



Volunteer Liaison Department
Swanage Railway Trust Ltd.
Station House Swanage
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USEFUL INFORMATION FOR NEW VOLUNTEERS PASSENGER SERVICES DEPARTMENT

THE BOOKING OFFICES

There are booking offices situated at Norden, Corfe Castle and Swanage Stations. The smallest, but busiest, is at Norden and is contained in a former Level Crossing Keeper's hut on the Waterloo-Weymouth main line at East Stoke. This is the gateway to the Railway being adjacent to the large car park. Most visitors now start their journey at Norden. At weekends, Special Events and during the Peak Season timetable we aim to have two clerks on duty here. Single, return and rover tickets are sold along with a range of special tickets giving inclusive admission to local attractions.

Swanage is the next busiest and is staffed in a similar manner to Norden. Being the arrival point for most passengers a good deal of time can also be spent providing local information to help visitors enjoy their visit. The ticket range there is similar to Norden's.

Corfe Castle is very much a destination station and generates far fewer sales. It holds a smaller range of tickets and is easily looked after by one clerk. Corfe does not currently have the facility to accept credit/debit card payments; Swanage and Norden offices accept payments by cash, cheque or card.

Most tickets are of the traditional Edmundson type, which are printed by our Museum Group volunteers. A visit to the Goods Shed museum at Corfe on a Tuesday will often find the fascinating press, one of the few remaining working examples, in operation.

TRAVELLING TICKET INSPECTORS (TTI)

Each train has a ticket inspector on board, the only person who gets the chance to talk to every passenger. The TTI endorses tickets issued by the booking offices and sells tickets, currently by use of Setright ticket machines dating from the 1960's, to customers who have been unable to purchase them at the station. A very important task is that of providing information and assistance to the passengers. Whilst walking through the train it is possible to help the Guard by keeping the train tidy and being alert for anything which may be unsafe.

During the turnaround time at termini customer assistance on the platform is important, especially if there are no Porters on duty. A friendly attitude and ability to work alone are important.

RESERVATIONS OFFICE

This is the main telephone enquiry point of the railway and handles bookings for all special products such as our Dining Train, Driver Experience trains and Santa Specials as well as general enquiries. Most bookings are processed on a computer based system. The office is open every day except Christmas day. One Staff member is always on duty supported by a Volunteer. A good telephone manner is an essential and some computer knowledge helpful although full training will be provided by the Staff members.

TRAINING

An initial induction meeting is arranged with the Traffic Manager and you will then be placed with an experienced Volunteer for your training. Once confident and proficient you will be rostered on your own as appropriate. The Department also runs classroom based seminars throughout the year which cover Customer Service, Safety and Security as well as financial procedures.

We also encourage our Volunteers to join in one of the Personal Track Safety courses run by the Operations Department to help protect themselves and others should an emergency situation arise.

SKILLS

In all of the duties it is essential to be confident and comfortable handling money and financial record keeping (which we keep as simple as possible). Being at the front-line of customer service you will very much be an ambassador of the railway. A friendly welcoming manner to give a good first impression is extremely important to us and great satisfaction can be received from helping our visitors whoever they are and wherever they are from. The minimum dress code is black shoes, black trousers (or skirt for ladies), white shirt and tie. Dark jacket or top-coat is preferred.

REFERENCES

As work in the department involves cash handling two references will be required before you can commence working. The Swanage Railway operates a documented Youth Protection Policy to safeguard children. It is the policy of the Swanage Railway Trust that all Volunteers should be members of the Trust. For further information please contact:

Martin Trott, Passenger Services Manager Telephone: 01929 475201 or Mike Streeter, Reservations Office Telephone: 01929 475207.

The Department Trainer is Stephen Rawlins Telephone: 01929 475207.

Or contact the Volunteer Liaison Department as above.

THE SWANAGE RAILWAY TRUST LIMITED
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