

Date: 16th July 2007

Our ref: 07.64.3194.01

Dear 

Thank you for your letter regarding the staff on duty at Portarlinton Station on Sunday 13th May 2007. I would like to apologise for any inconvenience you experienced on this occasion.

I was disappointed to hear that a member of our staff behaved in the manner which you outlined in your letter. Please be assured that a high standard of customer service is expected from all our staff. I have spoken with the Station Manager regarding this particular issue and he has assured me he will raise this matter with the staff concerned.

It is Iarnród Éireann's policy to ensure that passengers are made aware when booking offices are closed for short periods of time. On this particular occasion due to exceptional circumstances, the booking office was closed for an extended period of time. Staff are required to provide notification to passengers when the booking office will be closed for any period of time. The Station Manager has re-issued instructions to all staff on providing notification to passengers when the booking office is closed.

I would like to thank you for taking the time to write to me and bringing this matter to my attention. Once again I would like to apologise for any inconvenience you experienced on this occasion.

