

16 June 2011

BLUESTAR BUS DRIVERS COMPLETE ADDITIONAL CUSTOMER TRAINING



More drivers at the Hampshire bus operator Bluestar have completed the Welcome to Excellence service training offered by Tourism South East. The company first introduced the additional training course last year and now 90% of the 168 drivers have voluntarily taken the one hour, multiple choice examination to gain the City and Guilds Level Two Award in Principles of customer service in hospitality leisure travel and tourism, which is a fully accredited qualification.

John Williams, Chairman of Tourism South East presented certificates to the latest staff to gain the qualification at the Barton Park depot in Eastleigh.

“We are delighted that so many of the team at Bluestar have taken on board the need to offer a high level of service that meets the expectations of their passenger,” said John Williams. “The course covers communication skills, the basics of welcoming customers of different ages, with access needs and from other countries and cultures as well as dealing with difficult situations.”

Steve Cuff, Operations Manager for Bluestar, said that feedback has been so good from drivers, and more importantly customers, that it is hoped that sister companies within the Go Ahead Group that operate in Hampshire, Dorset, Wiltshire and the Isle of Wight, will introduce the training in the near future.

“As one of the first bus operators to embrace the course we are pleased with the response. Anyone who works with the public on a day to day basis needs training to add confidence to their natural communication skills and the impulse to care for fellow human beings.”

For further information from Tourism South East Training and Skills or visit www.welcometoexcellence.co.uk

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Photo caption: Bluestar’s Chrys Spurrier (left) and Sandie Standing (right) receive their certificates from John Williams (2nd left) and Steve Cuff.

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