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Virgin Trains' people at Stafford win new West Coast team award

The 36-strong Virgin Trains' station team at Stafford has won the new West Coast Stations Team Award for excellent service to customers.

Presenting the certificates in a ceremony at London's Melia White House Hotel, former passenger watchdog chairman David Bertram said: "The Stafford station people have such a warm and caring attitude towards customers and are excellent at dealing effectively with unexpected problems.

"During one of my mystery shopper visits to the station they overcame problems with the public address system by displaying regularly updated train information on chalkboards."

In judging the competition Mr Bertram made more than 60 visits to Virgin West Coast stations and rated the quality of all staff he encountered at between 90 and 100 per cent, making selection of the winning team a difficult task. Station teams at Euston, Coventry, Lancaster and Oxenholme were all on the competition short list.

Thanking all the teams for their sterling efforts, Virgin West Coast Managing Director Charles Belcher said: "We have launched these awards to recognise excellence of staff working on a railway undergoing a massive quality transformation thanks to new trains and infrastructure.

"I am delighted to say that they have all done us proud, and I know that they are determined to keep up the good work."

Stafford Station Manager Lesley Ross said: "We always try to give our customers the best possible service, and it is gratifying to all concerned that their efforts have been recognised in this way."

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**For further media information contact the Virgin Trains Press Office on
0870 789 1111 or visit our media web site at www.vtmediaroom.com**

Images of Virgin Trains

Images of Virgin Trains and the company's operations are available on request from the Press Office and may be freely reproduced in articles.

