

Train Attendant Capital Connection

Purpose:

To provide prompt, willing and professional service to ensure all customers enjoy an exceptional on-board experience, strengthening the brand of Kiwirail Capital Connection.

Is responsible for food and beverage service in the café car, and holds accountability for providing quality customer service and others duties as assigned.

Health and Safety is an important part of how KiwiRail operates. You will be a safety leader and will be expected to “walk the safety talk”

Dimensions:

Reports to: Customer & Crew Manager - Capital Connection. On a day to day operational basis this role will get direction from the Train Manager.

Responsible for: N/A

Location: Palmerston North

Internal Contacts: Train Manager
Locomotive Engineers
Capital Connection Management and Employees

External Contacts: Capital Connection Trains Customers

Key Accountabilities

Operational Performance

- Keeps passenger safety and security as key focus
- Identifies and reports train operating faults to Train Manager
- Assist in operating all bus replacements (transshipments), emergency situations and disruptions to service in a professional and efficient manner and keep customers fully informed of the situation:
 - Reason for delay
 - Estimated delay
 - Alternative services
- The Public Address (PA) system should be used to inform passengers wherever



possible.

- When cleaning staff are not available for cleaning of services, with the Train Manager you are responsible for the cleanliness of the service – specifically at end of 1206 service in Palmerston North.

Customer Service

- Provides high quality customer service which consistently meets specified customer service standards is delivered each day on each train to all passengers.
- Welcomes and connects with every customer, discovering their needs and appropriately suggesting products to enhance service and increase sales
- Greets and deals with customers in a prompt courteous and willing manner
- Ensures all products sold, support a positive, professional image of the Kiwi Rail Capital Connection brand, enhancing the passenger experience.
- Assists Train Manager to ensure customers are kept fully informed in the event of delays or disruptions
- Deals with customers affected by delayed or disrupted services in a helpful and sympathetic manner
- Carries out cleaning duties and rubbish collection
- Assists with luggage handling where required.
- Promote Capital Connection services by providing a high standard of customer service:
 - Be present at the train on arrival at platform and prior to departure in order to perform necessary checks and to assist passengers
 - Provide assistance to customers in need, e.g. elderly customers, parents with young children, disabled passengers, and those with luggage
 - Keep customers informed of any delays / variation to services
 - Use the Public Address (PA) system to inform passengers wherever possible
 - Maintain a cheerful and positive approach

On-Board Sales and Service Performance

- Cover for Ticket assistant in case of annual leave /sickness – sales of monthly/ 10 trip tickets.
- Issue tickets and collect revenue as required in accordance with Tranz Rail - Rail Operating Code Supplement 3.2
- Issue tickets and collect fare revenue in an efficient manner, ensuring that passengers are charged and given change correctly.

Last Updated 3-Aug-23



- Ensures all food safety requirements and procedures are consistently applied in food storage, handling and preparation
- Keeps merchandise displays full, tidy and attractive.
- Maximises retail sales and customer satisfaction through comprehensive product knowledge, purchase recommendations and add-on/up –selling
- Carries out all cash handling and transactions in line with cash handling policies and procedures as required
- Ensures Till and EFTPOS transactions are completed with minimum of errors.
- Completes accurately all on-board forms and promptly pays-in cash as required

Teamwork and Personal Appearance

- Maintains open and accurate communication with all staff.
- Provides support to team members and the Train Manager.
- Supports a culture of continuous improvement by contributing constructive feedback, ideas and initiatives to the team and National Operations Manager.
- Ensures own staff uniform is upheld and personal presentation is consistently high
- Assists team and Train Manager as required and instructed on a day to day basis

Health and Safety

- Maintains passenger safety and security as a priority and focus.
- Ensures company policies and procedures are adhered to.
- Keeps up to date with all safety bulletins, changes to codes and practices.
- Maintains responsibility for your own safety and that of other employees, contractors within your work environment
- Applies basic first aid to passengers as required
- Maintains responsibility for the identification, reporting and initial control of any safety or environmental hazard identified within work area.

Person Profile

Essential:	Desirable:
<ul style="list-style-type: none"> • Previous customer service experience • Be able to obtain Train Manager 	<ul style="list-style-type: none"> • Enthusiastic and keen to perform well.



<p>Certification including KiwiRail Category 2 Medical fitness.</p> <ul style="list-style-type: none"> • Able to gain and maintain certifications in First Aid, Tunnel & Gas Awareness, Emergency procedures, Food and Hygiene, liquor license and Electrical Awareness. • Is personally fit and active, with high levels of stamina and resilience to cope with the rigours of up to 13 hour shifts • Is in good health and is capable of passing the company's medical standards • Capable of lifting loads weighing up to 20kg • Holds a Clean Drivers Licence 	<ul style="list-style-type: none"> • Well organised • Maintains a high standard of personal presentation and grooming. • Previous experience in hospitality or tourist industry.
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Education:

Essential:	Desirable:
<ul style="list-style-type: none"> • NCEA level 3 or equivalent or previous hospitality industry experience. 	<ul style="list-style-type: none"> • Tertiary qualification or relevant administration experience

