <p>15:00</p>  <p>Slide 10</p>  <p>Slide 11</p> | <p>Group presentation – No Further Action Give feedback - Show slide to confirm the criteria for taking no further action</p> <p>No action should be taken if;</p> <ul style="list-style-type: none"> the customer had a valid travel document but was unable to validate it because of a problem that was the fault of LU the customer has paid the correct amount for their journey, but has mistakenly purchased the wrong ticket the customer claims to have lost their ticket and provides enough proof to verify their story any safety or risk of injury to any party, which might arise from taking further action it would not be in LU's interest that a fare should be charged for the journey made. <i>Can you think of examples?</i> <ul style="list-style-type: none"> Someone you believe to be a “care in the community” person |

| Time | Trainer Notes (Explanations, Questions, Answers, Tasks/ Aids) |
|---|---|
|  <p>Slide 12</p>  <p>Slide 13</p>  <p>Slide 14</p>  <p>Slide 15</p> | <p>Group presentation – Fare Paid Give feedback - show slide to confirm the criteria for issuing a Fare Paid receipt</p> <ul style="list-style-type: none"> • given permission to travel and pay at their destination • unable to purchase a ticket due to reduced ticket issuing facilities • using a ticket no more than 1 working day out of date and started their journey at a station where there was no opportunity to validate their ticket • clearly confused or misled <p>Group presentation – Penalty Fare Give feedback - show slide to confirm the criteria for issuing a Penalty Fare</p> <p>A PFN will be issued where there is no intent to avoid payment but where the customer;</p> <ul style="list-style-type: none"> • provided information which was investigated and proven to be incorrect • failed to purchase or renew a ticket, when a facility to do so existed • claims to have lost a ticket, but this cannot be verified • travelled to or through a zone not covered by their magnetic ticket • travelled beyond the availability of their Oyster card ticket, which already had an existing negative PAYG balance at the start of their journey • has not paid a fare and it would not be in LU's interest to complete an Irregular Travel report. • hasn't touched in/out with PAYG then you can PF, but not with a Travelcard. <p>Tomorrow we will go into more detail about the criteria for taking No Further Action, issuing Fare Paid receipts and issuing Penalty Fare notices.</p> |
| 16:00 | End of Day 2 |

