

# Coach Driver's onboard announcement guide

Version: Oct 11



To be used in conjunction with the Safety Announcement CD

**national** express



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# How to make the announcements

**Use the announcement scripts provided. You do not want to be midway through your announcement and forget what you are saying.**

- Use clear and concise language, making sure you give the customers up-to-date information
- Speak in terms your customers understand and always remember that English may not be some customers' first language
- Speak professionally, with an upbeat and friendly tone
- Always keep your customers informed of any changes affecting the running of the service – when safe to do so

**Remember: It is essential that clear and accurate announcements are always made prior to the departure of any journey.**

# Originating departure point (services running on time)

## **STEP 1 – You must make the following P.A. announcement:**

- Good morning/afternoon/evening ladies and gentlemen. My name is (your name) and I will be driving this (service number) service to (destination)
- We will be calling at (a,b,c...)
- For your safety and comfort please listen carefully to the following announcement:

## **STEP 2 – Please press the button to launch our automated safety message**

Please note that if the CD is not available or not functioning correctly, STEP 2 must be announced manually over the public announcement microphone (see Announcement 11)

# Originating departure point (services running delayed)

## **STEP 1 – You must make the following P.A. announcement:**

- Good morning/afternoon/evening ladies and gentlemen. My name is (your name) and I will be driving this (service number) service to (destination)
- Please accept my apologies for the late running of this service. This has been due to (reason for delay)
- We will be calling at (a,b,c...)
- For your safety and comfort please listen carefully to the following announcement:

## **STEP 2 – Please press the button to launch our automated safety message**

Please note that if the CD is not available or not functioning correctly, STEP 2 must be announced manually over the public announcement microphone (see Announcement 11)

## Coach arrived at interim stop (to be done when stationary)

### **STEP 1 – You must make the following P.A. announcement:**

- Ladies and gentlemen, we have now arrived at (stop name)
- If you are leaving the service here, please make sure you take all your personal belongings with you
- If you have luggage in the hold, please wait to the side of the coach while I unload it
- Thank you for choosing National Express and have a pleasant onward journey

## Coach departing from an interim stop – on time (only when new customers have boarded)

### **STEP 1 – You must make the following P.A. announcement:**

- Good morning/afternoon/evening ladies and gentlemen. For those of you who have just joined this service, my name is (your name) and I will be driving this (service number) service to (destination)
- We will be calling at (a,b,c...)
- For your safety and comfort please listen carefully to the following announcement:

### **STEP 2 – Please press the button to launch our automated safety message**

Please note that if the CD is not available or not functioning correctly, STEP 2 must be announced manually over the public announcement microphone (see Announcement 11)

# Coach departing from an interim stop – delayed (only when new customers have boarded)

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## **STEP 1 – You must make the following P.A. announcement:**

- Good morning/afternoon/evening ladies and gentlemen. For those of you who have just joined this service, my name is (your name) and I will be driving this (service number) service to (destination)
- Please accept my apologies for the late running of this service. This has been due to (reason for delay)
- We will be calling at (a,b,c...)
- For your safety and comfort please listen carefully to the following announcement:

## **STEP 2 – Please press the button to launch our automated safety message**

Please note that if the CD is not available or not functioning correctly, STEP 2 must be announced manually over the public announcement microphone (see Announcement 11)



# Coach arrived at refreshment break

## STEP 1 – You must make the following P.A. announcement:

- Ladies and gentlemen we will now take a refreshment break
- We will be stopping here for \_\_ minutes, and the time is now \_\_ : \_\_
- We will be leaving promptly at \_\_ : \_\_
- Please ensure you are back on time, as we cannot delay the service and we do not want to leave without you
- Please remember the location of this coach as you leave
- Thank you

# Coach departing refreshment break

## STEP 1 – You must make the following P.A. announcement:

- Ladies and gentlemen, welcome back and thank you all for your prompt return to the vehicle. To make sure we don't leave anyone behind, I will now conduct a seat check and would appreciate your help in identifying any missing customers

### **If there is a missing customer, you must make the following announcement:**

- We do appear to have (a) missing customer(s), please bear with me while I report this and we will then be on our way
- Apologies for the delay this may cause to your journey

# Coach arrived at final destination

Announcement

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## **STEP 1 – You must make the following P.A. announcement:**

- Ladies and gentlemen, we have now arrived at (destination name)
- Please make sure you take all of your personal belongings with you
- If you have luggage in the hold, please wait to the side of the coach while I unload it
- Thank you for choosing National Express. Have a pleasant onward journey

# Coach arrived at London Heathrow (Central Bus Station only)

## **STEP 1 – You must make the following P.A. announcement:**

- Ladies and gentlemen, welcome to Heathrow Central for Terminals 1 and 3
- If you are leaving the service here, please take your belongings with you and be careful of the kerb when you step down from the coach
- Due to safety measures at this Coach Station, all customers are required to wait behind the yellow barrier while bags are unloaded from the hold
- Please step over to the right when you disembark and I will unload your luggage for you
- Thank you for your patience during this important safety procedure and thank you for choosing National Express

# Coach mid-journey delay (to be made only when safe to do so)

Announcement

# 10

## **STEP 1 – You must make the following P.A. announcement:**

- Ladies and gentlemen, please accept my apologies for the late running of this service. There appears to be a problem with (reason for delay)
- I will keep you informed as we progress, and will do my best to get you to your destination as quickly as I am able. Thank you.

# Manual safety announcement (only to be made if CD fails)

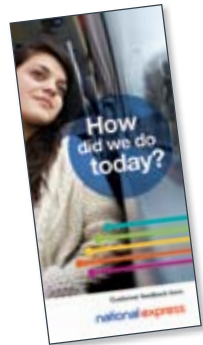
- A customer information card is located in the seat back in front of you. Please take a moment to familiarise yourself with its contents
- You are required, by law, to always wear the seatbelts that are provided on this vehicle
- Smoking and consuming alcohol is not permitted at any time, anywhere on this coach
- For your safety, CCTV recordings may be made during this journey
- Emergency exits are located at the front and rear of this vehicle and are clearly marked
- A toilet is located at the rear. Please take care when using these facilities while the coach is moving and remember to refasten your seat belt on your return
- Use of mobile phones is permitted, though please be considerate of others around you
- If there are any changes to this service I will do my best to keep you informed
- Now please sit back, relax and enjoy your journey with National Express

# First Resolution Avoiding New Complaints (F.R.A.N.C. - Coach Station only)

# 12

## STEP 1 – You must hand out a Customer Comment Form to all affected customers. Then you must make the following P.A. announcement:

- Ladies and gentlemen, I'm very sorry for the inconvenience experienced on your journey. As a step towards making things right, I would like to provide you with a complimentary journey to use with us again in the future.
- To redeem your complimentary journey, please fill in the following reference in the National Express office use section located at the bottom right of your Customer Comment Form.
- **The incident reference number is \_\_\_\_\_ (please read out incident reference obtained from SSC).**
- Please feel free to complete the rest of the form and freepost it back to our Customer Services team, who will respond to you within two weeks with details of how to book your journey.



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