
Asking questions...

10. If you are asked a question such as 'Where does this bus go to?' or 'Do you go past a tube station?' – do your best to answer in a helpful way

Driving smoothly...

11. Do not move off until everyone has paid, shown a pass or touched their Oyster card. All passengers need time to get to a seat or hold on safely before you pull away, especially older and disabled people. The doors must be closed before you move off, and the drive should be smooth and comfortable

During the journey...

12. Do not chat to anyone while driving. Aim to handle any problems with tact and patience. Never leave your bus unattended unless you have been authorised to do so
13. Look and listen out for passengers intending to get off. Ideally they will let you know they wish to get off by ringing the bell but be prepared to stop in case they do not
14. Be aware of cyclists. Following the introduction of both Barclays Cycle Hire and Barclays Cycle Superhighways you will need to share the road with an increasing number of cyclists

