



## Programme will provide Stars of the future

Customer service levels provided by train managers are predicted to reach new heights, thanks to a new training programme.

Under the scheme known as Star Management, the six UK on board service managers (OBSMs) attended a three-day course aimed at bringing them closer to train managers in order to help them deliver even better service.

During the training, which was delivered by training specialists

**Aziz Naji (left), on board service manager, with train manager Phil Costin**

Dynamic Solutions, an actor was used to play the roles of an OBSM, a train manager and a passenger.

### TARGETS

A key part of the scheme is the launch of a performance portfolio, which will result in OBSMs spending a day with each train manager in their team, looking at their performance, setting targets and discussing training needs.

Geoff Cox, general manager for on-board services, says: "The scheme has been introduced

because we felt that OBSMs were distant from train managers.

"What Star Management seeks to do is to help them look at their interactions with train managers, to see them in a different light and to understand their motivation in a focused way."

### BEST

Aziz Naji, an on board services manager, says: "This is by far the best course I have ever been on and will help me enormously in working with my train managers."