

# Call Centre Staff



# Discussion

**Thinking about your role, what can you do to pick up on any travel challenges for passengers booking a journey or asking about assistance?**

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What information do you need and how do you ask for it?

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What do you pass on to staff who will be assisting passengers directly?

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What things come up most frequently and how do you manage them?

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What might be most challenging?

# Role Play

**In pairs, act out one of the following scenarios:**

Someone with a visual impairment calls to say that the assistance they booked has not turned up. They are angry and distressed.



# Role Play

**In pairs, act out one of the following scenarios:**

Someone who uses a wheelchair is travelling alone for the first time and wants to know what to expect. What would you ask, what information would you give them, and how would you reassure them?



# Role Play

**In pairs, act out one of the following scenarios:**

A passenger rings you and speaks very hesitantly and seems confused. They can't remember to begin with why they have called you.



# Your Role

You have a key role in making it possible for many older and disabled people to travel with confidence.

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Remember that disabled people have rights as well as needs. You must be aware of these.

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Without your knowledge and understanding, many would simply not be using public transport.

# Discuss

What changes will I make to the way I work to ensure that my service anticipates adjustments for disabled passengers?

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Where should I go for advice on how to help disabled passengers?

REAL

Respect

REAL

Empathise

REAL

Ask

REAL

Listen

REAL Passenger REAL Person



Department  
for Transport