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SEALINK STREAMLINES PROCEDURES

Following feedback from regular customers, SeaLink has spent the summer months streamlining their check-in procedures.

“We knew that for customers arriving at our depots and having to get out of their car to collect tickets that had already been paid for (in this technological age) seemed unnecessary to them” said general manager Donna Gauci “so we put a trial in place over the summer to see if we could streamline our processes.”

The project involved hiring three new team members whose responsibility it is to greet the customer and deliver their tickets to them without them having to leave their vehicle. “The trial has been hugely successful” said Mrs Gauci “and we are constantly receiving feedback on what a pleasure it is to be personally greeted on arrival.”

Waiheke resident Deborah Kelland, a regular customer of SeaLink commented: “I am most excited about the special customer service that has been put in place at SeaLink to deliver prepaid tickets to the cars for residents queuing to get onto the ferry from their cars. Well done Donna for taking up the initiative from a suggestion made over a ferry trip together last year”

The success of the trial means that the roles have now been confirmed as a permanent part SeaLink’s ground handling operations. “It is great to have been able to trial a system, refine it and confirm it as a permanent part of our operation” said Mrs Gauci.

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