



JOB DESCRIPTION

This is not a Key Safety Critical Post

Job Title: Customer Services Assistant (CSA)

Team: Sunderland

Location: Sunderland

Reports to: Depot Manager

Purpose of Role

Support the Senior Conductor in all customer service requirements with an emphasis on the provision of catering services along with operational duties as required and qualified to do so.

Deliver product and service specifications consistently in all areas on-train to meet and exceed customer expectations.

Principle Accountabilities

Promote the GC image of customer service at all times when in contact with customers or potential customers on and off train.

Report for duty as and when required in company rules and procedures. These include the alcohol & drugs policy and codes of conduct covering uniform and hygiene.

1. Ensure personal safety and that of others at all times. Maintain a safe and tidy working environment
2. Comply with all relevant rules, procedures and policies. Undergo competence assessments where required by the company Safety Management System (SMS)
3. Ensure having received and understood any notices, bulletins or other information relating to job and where required confirm receipt these in the prescribed manner. Maintain currency of all personal publications and

BRILLIANT BASICS

HUMAN TOUCH

STRAIGHT-FORWARD
VALUE

BELIEF IN
BETTER

MAKE IT
MEMORABLE

equipment

4. Communicate effectively with and assist staff and customers in the interests of safety and customer service and support the Senior Conductor as required
5. Deliver on train product and service specifications as required (e.g. – 1st class, buffet, etc) and undertake all associated stock, storage and waste management requirements
6. Wear uniform and use as required any safety clothing or equipment provided
7. Manage on-train requirements including customer support, service and seat reservations and ensuring appropriate train presentation
8. Identify, locate and where necessary rectify or suitably tend to on-train faults. Follow the correct fault reporting procedures

Qualification, Experience and Knowledge Required

- Basic Food Hygiene qualified
- Trained in operation of on-train catering/revenue collection equipment and methodology
- Able to work well and safely under pressure
- Team-orientated and customer focussed
- Product knowledge and retailing skills
- Meets industry medical requirements for role

