

KNOWLEDGE & ABILITY	BEHAVIOURAL DESCRIPTION	SITUATIONAL RESPONSE
9.02.04 - ability to listen to inquiries	From your work experience, identify a time when you have had to deal with customer inquiries. Describe how you handled the situation. ² Describe how you would respond to the passenger.
9.03.02 - knowledge of effective problem-solving techniques	From your work or personal experience, describe a situation where you have had a problem to solve such as ¹Describe how you dealt with the problem.	Imagine the following situation ³Describe the steps you would use to deal with this situation.
14.01.06 - ability to organize safe and orderly evacuation	If you have been involved in an evacuation situation either at work or in your personal life, describe how you handled it.	Imagine the following evacuation situation ⁴ Explain how you would deal with this situation.
	Imagine yourself as a bus operator and a customer comes to you with a question about	

¹ In here you could put examples such as “mechanical breakdown or a sick passenger”
² In here you would insert a question that cannot be answered with a simple “yes” or “no” and that would be typical of questions from your customers.
³ Again an appropriate bus operator problem solving example would be used here.
⁴ An example of a typical situation would be put in here.