

Personal Details

Overview

Last Name

Tran

First Name

Hoang Duy

Email Address

hoangduytran1960@googlemail.com

Disability Information

Do you consider yourself to be disabled under the Equality Act 2010?

No

If Yes, would you like to take part in our disability confident commitment?

Do you need any reasonable adjustments/modifications as part of your application

No

If yes, please provide details of any reasonable adjustments/modifications

Have you ever served in the Armed Forces? Network Rail has an MOD Partnership

No

Do you require a work permit to work in the UK?

No

Have you ever worked for Network Rail?

No

If Yes, enter your reason for leaving Network Rail (or enter n/a)

N/A

Please state your current salary and any other benefits

N/A

Would you need to relocate for this role?

No

Have you had a full, clean and valid UK driving licence for more than 12 months?

Yes

Address

Address Line 1

21 Fox House

Address Line 2

Maysoule Road, Battersea

Town

London

Post Code

SW11 2BX

Country

United Kingdom

Phone Numbers

Phone Type	Phone Number	Times to Call
Home		
Personal Mobile	07424355760	
Work		

Documents

File Name	File Type	Upload Date	Description	Preview
Hoang Duy Tran new CV with interpreter and UNHCR_01.pdf	CV	03-Nov-2021		

Application Assessment

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Role specific

(Answer all questions in this section)

1. Our staff understand the value of customers and are passionate about the service they provide. Which of the following best describes the preferred option for creating outstanding customer service?

☐ Staff are visible and deal reactively with queries if approached by a customer

☐ Staff are visible and proactively approach customers to see if they need help

☐ Staff looking busy and grouped together

2. A customer stops you on the concourse to ask if their ticket is valid for travel on a particular service. You are not sure. Do you?

☐ Inform them you're unsure but tell them to travel anyway as the ticket gates are open

☐ Just say yes, it's the quickest and easiest answer which will allow you to get back to your day job

☐ Inform them you're unsure but seek the answer for the customer by asking a colleague at the ticket gates or ticket office

3. Customers often need help with directions for local attractions, which of the following describes the option:

☐ Advise them to ask at the travel information desk because you're unsure of the best route

☐ Smile and point to the direction which they need to go in

☐ Clarify exactly where they are going, seek to ensure they exit the station at the right exit escorting them if necessary and are clear on the instructions

4. If there are significant delays to train services, which of these describes the best option for customers?

☐ Recognising this is stressful for customers, maintain up to date & accurate information and advise on alternative routes they can take whilst keeping a calm approach

☐ Provide a refund on their ticket and offer a complimentary tea or coffee

☐ The station to arrange taxis home for them, staff to stay away from waiting area, all screens to offer Network Rail's apologies

5. A customer has missed the train due to a platform alteration. The customer is becoming stressed and angry towards you and wants to complain regarding the service provided not being good enough. Which of the following is likely to offer the best customer resolution?

☐ Raise your voice and ask them to calm down or you won't be inclined to help them

☐ Ensure you have the correct information of when the next service is and offer to get them a complaint form

☐ Give the customer your full attention and listen to their complaint, acknowledge their position, apologise, and help with their onward journey

6. You have given very clear instructions to a customer but they still look confused. What would you do next?

☐ You have explained to the best of your ability. It's not your fault that they still don't understand

☐ Customers have varying abilities and everyone is able to understand and process instructions differently. You try to understand your customer's needs and respond appropriately. Perhaps English isn't their first language or they have hearing difficulties

☐ You pass them onto another colleague who is more patient when dealing with the general public

7. A customer approaches you to ask for a cash machine. You happen to be standing very close to one but as you direct the customer to it, you notice it's out of service. Do you?

☐ Direct the customer to it nonetheless because it's not a Network Rail machine and they can call their bank for help

☐ Direct them towards an alternative cash machine and get on with your duties

☐ Direct them towards an alternative cash machine report the machine as out of service and arrange a sign advising where there is an alternative machine

8. You are working during a busy evening peak when the local underground/metro system grinds to a halt because of electrical supply problems. Lots of customers are frustrated as they were on their way home and their train has been terminated at your station. You find yourself on the concourse with a particularly angry passenger shouting loudly in your face. Do you?

☐ Usher them away and tell them the underground/metro system is not your problem and they should speak to someone who works for the underground/metro. You have many customers of your own to look after who are your priority.

☐ Attempt to diffuse the situation by acknowledging their frustration, apologising for any inconvenience and politely explaining that the delay is out of your control but that you will help with alternative options, keeping your radio close by to request support if this does not have the desired effect

☐ Immediately shout for police assistance in the hope that this angry individual is escorted off the premises

9. A customer stops you on the concourse to ask if their ticket is valid for travel on a particular service. You are not sure. Do you?

☐ Inform them you're unsure but tell them to travel anyway as, the ticket gates are open

☐ Just say yes, it's the quickest and easiest answer which will allow you to get back to your day job

☐ Inform them you're unsure but seek the answer for the customer, by asking a colleague at the ticket gates or ticket office

10. Our stations are very safe and secure, this is because we work hard to deliver a safe and secure railway network for everyone and we have a strong safety culture. Whilst carrying out your patrol you come across a liquid spillage in a public thoroughfare, do you?

