Work Instruction - Operations	HITACHI
CUSTOMER SERVICE SUPERVISOR HANDOVER	Inspire the Next

Work description: Customer Service Supervisor Handover
Scope: This Work Instruction is about the changeover of shifts for Customer Service Supervisor.
References: Customer Service Supervisor Log, HNL-09505 Customer Service Duties

PPE and precautions	Competencies or qualifications	Licenses or permits required
Nil	Customer Service Supervisor	Nil
Tools and equipment required		
Nil		

⚠️ ***Warning***

If you think the next person (whom you are handing over to) might not be fit for duty (e.g. looking sick), stop the handover and tell the Service Manager immediately.

Customer Service Supervisor Handover *Customer Service Supervisor - outgoing*	You are the outgoing Customer Service Supervisor. You must brief the incoming Customer Service Supervisor about all important items recorded in your Customer Service Supervisor Log during the shift handover.
	The handover briefing must cover the following: • Customer Service Supervisor Log entries • portable handheld EDACS radio • end of shift reports completed by Train/Station Operators • appraisals and staff interviews that are due that day • monitoring, audits and ride checks that are due that day • special events • operational notices • procedure changes • issues and matters associated with contractors and concessionaires • equipment out of commission/damaged/missing • safety issues • staffing issues • engineering/maintenance work activities • changes to integrated transport services (e.g. bus feeder services) • special marketing promotions, travel, and ticketing arrangements • new instructions or any changes in work procedures • security arrangements and threat levels • special revenue operations or partnership working exercises • other items of interest
	Once the handover is completed, the incoming Customer Service Supervisor must sign on the Customer Service Supervisor Log next to your signature. This indicates the starting time of his/her shift and that he/she has understood the present operational status.

Customer Service Supervisor Log	When any of the following events are reported to the Customer Service Supervisor, they should be recorded in the Customer Service Supervisor Log. At the start of every shift, the outgoing Customer Service Supervisor will carry out a handover for the incoming Customer Service Supervisor.
Customer Service Supervisor - outgoing	During handover the outgoing Customer Service Supervisor will use the Customer Service Supervisor Log to inform the incoming Customer Service Supervisor of the following: • booking in and book out of Customer Service Supervisor and Train/Station Operators • absence/lateness of Train/Station Operators • infractions of safety requirements/breaches of by-laws • failures and defects • incidents, accidents, emergencies, irregularities or any untoward occurrences • passenger complaints • non-compliance with procedures or instructions • misconduct of staff, contractors, and members of the public • closure of stations during commercial service hours • special events (e.g. police actions, visits by government officials/inspectors) • receipt of publications, documents, temporary notices and instructions (including verbal instructions from senior officials) • disposal of obsolete publications, documents or records • any other abnormalities/irregularities
	Once the handover is completed, both the outbound and inbound Customer Service Supervisor will sign the outbound Customer Service Supervisor Log to indicate that they have understood the present operating status of the network.

Additional controls
If there is any confusion regarding the information provided, you should seek clarification immediately.