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| **TRAINING PLAN FOR TICKET SELLER II, BATCH #24** |

Objective:

*This training plan is designed to obtain the following objectives:*

* Grasp a general overview of the DOTC-MRT3 Operation System and its operational philosophy.

* Acquire the necessary knowledge on the DOTC-MRT3 Rules and Regulations being applied on the system emphasizing on its work application.

* Familiarize the various Procedures being applied at the Station.

* Identify the specific duties and responsibilities of the Ticket Seller.

* Learn the basic operation of the AFC System and apply the knowledge they acquired for their day-to-day work.

* Identify and practice proper customer care/service to the riding and non-riding public.

No. of Trainees:

*For this training, 19 participants will be attending the course.*

Inclusive Dates:

*This training shall be conducted from December 01 to December 26, 2011.*

Course Outline:

*This course shall be conducted in accordance with the following outline:*

* Fish Philosophy and Orientation of New Entrants

* Total System Operation and Orientation

* DOTC-MRT3 Operating Rules and Regulations

* + Foreword

* + General Rules

* + General Safety Rules

* + Station Policy

* + Cash and Ticket Management

* Station Policies and Procedures for Ticket Seller

* + Internal Memos

* + Office Order

* AFC System Operation and Procedures

* + AFC System Overview

* + AFC Configuration

* + AFC Equipment and Functions

* + Operation of Analyzer/Dispenser (A/D) and Control Box

* + Minor Troubleshooting of Analyzer/Dispenser (A/D)

Training Schedule:

*The tentative schedule of activities shall be based on the following, subject to change depending on the training outcome:*

Day 1

* + Course Overview

* + Total System Operation and Orientation (OR1)

Day 2

* + Evaluation on OR1

* + Rules and Regulations (RR) Chap. 1 and 2

Day 3

* + Evaluation on RR Chap. 1 and 2

* + Rules and Regulations (RR) Chap. 3

Day 4

* + Evaluation on RR Chap. 3

* + Rules and Regulations (RR) Chap. 11

Day 5

* + Continuation on Rules and Regulations (RR) Ch

* + Rules and Regulations (RR) Chap. 12

Day 6

* + Evaluation on RR Chap. 11

* + Continuation on Rules and Regulations (RR) Ch

Day 7

* + AM - Continuation on Rules and Regulations (R

* + PM - Mainline Tour

Day 8

* + Evaluation on RR Chap. 12

* + Station Policies and Procedures (Internal Mem

Day 9

* + General Orientation for New Entrants

Day 10

* + Station Policies and Procedures (Existing Off

Day 11

* + AFC System Overview

* + AFC Equipment

* + A/D Machine Orientation and Procedure

Day 12

* + Evaluation on AFC System and Equipment

* + and A/D Machine Operation

* + Hands-on Lecture on A/D Machine Operation

Day 13

* + Hands-on Practice on A/D Machine Operation

Day 14

* + Hands-on Practice on A/D Machine Operation

Day 15

* + Hands-on Practice on A/D Machine Operation

Day 16

* + Practical Evaluation on A/D Machine Operation

Day 17

* + Practical Evaluation on A/D Machine Operation

Day 18

* + Practical Evaluation on A/D Machine Operation

Materials & Facilities:

*The following are the training materials / modules and facilities necessary for this training course:*

1. Handbook / Training Module
   \* Total System Orientation
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Facilitators:

*The Support Staff shall conduct this training facilitated by Supervising TDO Luis, Jr. Saman , Senior TDO Graziela Santos and Senior TDO Jun Martin with the assistance of Ms. Aida D. Deveraturda.*