

BISHOP TRAINS

Newsletter

Summer 2017



RECOGNITION FOR EXCELLENT
CUSTOMER SERVICE

Improved rail service coming soon to Bishop Auckland

Details are now available for the new hourly train service for Bishop Auckland.

The new service starts on 10th December will see extra weekday departures at 10:24, 12:25, 14:24 and 17:25, whilst on Sundays there will be an hourly service from 08:11 through to 20:11.

Bishop Trains puts customers first and is awarded *WorldHost* Recognised Business status

Bishop Trains have become the latest organisation in the UK to gain national recognition for its commitment to customer service, after being awarded *WorldHost* Recognised Business status.

WorldHost is a suite of world-class customer service training programmes that have already been used to train nearly over 200,000 people in the UK.

WorldHost Recognised Business status is awarded to businesses that have trained 50% or more of their front-line staff using any of the *WorldHost* programmes and signed a commitment to deliver excellent customer.

New website launched

Our new look website has now been launched, why not check it out and find out more about the products and services that we provide at Bishop Auckland Station.

Check the new site out at www.ba-rail.co.uk



Seats selling fast for Festive Train to Edinburgh

This year's special festive train the "Festive Capital Express" will be operating to Edinburgh on Saturday 18th November and seats are selling fast with First Class nearly full.

Santa, elves, gifts for the children, carol singers, mince pies and bagpipes will make this a trip to remember.

For more details please see www.ba-rail.co.uk/edinburgh

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Railway Youth Team awarded

The Railway Youth Team based at Bishop Auckland station has been awarded in recognition of their charity work over the last few years.

At the annual Bishop Auckland Town Council Youth Awards ceremony held in July at the Town Hall the Railway Youth Team won an award for their fantastic charity fund raising efforts where over £7800 has been raised.

Well done to all of the Youth Team members, your commitment and achievements are very worthy of this formal recognition. We are extremely proud of you all.



Youth Team receiving their well-deserved award from Bishop Auckland Town Mayor Adam Zair

For more information about the Youth Team please visit www.sdryt.org.uk

Vacancies for Apprentices

Bishop Trains will soon be advertising for 2 Customer Service Assistant Apprentices at Bishop Auckland station.

Keep an eye out for details on our Facebook page.

www.facebook.com/BishopTrains



Station Community Event 2017

Bishop Trains will be holding their third annual Station Community Event on Saturday 12th August 2017 from 10am to 4pm.

This year's event will be the biggest and best yet!