

Massachusetts  
Rural Transit  
Assistance Program



and

hta



hardwick transit associates

*invite you, your drivers and your office staff  
to participate in a session of*

## *Get an 'A' in Customer Service*

A multimedia training program,  
uniquely designed for the public  
transportation professional.

**Learn real-life tactics,  
such as how to:**

- Curb foul language on the bus or van
- Say "no" when you must
- Successfully address intoxicated or unhygienic passengers
- Better communicate with customers with disabilities
- Politely discourage passenger from engaging you in conversation... and more!

Hosted by:

**Cape Ann  
Transportation  
Authority**

at the

**Greater Lynn  
Senior Center**

147 Summit Street  
Peabody, MA



**Saturday, April 26, 2008**

**9:00 AM—4:00 PM**

For more information, call:

**Carol Tally  
(877) 627-8271**

or register online @

**[www.martap.org](http://www.martap.org)**

*It is recommended for managers,  
supervisors, dispatchers, operators  
and volunteers alike.*

# Customer Service

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