

MEDIA RELEASE

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Penrith Cleaner Sweeps the Customer Services Awards

A cleaner at Penrith Station has been recognised for working hard to provide train customers with some extra sparkle.

Kaitlin Rumble won a Sydney Trains Customer Service Excellence Award for not only extending her shift to cover a sick employee, but volunteering to stay back longer to bring a train carriage that required cleaning up to standard to avoid delays.

“Kaitlin knows that everyone at Sydney Trains can play a role in providing our customers with seamless train journeys,” said Customer Service Director George Stojkovski

“The fact she stayed back meant the train was available for us to put back into service, rather than being locked off.”

Kaitlin says she loves making sure Penrith Station is up to scratch.

“I want to make sure all our customers have a great experience,” she said.

“People going to work, school children, families and our staff – they all deserve a clean station.”

Kaitlin’s love for trains runs in the family, with her son working as a Sydney Trains guard.

“Sydney Trains has become a part of our family. The team at Penrith Station is like a family too,” she said.

“That’s what makes it great and motivates you to do a good job when you come to work!”

Mr Stojkovski said Kaitlin is constantly being complimented by both her peers and customers.

“It’s our people that make the difference for our customers and Kaitlin is among the best because nothing is too much trouble,” he said.

Kaitlin was one of five Sydney Trains employees who received a customer service award in October.

If you have received exceptional service at your local station, then visit sydneytrains.info to provide positive feedback that may lead to them being recognised with an award.

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