ANNOUNCEMENTS

BRING
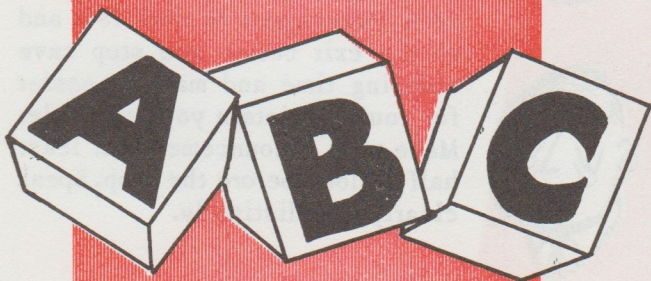
CUSTOMER SATISFACTION

....and it's easy as

A B C

P.S. Announcements also make your job
easier and more pleasant.
TURN THE PAGE....READ HOW

Calling streets and requesting passengers to move back in the bus are two company rules that are ignored far too often. Both of these rules were established primarily for the comfort and convenience of your passengers, but the Operator who consistently makes these announcements finds that it is he, himself, who benefits most.

CALLING STREETS

Occasional riders, and very old or very young passengers, depend on you to call streets. In winter weather, when bus windows become frosted or fogged, even your regular riders become confused. Calling streets is helpful to all of your riders.

And remember, when you help your passengers, you help yourself. Passengers on their feet and at the exit before you stop save stopping time and make it easier for you to maintain your schedule. Make your announcements at least half a block before the stop. Speak clearly and distinctly.

GETTING PASSENGERS TO MOVE BACK

Every Operator knows that when passengers crowd the entrance area, his job is much more difficult. Yet, many Operators do nothing to get their passengers to move back. Most passengers will move back if the Operator makes requests in a courteous manner. And, most important, if he makes the requests before the situation gets out of hand.

The easiest time to influence passengers is while they are boarding and still in motion. Once they stop it is difficult to get them to move again. Make requests that include a reason. Use the words, "Please," "Kindly," and "Thank you." The tone of your voice is equally important. Remember, it's not only what you say, but how you say it.

Follow street or transfer point announcements with a courteous request for passengers to use the center exit when alighting.

Your announcements help your passengers. Your job requires you to make them. Make them today . . . make them every day. See how they help you.
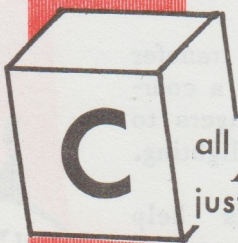
REMEMBER THE ABC'S OF ANNOUNCEMENTS

Always make announcements
in a clear voice and a
courteous manner

Before passengers crowd
the front of the bus ,
request them to move
to the rear

Call out all streets - not
just the transfer points

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