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| **Name** |  | **Form** |  |

**Welcome to your virtual work experience at Merseyrail!**

**Task One – Introduction**

Take a look at the 360 tours and familiarise yourself with the layout and the various parts of the organisation.

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| <https://my.matterport.com/show/?m=ph3q16bkcp1/>  <https://my.matterport.com/show/?m=tZ681UfQKWs/> |
|  |

You will need to visit [www.merseyrail.org.uk](http://www.merseyrail.org.uk) to familiarise yourself with the company so spend some time have a look round our website too.

Please answer the following questions;

|  |  |
| --- | --- |
| 1 | When was Merseyrail formed? |
|  |  |
| 2 | How many people work for Merseyrail? |
|  |  |
| 3 | How many miles of track does Merseyrail cover? |
|  |  |

|  |  |
| --- | --- |
|  | There are many job roles within the organisation – look at the various business areas within Merseyrail and list as many as you can along with a brief note on duties that you think are involved with each role. |
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| --- | --- |
|  | All employees at Merseyrail are committed to living values and behaviours every day to ensure the best services are given to customers.  List the values / behaviours below along with why you think these are important: |
| 1 |  |
| 2 |  |
| 3 |  |
| 4 |  |

|  |  |
| --- | --- |
|  | Merseyrail opened a new station in June 2018 – what is the name of this station? |
|  |  |
|  | How many stations do Merseyrail operate within the Liverpool City Region? |
|  |  |
|  | On an average weekday, how many people use Merseyrail? |

|  |  |
| --- | --- |
|  | Staff at Merseyrail are rewarded for their best delivery of service to customers.  List 3 of what you think are the best and a brief explanation of why you think this. |
| **1** |  |
| **2** |  |
| **3** |  |

|  |  |
| --- | --- |
|  | Merseyrail strive to be recognised across Merseyside and within the industry as a leader in environmental good practice, with an environmental management system fully embedded across all business operations.  List below actions taken by Merseyrail to achieve environmental good practice: |
| **1** |  |
| **2** |  |
| **3** |  |

|  |  |
| --- | --- |
|  | You can apply direct to Merseyrail to become a Guard. Once you have been a Guard in the business for two years you can then apply to become a Train Driver when a vacancy arises. What skills would Merseyrail expect applicants to have or show and how long do you think the training lasts for?  PLEASE SEE ADDITIONAL DOCUMENT – MERSEYRAIL GUARD JD |
|  |  |

**Trivia:**

* Merseyrail commuters have travelled over 180 million miles which is equivalent to a round trip between the sun and the earth.
* Over 100,000 pairs of flip flops are given out by Merseyrail during the Grand National in Aintree.
* Merseyrail has been used for filming and have featured as a location for Netflix, ITV, BBC, Sony, the X-Factor, Hollyoaks and Who do you think you are.
* Over 50 Merseyrail station community partnerships – schemes include schools artwork, wildflower embankments, edible schemes such as herbs, vegetables, and fruit for all to pick and enjoy.
* Ainsdale station is the most environmentally friendly station on the network & includes solar panels, low energy LED lighting with smart controls and rainwater harvesting tanks to serve the toilet facilities.
* The National Rail Passenger Survey named Merseyrail as one of the top 3 rail companies in the UK in 2018.
* A time capsule is buried in the foundations of the new £13 million state-of-the-art Maghull North station, which will be re-opened in 2068.
* Built in 1898, James Street station is the oldest deep level underground station in the world.
* To encourage greener and healthier travel Merseyrail offer over 1500 cycle spaces at stations across the network.
* Bootle’s Oriel Road station is home to the “Boy with the Ball” statue, in memory of schoolboy Stephen Nesbitt, who tragically died after stepping on a live rail.
* The Wirral Line was one of the first lines to use electric trains instead of steam trains.
* Renowned World War 1 poet Siegfried Sassoon travelled to Freshfield station before walking the short distance to Formby beach where he famously threw part of his Military Cross into the sea.

Thank you for completing this task on Merseyrail

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