



Customer Host

Position Description – (Wellington)

Team:	Scenic Plus	Location:	Wellington
Reports to:	Customer and Crew Manager		
Role Type:	Permanent		

About Us

KiwiRail’s Role in Aotearoa, New Zealand

KiwiRail, a proud State-Owned Enterprise, delivers sustainable and inclusive growth for our customers, communities, and people.

For more than 150 years, rail in New Zealand has connected communities, delivered freight and passengers around the country, and showcased our spectacular scenery to the world. Our purpose—Hononga Whaikaha, Oranga mo Aotearoa (Stronger Connections, Better New Zealand)—speaks to connection with our customers and the future needs of their businesses, connection with the communities we serve and operate in, and connection with each other. KiwiRail is carrying this legacy into the future, delivering connected rail and shipping transport services that create economic, social, and environmental value for New Zealand and New Zealanders.

Our Workplace

At KiwiRail, our values define the behaviour we expect from everyone. We have a team of over 4500 people, and every connection we make with each other, our union partners, our customers and all our stakeholders must be of the highest standard.



Safety, health, and well-being are our number one priority, ensuring our people return home safe and healthy every day.

About the Role

Purpose of the role

KiwiRail is in a phase of significant transformation to modernise and grow our rail and Interislander ferry services in Aotearoa.

To provide prompt, willing and professional service to ensure all customers enjoy an exceptional on-board experience, enhancing scenic plus.

Is responsible for food and beverage service in the café, car 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”.

Key Accountabilities

Within the area of responsibility, this role is required to:

- 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 Scenic Plus brand, enhancing the passenger experience.
- Assists Premium Service Leader 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.
- Keeps passenger safety and security as key focus.
- Identifies and reports train operating faults to On Board Service Manager.

Key challenges

- Ability to manage complex customer service-related challenges.
- Ensuring a timely service within tight service frame.
- Ability to work long hours.

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Onboard Service Manager		✓	✓	
	Train Manager		✓		
	Locomotive Engineers		✓	✓	
	Scenic Management and Employees		✓	✓	
	Premium Service Leader		✓	✓	
External	Passengers		✓		
	I Sites		✓	✓	
	Travel Centres		✓	✓	
	Local Tourist Attractions		✓	✓	

What you will do to contribute

Health Safety and Wellbeing

- 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.

Teamwork and Personal Appearance

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

Onboard Sales and Service Performance

- Provides at seat service in order to meet customer needs and expectations.
- 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.

Physical demands and the nature of work

This role is based onboard the train and requires:

- 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

Your role may include other tasks suited to your level, as your manager directs. This job description shows your current duties. We'll review and update it with you if your responsibilities change.

About you

Knowledge and experience

- Previous customer service experience.
- Able to gain and maintain certifications in First Aid, Tunnel & Gas Awareness, Emergency procedures, Food and Hygiene, and liquor license.
- 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 capable of passing the company's medical standards.
- Capable of lifting loads weighing up to 20kg.

Ways of working / Work-related qualities

- Enthusiastic and keen to perform well.
- Well organised.
- Maintains a high standard of personal presentation and grooming.
- Previous experience in hospitality or tourist industry.

Other Requirements

- You can pass regular drug and alcohol screenings
- You have a current and valid NZ Driver's Licence

Qualifications

- You need either:
- NCEA or Equivalent or previous hospitality experience
- Tertiary Qualification in Hospitality Industry