

TRAVEL CONFIDENT: CREATING AN INCLUSIVE PUBLIC TRANSPORT ENVIRONMENT

MODULE 5

PRACTICAL ROLE PLAY EXERCISES



Customer service: recap

Ask permission

Don't make assumptions

Provide practical support, *if needed*

Be informative

Be patient and respectful



Scenario 1

Assisting a passenger with wheelchair – including how to push/fold/handle a wheelchair.

Scenario 2

Guiding a visually impaired passenger.

Scenario 3

A passenger has misunderstood which stop their bus was leaving from and has missed it. They have a long wait until the next one. They are angry and distressed.



How did it feel?