

Title	Attend to bus or coach passenger enquiries and requests		
Level	2	Credits	3

Purpose	People credited with this unit standard are able to: demonstrate the personal skills required for positions involving bus or coach passenger contact; greet bus or coach passengers; respond to bus or coach passenger enquiries and requests; and describe procedures for dealing with bus or coach passenger complaints.
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Classification	Commercial Road Transport > Passenger Service
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Available grade	Achieved
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Guidance Information

- 1 Definitions
Organisational requirements include any legal requirements, standards, codes of practice, company and/or site procedures, industry best practice, and manufacturers' instructions. These must be available to candidates, providers, and assessors.
- 2 Evidence generated for assessment against this standard must meet applicable organisational requirements.

Outcomes and performance criteria

Outcome 1

Demonstrate the personal skills required for positions involving bus or coach passenger contact.

Performance criteria

- 1.1 Personal appearance meets organisational requirements.
 Range dress code, personal hygiene and grooming, driver identification.

- 1.2 Communication strategies appropriate to passenger information needs and passenger behavioural style are used.

Range communication strategies may include but are not limited to – maintaining culturally appropriate eye contact and body language, summary of passenger wishes at appropriate intervals, observation of and appropriate response to passenger’s non-verbal communication, appropriate interjections or questions to improve understanding or gain feedback; passenger behavioural style may include but is not limited to – passive, assertive, aggressive, passive-aggressive.

Outcome 2

Greet bus or coach passengers.

Performance criteria

- 2.1 Prompt acknowledgement of passengers’ arrival is given.

Range may include – eye contact, smile, polite language, appropriate welcoming phrase, appropriate non-verbal communication.

- 2.2 Any passenger special needs are confirmed and appropriate arrangements to meet them are implemented.

Outcome 3

Respond to bus or coach passenger enquiries and requests.

Performance criteria

- 3.1 Passenger enquiries and requests are attended to and satisfied promptly.

Range may include – destination, purpose of journey, timetable, stopping places, places of interest en route, meal arrangements.

- 3.2 Instances where enquiries and requests should be referred to other staff members are identified and acted upon.

Outcome 4

Describe procedures for dealing with bus or coach passenger complaints.

Performance criteria

- 4.1 The description of the complaint procedures is consistent with organisational requirements.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	25 May 1999	31 December 2023
Review	2	24 July 2002	31 December 2023
Review	3	20 May 2011	31 December 2023
Review	4	16 April 2015	31 December 2023
Review	5	27 May 2021	31 December 2023

Consent and Moderation Requirements (CMR) reference

0092

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.