

## WEST SOMERSET RAILWAY



### INFORMATION FOR VOLUNTEERS

**DEPARTMENT:** Booking Clerks

**INTRODUCTION:** The job of Booking Clerk is vital to the efficient operation of the railway. He or she is usually the first person a potential passenger will encounter when they arrive at the station and a warm welcome is essential. Passenger fares are the principal means of revenue necessary to keep the line going. There are eleven stations on the line, many of which are ticket-issuing.

Booking clerks need to be competent all-rounders in providing information about timetables, fares and the locality.

**GENERAL DUTIES:** These are varied but could include:

- Selling tickets in an efficient manner as not to delay train departures
- Providing information on timetables, fares and the locality
- Dealing with cash and credit/debit cards as well as balancing up at the end of the day
- Dispatching takings correctly

**RESTRICTIONS:** A need to be numerate and to be able to do mental arithmetic (although a calculator will be available!)  
Be able to remain calm under pressure  
Minimum age is 16 years

### OTHER INFORMATION:

To familiarise yourself with the Railway it is advisable to take several trips down the line and visit all stations.

Booking Offices are normally open about an hour before the first train departure from Minehead or Bishops Lydeard.

Bishops Lydeard and Minehead are the busiest offices. Without trying to cause too much alarm, these offices at 10am in the peak season are not places for the faint-hearted but the work is satisfying. Generally another person is on duty with you at Bishops Lydeard.

**FOR FURTHER INFORMATION:** Please telephone 01823 433856

**HOW TO APPLY:** By telephoning the New Volunteer Co-ordinator on 01823 433856 leaving your name and address, or  
By downloading the on-line application form and posting to the address on the form, or Completing the form on-line and emailing it to [volunteers@wsrail.net](mailto:volunteers@wsrail.net)