

**Sydney Trains**

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## Media Release

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### Chatswood Station wins customer service award

Sydney Trains employees at Chatswood Station have been recognised by Willoughby City Council for supporting customers who need help accessing and finding their way through the station.

Staff were presented with a 'Highly Commended' certificate of appreciation by Willoughby Mayor Pat Reilly at a ceremony at the council Chambers in Chatswood.

"Sydney Trains was presented with the award in recognition of the service provided to customers who need access assistance and guidance through Chatswood station," said Mayor Reilly.



Accepting the award on behalf of Chatswood Station are (pictured L-R) SydneyTrains General Manager Customer Service North West Rino Matarazzo, Willoughby Mayor Pat Reilly, Chatswood station staff members Mary Sumabat and Kerrie Bevan and Stations Customer Manager Robert Joleski.



"Our Access Advisory Committee recommended the award following feedback from a number of disability groups and individual customers about how their experience has improved as a result of the extra effort staff at Chatswood Station had put in to recognise their access assistance needs and deliver on them."

Sydney Trains General Manager of Customer Service for the region, Rino Matarazzo said, "Everyone on the station's customer service team is proud to receive this award."

"It's a great example of exceptional customer service and formal recognition that Sydney Trains places our customers at the centre of everything we do."

"The award will be proudly displayed at Chatswood Station to share with staff and customers with a small thank you ceremony being held at the station today (Tuesday) to recognise the combined efforts of staff."

"Whatever your needs are when you're catching a train, we're happy to help and are here to make your journey easier."