

Starting a journey

Customer Help Points

Answer sheet



Sometimes whilst out and about you might need to seek some advice or help. Often this is from a person in uniform. However, other forms of help are also available, such as this Help Point at a London Underground Station.

Examine it closely and answer the following questions:

List examples of when you would use the information button

Can you write one example of when you would use the alarm button?

- Fire
- Personal safety
- Witness an accident

Why wouldn't you press the Emergency button as a joke?

Can you write one example of when you would use the alarm button?

- Fire
- Personal safety
- Witness an accident

- This is to be used in an emergency situation only
- It is serious and should not be taken lightly
- The control room will treat it like a real emergency
- It is a waste of time, effort and resources
- Divert effort from a real emergency
- List examples of when you would use the information button?

Why do you think Help Points are designed to have a CCTV camera pointing at them?

Who or what else can provide help on your journey?

- Members of staff maps
- Information kiosks
- Timetables
- Information boards
- Signs

- In an emergency the control room can view the person who needs help
- It records the event

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Name

Date



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