

Media Release

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Bondi Junction wins Sydney Trains Station of the Month award

Bondi Junction Railway Station on the T4 Eastern Suburbs & Illawarra lines has won the Sydney Trains' Station of the Month award.

Staff at Bondi Junction celebrated receiving the award at a ceremony held at the station on Friday (June 6) attended by Sydney Trains Chief Executive Howard Collins and Director Customer Service Liz Ward.

The winning station is selected each month by Sydney Trains based on a range of measures including independent analysis, customer feedback and employee performance.

"I would like to congratulate the staff at Bondi Junction Railway Station on winning the Station of the Month award," said Sydney Trains Director Customer Service Liz Ward.

"We have introduced this award to recognise the increased efforts our employees are making to improve the level of customer service. We've still got a way to go, but the efforts being made at Bondi Junction make it a worthy recipient of the Station of the Month award."



Bondi Junction Sydney Trains Stations Customer Manager Cory Roeton said everyone at the station was delighted with the award.

“All of us here at Bondi Junction are very proud to have won the Station of the Month award,” Mr Roeton said.

“An overall increase in customer satisfaction results at Bondi Junction, including improved customer service and cleanliness, saw the station team win the award.

“Customers like the fact that staff at the station have become a lot more visible and accessible in the past few months spending more time on the concourse and the platforms rather than in the ticket booth.

The station’s location as the transport gateway to the world-famous Bondi Beach means that numerous tourists use the station and staff face the challenge of providing a large amount of information and guidance to an eclectic mix of interstate and international customers unfamiliar with Sydney’s transport system.

“We work together to put the customer first at Bondi Junction and believe that going the extra mile should be the norm rather than the exception when it comes to assisting our customers,” Mr Roeton said.

It is an auspicious time for staff at Bondi Junction as later this month will see the 35th anniversary of when the T4 Eastern Suburbs Line was officially opened with ceremonies at Bondi Junction and Martin Place on 23 June 1979.

The station is now undergoing a major refresh with work including new customer seating, fresh painting throughout, new tiling, the installation of extra bins and a deep clean.

Recently T4 Eastern Suburbs Line customers had their mobile phone and data reception improved through the eradication of tunnel black spots to ensure uninterrupted access across the line and the CBD city loop.

Bondi Junction is the sixth busiest station on the Sydney Trains network and is a major inter-modal transport hub, with a significant bus terminal, taxi ranks and major shopping centre above the station.