

# Starting a journey



TfL Safety &  
Citizenship  
by london transport museum

## Supporting notes

### Job advert

We're looking for a new member of staff ... could it be you?

**Job title:** Station Customer Service Assistant

**Main duties:**

- Help customers providing up-to-date information and answer questions accurately
- Report any safety hazards and dangers to Station Supervisor
- Assist passengers - help with tickets, boarding and alighting trains, assisting in dealing with accidents
- Empty ticket machines - count money and bag up for security staff
- Based in South London
- Occasional shift work

**Knowledge and skills:**

- Good customer care and communication skills
- Know and understand emergency procedures
- Obtain the basic skills licence for a Station Customer Service Assistant
- Good level of literacy and numeracy

**Personal qualities:**

- Friendly
- Organised
- Likes working with people

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Name

Date

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## Job advert

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Write a job advertisement for transport staff.

Describe the main duties of the job. Also mention the type of knowledge, skills and personal qualities a successful staff member would need.

It is important to get the right person for any job. The job advert should interest the right people and explain what the job will require.

**We're looking for a new member of staff ... could it be you?**

**Job title:**

**Main duties:**

**Knowledge and skills:**

**Personal qualities:**

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Name

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## Job application

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Imagine you are applying for a job as a member of staff. Think about the knowledge, skills and personal qualities you might have if you were applying for an advertised position.

**We're looking for a new member of staff ... could it be you?**

**Job title:**

**Name:**

**Date of birth:**

**I am applying for the job of:**

**I would do this job well because I am good at**

**I am also good at**

**I would suit this job because**

**I would enjoy this job because**