

# EFFICIENT TOLL MANAGEMENT FOR ROADS, TUNNELS, BRIDGES

 **Dates and duration to be agreed upon**

 **Location to be agreed**

Please contact us for a personalised quote



## OBJECTIVES

- Understand the missions and specify them according to expected standards
- Toll collection and supervision
- Toll control and fraud fighting
- Sale points and customer management



## THE BENEFITS OF YOUR TRAINING

- - Programme designed by Egis Road Operation, a global player in Road O&M, with more than 2400 km in operations in 16 countries.
- The programme is tailored according to the features of your project (tunnel, toll, ...).
- You will be hosted by the O&M company that matches best your needs.



## TARGET AUDIENCE

Road O&M Managers



## GOOD TO KNOW

Example of a 5 days programme



## EDUCATIONAL PROGRAMME

### Module 1

#### Toll collection

- Key features of tolling systems
- Organisation principles
- Means of payment (cash, electronic, petrol card ...)
- Operation and maintenance of automated lanes
- Occupational Health and Safety
- Technical visit of toll plaza - discussions with staff
- Topic 2 - Supervision
- Job description and responsibilities
- Real-time supervision
- Shift management
- Exceptional events management
- Technical visit of supervision premises - discussion with staff



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### Module 2

#### Toll control and fraud fighting

- Principles of control and reconciliation
- Fraud case studies
- Visit of control department - discussion with staff



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### Module 3

#### Sales points management and customer relation management

- Job descriptions and responsibilities
- Customer management (Call-centre, mail...)
- Marketing (products, website, ...)
- Invoicing process
- Visit



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**Prerequisites :** None