



# Position Description

## Customer Host Great Journeys New Zealand

### **Purpose:**

To provide prompt, willing and professional service to ensure all customers enjoy an exceptional on-board experience, strengthening and enhancing Great Journeys New Zealand (GJNZ) services.

Is responsible for food and beverage services aboard and holds accountability for providing quality customer service and other 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 and Crew Manager, GJNZ  
On a day-to-day operational basis this role will get direction from the Onboard Manager or Premium Service Leader.

**Responsible for:** N/A

**Location:** Auckland, Christchurch and Wellington

**Train Services:** Northern Explorer  
Coastal Pacific  
Tranz Alpine  
Charters

**Internal Contacts:** Onboard Manager  
Premium Service Leader  
Train Operations Leader  
Customer Host Culinary  
Locomotive Engineers and other Operations Staff  
GJNZ Management and Employees

**External Contacts:** GJNZ Customers



**THE GREAT JOURNEYS OF NEW ZEALAND**

## **Key Accountabilities**

### **Operational Performance**

- Keeps passenger safety and security as key focus.
- Identifies and reports train operating faults to Onboard Manager or Train Operations Leader

### **Customer Service**

- Creates an inclusive and culturally enriching customer experience by warmly greeting and engaging with every customer, skillfully incorporating te reo Māori phrases and place names into their narrative, enhancing the overall customer journey and fostering a sense of belonging.
- Provides high quality customer service which consistently meets specified customer service standards in Scenic and/or Scenic Plus carriages ensuring a premium experience for passengers.
- Proactively engages with every customer, building rapport and identifying their unique needs, while skillfully recommending products to elevate their experience and drive revenue growth.
- Assists Onboard Manager or Premium Service Leader to ensure customers are kept fully informed in the event of delays or disruptions and deals with affected customers in a helpful and sympathetic manner.
- Carries out cleaning duties and rubbish collection ensuring that the customer areas are kept to a high standard during the train journey.
- Assists with luggage handling where required and ensures that customers are well-informed about the directions to their next destination or accommodation.

### **On-Board Sales and Service Performance**

- Maintains the responsibility of ensuring that all customer offerings or products, whether sold or served, adhere to GJNZ Service Standards, thereby upholding the brand's positive and professional image, resulting in an enhanced overall passenger experience and drive revenue growth.
- Ensures all food safety requirements and procedures are consistently applied in food storage, handling and preparation.
- Conducts all cash handling and transactions in strict accordance with cash handling policies and procedures, while also ensuring a high level of accuracy in till and EFTPOS transactions.
- 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 Onboard Manager or Premium Service Leader.
- Supports a culture of continuous improvement by contributing constructive feedback, ideas and initiatives to the team and Onboard Manager or Premium Service Leader.
- Ensures own staff uniform is upheld and personal presentation is consistently high.
- Assists team and Onboard Manager or Premium Service Leader 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"><li>• Previous customer service experience</li><li>• Able to gain and maintain certifications in First Aid, Tunnel &amp; Gas Awareness, Emergency procedures, Food and Hygiene, and liquor license.</li><li>• Is personally fit and active, with high levels of stamina and resilience to cope with the rigours of up to 13 hour shifts</li><li>• Is in good health and is capable of passing the company's medical standards.</li><li>• Capable of lifting loads weighing up to 20kg</li></ul>	<ul style="list-style-type: none"><li>• Enthusiastic and keen to perform well.</li><li>• Well organised</li><li>• Maintains a high standard of personal presentation and grooming.</li><li>• Previous experience in hospitality or tourist industry.</li></ul>

## Education:

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