

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:

**Franklin Regional
Transit Authority**

Greenfield, MA
(Location TBA)

**Saturday, May 17, 2008
Sunday, May 18, 2008**

9:00 AM—4:00 PM

For more information, call:

Michael Perreault
(413) 774-2262 x 105



or register online @

www.martap.org

*This is a one-day course, offered
on two different dates.*

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

Customer Service

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