



Position Description

Customer Service Host Scenic Trains

Purpose:

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 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: Scenic Customer Services Manager or Scenic Customer Services Support Manager and Onboard Service Manager. On a day to day operational basis this role will get direction from Matrie d.

Location: Auckland or Christchurch

Internal Contacts: On Board Service Manager
Train Manager
Locomotive Engineers
Scenic Management and Employees
Maitre d

External Contacts: Scenic Trains Customers

Key Accountabilities

Operational Performance	
<ul style="list-style-type: none"> Keeps passenger safety and security as key focus Identifies and reports train operating faults to On Board Service Manager 	
Customer Service	
<ul style="list-style-type: none"> 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 Maitre d 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.

On-Board 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

Teamwork and Personal Appearance

- Maintains open and accurate communication with all staff.
- Provides support to team members and the Maitre d.
- Supports a culture of continuous improvement by contributing constructive feedback, ideas and initiatives to the team and Maitre d.
- Ensures own staff uniform is upheld and personal presentation is consistently high
- Assists team and Maitre d 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:
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<ul style="list-style-type: none"> • 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 is capable of passing the company's medical standards • Capable of lifting loads weighing up to 20kg 	<ul style="list-style-type: none"> • Enthusiastic and keen to perform well. • 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

