

Keep Having A Nice Day (Coming in 2009)

Most transit customers are just concerned with getting to their destinations; however, some customers can be a challenging. *Keep Having a Nice Day* provides operators with tools to cope with the customer who may want to argue about the fare, complain about the schedule, harass other customers, or just generally create a scene.

This course emphasizes the goal of getting everyone past the farebox in a safe and courteous manner while teaching techniques that will help operators remain calm and in control of difficult-customer situations. Operators are encouraged to focus on what can be done to keep customer confrontations from escalating and to maintain a safe environment for everyone.

It is a program that encourages operator's to focus on what they can do to ensure that they "keep having a nice day" - every day!

Audience

New and veteran operators will benefit from this course as will all staff that deal with the public.

Program Topics

Major Topics include:

- Being prepared;
- Identifying a problem;
- Having a plan;
- Body language;
- Techniques for customer management;
- Retaining customer dignity and providing an out;
- Reducing the risk of robbery;
- Discouraging physical attack;
- Defensive techniques; and
- Reporting an incident.

Program Objectives

Keep Having a Nice Day will enable operators to:

- Describe the types of accessories that should not be work on the job;
- Demonstrate stretching techniques to reduce stress;
- Create a plan for dealing with situations;
- Identify physical signs that indicate a situation is escalating;

- Provide reasons to greet transit customers as they board;
- Demonstrate four body-language postures;
- Explain how eye contact can help gauge the mood of a customer;
- Explain ways in which a customer's dignity can be harmed;
- Identify the best way to give customers a choice of actions;
- Explain the principles of customer management techniques;
- Explain how to reduce the risk of being robbed;
- List seven actions that reduce the risk of assault;
- Discuss why its important for the operator to remain in the driver's seat during an attack;
- Explain reasons for shouting a warning if physically threatened;
- Demonstrate techniques for defending an attack;
- Understand the legal definition of assault; and
- List the information required to accurately report and incident to the police.

Meets Requirements

Keep Having a Nice Day satisfies general requirements for training operators to provide customer service while maintaining a safe transit environment.