

Station Operations

Course Name

Passenger Service Professional

Course Description

This is a fresh new programme specifically designed for those of you who interact with Network Rail's customers on a day-to-day basis. In many ways, you act as Network Rail's primary point of contact for members of the public at Managed Stations. The programme has a lively and interactive style, enabling you to develop and practice skills across a range of common scenarios, particularly when handling heightened emotion, unknown variables, dealing with conflict, or delivering difficult messages – enabling you to provide customers with a welcoming and safe station experience.

Audience

Passanger-facing station staff, including Customer Service Assistants, Shift Station Supervisors, Shift Station Managers, Station Managers, Station Control Assistants, Station Control Supervisors and Station Control Managers

Duration: 2 Days Day(s) **Class Size:** 17

Competence Name Awarded**Competence Awarded****Course Code****Prerequisite Name****Prerequisite Short Code****Skills Assessment Scheme Regime****Course Type**

Face to Face

Download Date: 10/1/2025