☐ Report the spillage to the station control and continue with your task, it is important to focus on your job

☐ Assume the spillage is being taken of as there are cleaners nearby; they are trained to deal with it

☐ Remain close to the spillage, deterring the public from interfering until you are able to ensure the spillage is contained

11. You spot someone asking a customer for money. They appear to possibly be homeless. Which of the following is the best option?

☐ Immediately tell them to leave. We don't allow begging and it doesn't create a nice atmosphere for our customers

☐ Politely confirm what they are doing and deal with it appropriately on the merit of their response. We can't assume that they aren't one of our customers

☐ Give them some change and politely ask them to leave

12. Which of the following is most likely to determine if a person is acting suspiciously...?

☐ Someone who looks shifty and looks like a criminal, go with your gut instinctive

☐ Someone whose behaviour does not appear typical of what you would expect for the environment and appears to be taking an interest in things other customers are not

☐ Someone who is wearing a rucksack, loitering about and has a certain appearance

13. Which of the following statements do you feel is the right approach towards public safety?

☐ No one is really responsible, accidents generally happen where there are lots of people, it's not really anyone's fault

☐ Members of the public are responsible for their own safety; they are the cause of the accidents in the first place

☐ Everyone is responsible for public safety, but especially those who manage public places as they are better able to foresee risks arising and take steps to ensure public safety

14. How would you best describe what is meant by security at stations?

☐ It's about preventing shoplifting and begging as they can detract from the customer experience

☐ It's about stopping people leaving bombs in stations. Terrorism is the main threat we face

☐ It's about preventing any activity which is crime related and which may cause customers to feel less secure as a consequence

15. You see a customer approaching the escalator with two suitcases and a young child. There is a lift behind the escalator, but the customer hasn't noticed it. Do you?

☐ Watch the customer carefully to ensure they get on and off the escalator safely

☐ Approach the customer to request they use the lift, and direct them to it, accompanying them if they need help

☐ Approach the customer and offer to carry their bags on the escalator for them

16. What do you perceive to be the correct definition of the National Security Threat level?

☐ A rail regulatory driven level, used to denote all security threats concerning rail travel

☐ A directive informing the public of threat levels when travelling outside of the UK on holiday

☐ The threat level that indicates the likelihood of a terrorist threat in the UK issued by a Government Department

17. Contractors often come and do maintenance and building work on our stations. You spot a contractor doing work that you do not recognise and they aren't wearing an approved visitor's pass. Do you?

☐ Assume they're fine as challenging them could cause embarrassment. They've probably just forgotten to put their pass on

☐ Politely ask them if you can see their visitor's pass as all contractors must have signed in at reception and had their relevant documents checked over and approved

☐ Ask them to stop work immediately and come with you to the reception so you can investigate further

18. How many stations are managed by Network Rail?

☐ 0-25

☐ 25-50

☐ 50-100

19. Network Rail runs, maintains and develops Britain's rail tracks, signalling, bridges, tunnels, level crossings and many key stations. But we don't actually run train services for passengers. Who does?

☐ Train Operating Companies

☐ British Rail

☐ National Rail

20. What does the abbreviated term BTP refer to?

☐ British Train Police

☐ Building Transport People

☐ British Transport Police

21. Approximately how many journeys are made on Britain's railway each year?

☐ 1.3 million

☐ 1.3 billion

☐ 130,000

22. This role involves working rostered shifts which may include early starts, late finishes, nights, weekends and bank holidays. Are you willing and able to work these shifts when required?

☐ Yes

☐ No

23. This role will require you to work in pressurised conditions such as emergency situations where you may be dealing with a fire or medical incident. Please can you confirm you are able and willing to work in such conditions?

☐ No

☐ Yes

Job Posting Details

Job Posting Information

How did you hear about this position?

Glassdoor

Other - please specify

Work Preferences

Keywords

Software Engineer, Customer Assistant, Graphic Designer

Minimum Salary

20000

Currency

GBP

Professional Area

Network Services

Employment Category

Either

Employee

Yes

Contractor

Yes

Security checks

Should your application be successful, all offers of employment are conditional upon satisfactory completion of Government [Baseline Security Standards \(BPSS\)](#) (*Some of these checks may include passing your personal information to a third party).

Network Rail will carry out a basic [criminal record check](#) for any unspent convictions, in accordance with this standard.

Furthermore, some roles may require you to undergo [National Security Vetting](#) (this will be highlighted within the advert). This will include a counter terrorist check in accordance with the Home Office ([regulated for the transport sector](#)).

By proceeding with your application, you are confirming you have read and understood the above statements and acknowledge these are a condition of your application progressing.

Declaration of Application

By proceeding with your application, you are confirming all information provided is wholly truthful to the best of your knowledge and you understand any false statements or deliberate omissions within this application may result in Network Rail withdrawing your application from the process.

All information held by Network Rail is stored in accordance with the [General Data Protection Regulations 2018 \(GDPR\)](#) and [Network Rails Privacy notice](#).