COURTESY TO PASSENGERS

In CTA, the major share of the responsibility for maintaining courteous relations with the public lies with the operating employe. No matter how often or how well we advertise our service in newspapers, on radio or on television, a courteous relationship between our operating employes and customers is far more effective.

In addition to making our service attractive, courtesy makes your job easier and more pleasant. Your courteous manner encourages your passengers to be friendly toward you and creates a relaxed atmosphere where there is little room for tension.

Here are some reminders that will help you maintain friendly relations with people:

- Leave your personal troubles at home. A troubled mind affects your thinking and can influence your attitude toward others in such a way as to make friendly relations difficult.

- Keep your temper in check at all times. Be patient and understanding. Letting an angry person irritate you merely aggravates the situation.

- Use tact when handling people; sarcasm or ridicule will antagonize or embarrass them.

The Conductor has many opportunities on the job to show his courteous manner. For example:

INFORMATION

Keep up to date. Know CTA routes and the areas they serve. Your riders will know that you are considerate and courteous when you are able to give them correct information.

APPEARANCE

Slovenly appearance shows an "I don't care" attitude. A good appearance shows that you care what the riders think of you.

TRANSFERS AND FARES

Keep your temper under control when handling passengers who have invalid transfers or who forget to pay their fares. They may have made an honest mistake, and they will know that you are considerate of their feelings if you don't embarrass them.

PASSENGER COMFORT

Heating and lighting are maintained for the comfort of our passengers. An honest effort to correct any problems which exist or a courteous explanation of a situation will show passengers that you are concerned for their comfort and convenience.