**Job Description**

**Welcome Host**

**Reports to: Duty Station Manager**

**Grade: C02**

**Safety Status: Non-Safety Critical**

**Hours of Duty: 35 hours, Sunday shifts as agreed, Shift Patterns**

**Location: London Euston**

1. **Job Purpose**

To promote London Northwestern Railway at London Euston and deliver customer service at this flagship location. Responsible for the safety of LNR customers, staff and equipment whilst carrying out a range of duties. Responsible to the Duty Station Manager for the Customer Service at London Euston, ensuring that all customers’ needs are recognised and met in accordance to Company Standards.

1. **Job Details**

* Reports to the London Euston Duty Station Managers
* Meeting and greeting passengers prior to boarding train services
* Assisting the dispatch team with the loading of London Northwestern Railway services ensuing that trains are loaded efficiently when required.
* Welcome customers to London Northwestern Railway by using visible, adjacent to and working from the Station Information Desk.
* Ensure that help is provided to passengers needing assistance with luggage.
* To promote and encourage the use of London Northwestern Railway services.
* To promote all London Northwestern Railway products and services.
* Deal with customers’ needs with regards to giving information and assistance with the Ticketing Vending Machines (TVM transactions).
* Seek out and assist customers with special needs (elderly, infirm, burdened, customers with children).
* To reduce ticket office queues when necessary.
* To assist with party bookings and meet travelling parties.
* Undertake other reasonable duties as directed by your line manager that are within your personal competence etc.

**3.Key accountabilities**

* Displaying the highest standards of interpersonal skills always and in all situations.
* Ensure that London Northwestern Railway is always positively promoted by your actions.
* Deliver a range of customer service requirements.
* Endeavour to support the provision of company values

**8. Sign off**

**Job Holder:……………………………………………….. Date:……………….**

**Manager:………………………………………………….. Date:………………..**