

IFF CV13/ EN

TRAINING IN STOPOVER FUNCTION



TARGET AUDIENCE

- Station managers on duty for whom a need for additional training has been detected by the manager.
- New station managers before they take up their posts.



GOALS

- Apply safety rules for travel on railway rights-of-way.
- Comply with safety rules regarding electrical risks (obligations, prohibitions, etc.).
- Identify railway risks.
- Be capable to supervise and coordinate an operational Stopover.
- Be able to take on the managerial dimension of the job of a Station Manager.



PREREQUISITES

- Have had training or have held a position in customer relations.



EDUCATIONAL MODALITIES

Situational exercises, case studies, anchoring and sharing of professional practices.



DURATION: 9 Days



PROGRAM

- Take ownership of the context, the issues, the evolution of the port of call and to be able to explain them;
- Knowing how to identify its place and role in the station environment;
- Identify customer expectations and implement the processes that contribute to customer satisfaction;
- Contribute to the analysis and implementation of action plans based on past events;
- Create the conditions for a successful relationship with the customer by embodying the service postures expected by the company;
- Manage and coordinate teams of different professions in the port of call, adapting to the frame of reference of each one;
- Manage your site according to the standards and tools related to your scope of action in normal situations;
- Adapt one's operational management according to the situations encountered (disrupted/crisis).

• **Level 2 assessment:** Assessment of skills acquired at the end of training ➔ **Yes**