Welcome to Greyhound

Directions: Please read this material, watch the video and complete the practice on a printed copy. Place the printed copy with your answers in your training folder. You will be required to present a complete folder before taking the Mastery Test.

Time

10-minutes plus practice.

Course Overview

This course provides you a snapshot of the Motor Coach position, describes how to build your own student guide and an explanation of the training program.

Learning Objectives

At the completion of this module, participants will be able to:

1. State in their own words the driver’s job
2. Build the student training guide
3. Demonstrate an understanding of the training program

Practical Application

Build a training guide

Pass the Mastery Test with an 80% or higher

Topics

Motorcoach Operator

Building Your Training Guide

Training Program

Lesson Text

Motorcoach Operator

A motorcoach operator’s job is to provide passengers safe, comfortable and trouble free transportation. This requires dedicated preparation, professional driving skills and excellent customer service. This means you have exceptional people skills yet are committed to details such as coach inspections,
completing travel logs and customer counts. As an extra-board driver you will be on call seven days a week and twenty-four hours a day. Being flexible, available to work and showing up for work on time, are hallmarks of this dynamic professional position.

**Minimum Requirement**

1. 22 years of age or older  
2. Drug free, outstanding moral character, and in good physical condition  
3. Valid driver license in the state you reside  
4. Driving for the last three years (professionally or unprofessionally)  
5. Fewer than three moving violations in the past three years or fewer than four moving violations in the past five years  
6. No suspensions for moving violations  
7. No driving convictions related to alcohol or drugs  
8. Able to safely lift 100 lbs

**Building Your Training Guide**

In each of the courses you will find two PDF links on the left side of the page. One link is the course text. The other link is the course quiz. You must print both of these, watch the video, and complete the practice and the quiz. Be sure to score your quiz. The answers are at the bottom of the quiz. Afterward, place the course and the quiz in your training folder. You will be required to take your Mastery I Test at your home terminal. To be eligible to take the test you must present your instructor your training guide. The guide must be in order, practices completed and quizzes taken and scored. To practice for your Mastery Test there is an online electronic quiz for each course. You may take the online course as many times as you would like. The computer will score the quiz and provide a review. For this course there is not a quiz. However there is a training checklist. The checklist will be the first page of your guide and will walk you through the entire program.

**Training Program**

**Qualification School**

As a candidate, completing online training courses will prepare you for success at driving school. You will travel on a motor coach as a passenger and provide feedback to management about your experiences. To attend the driving school, you will be required to pass a drug screen, a Greyhound physical, a background check and a mastery test. This portion of your training is highly competitive. Candidates will be placed on a school waiting list when all requirements are completed. Top candidates on the waiting list will attend the driving school.

**Driving School**

The Driving school will be hands-on driving the coach. You will be away from home for two weeks. Greyhound will provide lodging, meals and student per diem allowance. Training is intense and will center on a skills course, logs, pre-trip inspections, customer service skills, city driving and night time driving. You must show competency in these areas to pass driving school and proceed to Finishing
School. Training days may be ten hours each day. You are expected to be in class or at coach-side on time, rested and dressed professionally in a white shirt, black tie, black pants and dress shoes.

**Finishing School**

At your home domicile you will complete online training and hands-on training focusing on Greyhound policy and procedures. You will continue to receive your per diem allowance as you learn the local routes and perfect your driving skills. You must obtain a CDL, complete 120-hours of driving, and pass a final road test with your instructor.

**Day 1 - Day 90**

Day one through ninety is a probationary period. You will perform all functions of a professional motor coach operator. You are required to attend monthly safety meetings. The instructor, supervisor and safety manager will perform road checks, ride-a-long and review safe bus reports. You will collect feedback from your customers and provide the feedback to your instructor. The instructor and supervisor will meet with you monthly to review your performance.

**NOTES**