

Winner: Asenay Ali

Asenay was nominated by the Passenger Assistance Manager at Euston as follows:

"I wanted to take a moment to highlight the exceptional performance of one of our outstanding employees, Asenay Ali.

This week, Asenay has received an incredible five compliments from passengers for his exceptional dedication and commitment to providing exceptional customer service in our assisted travel department. It's not an overstatement to say that Asenay consistently goes above and beyond to ensure that our passengers are not just satisfied but delighted with their experience.

Asenay's dedication and leadership are exemplary. He has consistently demonstrated his commitment to the highest standards of customer service, and his efforts have not gone unnoticed by our passengers. His exceptional service skills have made him a role model within the team.

Passenger feedback consistently praises Asenay for his patience, kindness, and willingness to provide the best possible experience for those who rely on our assisted travel services. His ability to anticipate and meet their needs sets the gold standard for what we aim to achieve in this department. One passenger approached me stating that she had requested for Asenay to specifically assist during her phone call to passenger assist and was disappointed that she didn't get him again, as the last time she was assisted by him, it was the most pleasant journey she had received.

We are extremely proud for his continued commitment to putting passengers first and being an excellent team player. His dedication and leadership set a high bar for everyone, and we are lucky to have him on our team.

Please join me in congratulating Ali for his incredible hard work. If you have the opportunity, I encourage you to reach out to him personally to express your appreciation. We should continue to nurture and celebrate individuals like Asenay, as they are a true reflection of our Company's commitment to exceptional customer service."

Asenay is highly commended for his outstanding customer service and professionalism.





## Nominee: Samuel Popoola & Lee Dacosta-Mckenzie

They were nominated by the Shift Station Manager from Network Rail as follows:

"I would like to thank Sam and Lee. They were covering our response staff at Victoria and had to deal with a suicidal male. They dealt with the situation amazingly well and very professionally. This was a very emotional and sensitive incident to deal with and they did absolutely fantastic. You should be very proud to have them as your staff.

Wishing them thanks from everyone in the Management Team at London Victoria!"

Their Manager then wrote as follows:

"I would like to recommend the following staff (Lee Dacosta-Mckenzie and Samuel Popoola) of the Response Team at Victoria for the Reward and Recognition. Lee Dacosta-Mckenzie has been working with the company for 5 years and 9 months. He has excelled in his job working as a Supervisor and becoming one of the Response Officers, who work tirelessly looking after customers who travel through Victoria Station. Samuel Popoola has been with the company for 1 year and 3 months. He is one of our regular response officers who shows great commitment in the role. Both officers saw a potential suicide happening on the platform and acted swiftly and professionally in dealing with this vulnerable person. They are a credit to our Response Team and SES.

Samuel and Lee are highly commended for their professionalism and initiative in dealing with this sensitive situation.

## Nominee: Agib Hussain

Aqib was nominated by the Station Manager from West Midlands Rail on 9<sup>th</sup> October as follows:

"We have Aqib on this morning and thanks to his vigilant focus, whilst out in the booking hall he has managed to stop a potential suicide. He came to Paul and I with concern for a passenger who he noticed was outside with a razor blade in hand and speaking to themselves, he kept an eye on the customer whilst he phoned the local police. Police arrived swiftly and thankfully a crisis was stopped.

If this message could be passed onto his management, as we are so grateful for his actions taken."

Aqib is highly commended for his professionalism and initiative in preventing an incident that could have had a tragic outcome.