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**Task Five**

**Corporate Communications**

**Scenario:** Due to extreme flooding on the Merseyrail network overnight, we have had to cancel trains on our Wirral lines until the water has been removed from the track. The Managing Director of Merseyrail has asked you to prepare a press release to send to the local media informing them of the major disruption.

**Details:** Due to heavy rainfall overnight, trains travelling from Chester to Liverpool and vice versa have been cancelled this morning. You do not currently have any details of when the trains will be back up and running. Rail replacement buses are operating between Chester and Liverpool and staff are working hard to remove the water from the track but won’t know when it is safe for trains to operate.

**Your task:** Write a ½ to 1-page press release about the disruption with advice to passengers to check before they travel, as well as a quote from Merseyrail’s Chief Operating Officer Zoe Hands.

**Notes:** The press release should be reassuring to passengers that work is being undertaken to get services back up and running as soon as possible, but it should also include details of how passengers can use alternative transport to get to where they need to be.

Thank you for completing this task on Merseyrail

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