The Greyhound Professional

Directions: Please read this material, watch the video and complete the practice on a printed copy. Place the printed copy with your answers in your training folder. You will be required to present a complete folder before taking the Mastery Test.

Time
15-minutes plus practice.

Course Overview
This module outlines what it takes to be a professional. These standards are high. It is our belief that you will meet and exceed these professional standards.

Learning Objectives
At the completion of this module, participants will be able to:
1. List three characteristics of a professional operator
2. Describe the dress for a professional operator
3. Explain the difference between skill and knowledge
4. Explain the difference between an internal and external customer
5. List three properties that set the tone for customer interactions

Practical Application
Pass a uniform inspection daily.
Apply your customer skills in a wide variety of situations.

Topics
Attitude
Driving Skills
Customer Skills

Lesson Text
As a professional you are responsible for the safety and comfort of your passengers.
The three characteristics of a professional operator are:

1. Attitude
2. Driving Skills
3. Customer Skills

Attitude
A professional attitude is demonstrated by enthusiasm, Teamwork, arriving on time, ready to work with a good natured disposition and dressed professionally to company standard. Your pride in appearance provides your customers confidence their travels will be both safe and comfortable. The employee uniform policy is:

DRESS
    Shirt: long / short sleeve with tie.
    Pants, coat and hat: Regular Company Issued. (Hat is optional)
EMBLEM
Name Badge (silver metal)

JEWELRY
Earrings of a conservative style are preferred. Dangling earrings are not permitted. No earrings of any kind are permitted for male employees.

FOOTWEAR
Only black safety shoes or boots are allowed. Boot heels will not exceed 1-1/4 inches, including the sole of the boot. Sneakers and other similar footwear are prohibited.

FACIAL/HEAD HAIR
Beards, muttonchops, goatee and other facial hair are not allowed. Sideburns are allowed if they are reasonable in both length and width, trimmed and neat in appearance and do not extend past the bottom of the earlobe. Mustaches are allowed if they are neatly trimmed, but may not curve around past lip line of the mouth. Extreme styles such as "Fu Manchu" and similar styles are prohibited. Driver’s hair should not extend below the collar of the uniform shirt.

The student uniform policy is the same as above with the following exceptions: The student is to wear a white long / short sleeve shirt with black pants, black tie, black socks, black shoes and black belt. The student will not wear a hat and will not have any emblems except for a name tag.

Driving Skills
Driving skills are learned through practicing the knowledge you learn in these courses. Your hands-on experiences at Driving School and Finishing School will provide you the necessary skills to become a professional operator. Remember a professional operator is one that is a life-long learner at his/her trade.

Customer Skills
You will become a professional in the transportation services industry. People skills are essential. Your eye contact, smile, dress and body language set the tone for both internal and external customer interactions. Internal customers are your coworkers. Your external customers are those that ride your coach. Your helpful attitude and knowledge of company procedures provides leadership and a feeling of security to your travelers. Your ability to help frustrated customers in trying situations fuels the companies repeat business. There will be times when your passengers will have special needs. Remember, courtesy and respect to all.

Practice
Complete the questions below in your own words. After answering place these pages in a folder. You will be required to turn in your work before you can take the mastery test.

1. List three characteristics of a professional operator.
   a. 
   b. 
   c. 

2. Describe the dress of a professional operator.
3. Explain how knowledge and skill relate to one another.

4. List two types of customers and define each.

5. When a customer sees you, name three things that will set the tone for a positive interaction.
   a. 
   b. 
   c. 

**Quiz – True or False**

*Print T or F in the spaces provided.*

1. Your pride in appearance provides customer the confidence their travels will be safe and comfortable.  
2. Enthusiasm and teamwork are key components to a professional attitude.  
3. This course will provide you customer service skills.  
4. Internal customers are paying customers inside the terminal.  
5. The student uniform policies and the employee uniform policies are the same.  

**Quiz Answers**

T, T, F, F, F

**NOTES**