



The City of Warsaw
is happy to invite

foreign students

to work placements at the Organisation and Quality Management Department of the PUBLIC TRANSPORT AUTHORITY

What can you expect during the work placement with us?

The placement includes participation in the preparation of a draft Guide for Foreigners in English (Guide for International Passengers on Warsaw Public Transport);

Period: 1-2 months, preferably by the end of 2018

What do we provide?

- The opportunity to get to know the main working mechanisms of the public transport provider for a metropolitan area in a Central Europe country, including the quality management system in line with ISO 9001.
- The opportunity to get to know the tasks performed by the Organisation and Quality Management Department and selected measures aimed at improving the quality achieved by the Department
- Participation in works on a project aimed at improving the quality of services provided for international passengers,
- The opportunity to apply one's own experiences as a passenger (Customer Experience).
- Unquestionable benefit for the participant will be the acquisition of knowledge about the quality of public transport in other countries, as a basis for benchmarking and possible improvement.

What do we expect of you?

- A good command of English
- Availability between 10 a.m. and 3 p.m. or in accordance with an agreed schedule:
- Commitment and diligence

Please send in your applications, together with a CV before 29.10.2018,

to the email address:

k.baranowska@ztm.waw.pl