

Geography at Work

Transportation: Ticket Agent

Some Careers In Transportation

Transportation Ticket Agent makes reservations, sells tickets, and answers customers' questions

Station Agent assists travelers with special needs

Travel Clerk plans routes, calculates mileage, and answers questions

Passenger Rate Clerk sells tickets, plans special or chartered trips, works with customers



An agent sells a ticket to a customer.

Many people love to travel and to see new places or visit old favorites. Other people travel for business or personal reasons. Whether it's travel to a local or faraway spot, ticket agents help travelers get to their destinations on trains, subways or elevated rail cars. Ticket agents work for railroads or public transit systems. Because they have contact with customers, they should enjoy working with people.

Ticket agents help customers plan departure and arrival times, determine how long a trip will take, book reservations, and buy their tickets. Agents need to have good geography skills. They need to read maps, use tables and charts, and work with fare schedules. They must have a good understanding of directions and know where places are. Because they help customers set travel schedules, ticket agents must have good time measurement and arithmetic skills.

Look at the chart showing some of the careers in transportation.

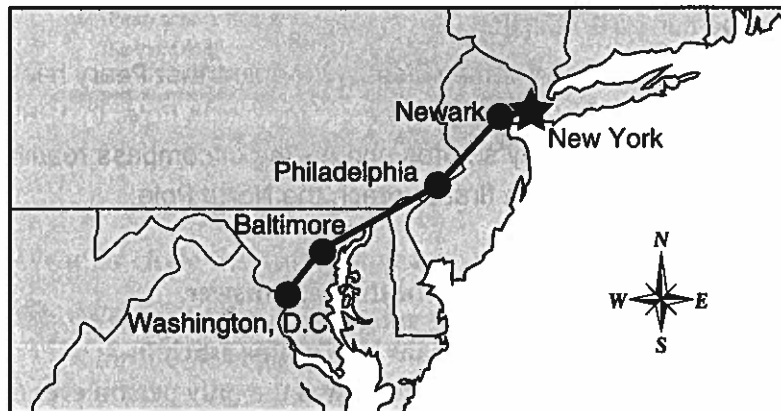
- Do any of the careers interest you? If so, which ones?
- What information would you need to find out more about those careers? On a separate piece of paper, write some questions that you would like answered. You can find out more information about those careers in the *Occupational Outlook Handbook* at your local library.

PRACTICE

Rail ticket agents help customers plan their trips and make reservations. Use the timetable and map below to fill in the spaces in the conversation that follows.

Eastern Rail Line Timetable—Route: Washington, D.C., to New York, NY

Train	Washington, D.C.	Baltimore	Philadelphia	New York
	Departure Time	Arrival/Departure Times		
18	5:30 A.M.	6:15 A.M./6:20 A.M.	7:34 A.M./7:39 A.M.	8:59 A.M.
126	6:15 A.M.	7:00 A.M./7:05 A.M.	8:19 A.M./8:24 A.M.	9:44 A.M.
150	9:00 A.M.	9:45 A.M./9:50 A.M.	11:04 A.M./11:09 A.M.	12:29 P.M.
200	1:56 P.M.	3:41 P.M./3:46 P.M.	4:50 P.M./4:55 P.M.	6:15 P.M.



RAIL AGENT: "Good morning. This is the Eastern Rail Line. May I help you?"

CUSTOMER: "Yes. Do you have any trains leaving from the Washington, D.C., area that will get me into New York City by 12:30 p.m.?"

RAIL AGENT: "We have _____ trains that arrive before 12:30 p.m. The train numbers are: _____; _____; and _____."

CUSTOMER: "I have an appointment at 12:45 p.m. in New York. Which train should I take?"

RAIL AGENT: "There is a train that arrives at _____, but that will only leave you 16 minutes to get to your meeting. I recommend you take train number 126. It arrives in New York at _____. It will give you plenty of time to get to your meeting."

CUSTOMER: "What is your first stop north of Washington, D.C.?"

RAIL AGENT: "_____ is the first stop north of Washington, D.C."

CUSTOMER: "That stop is closer to my house; I will catch the train there. Thank you. I'd like to buy my ticket now."

RAIL AGENT: "I will be happy to help you."