

# Members' letters

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## From David Adams – By Email

I would like to clarify my position regarding the response from Roger Ellis published in *Swiss Express 101* suggesting that he can see the situation from both sides which by default suggests that I do not.

My experience involves nearly 40 years railway service in the passenger commercial department and for part of that time I held the post of Customer Relations Manager for a TOC. I have visited Switzerland over 25 times and averaged 65-75 rail journeys per 7 day visit and have never had cause to complain until now.

I have contacted SBB on odd occasions for information and have always sent complimentary comments regarding the excellent service I received on each occasion. Praise, I agree, is rarely received from customers though very welcome, especially by those dealing with negativity most of the time but, after all, doing a good job should be par for the course in all walks of life.

However, it is important to highlight falling standards rather than bury one's head in the sand. The high standards, hitherto widely acclaimed by virtually all visitors to Switzerland, are a national asset and certainly worth preserving. While I do allow additional time for critical connections (flights and similar important matters)

I, and no doubt the Swiss population, do not expect to have to do this when undertaking a relatively short leisure journey involving advertised connections. The Swiss integrated transport system would become a mockery if connections were not held for a reasonable amount of time, which in my experience they are throughout the country. Of course I readily accept delays due to circumstances outside the operator's direct control, but none of us should accept incompetence followed up with atrocious customer service.

## From Michael Farr – By Email

Does any member drive to Lausanne? One of the Blonay-Chamby supporters has acquired machines for printing Edmondson style card tickets and as well as producing tickets for preserved and commercial lines is now setting up a museum there. I have offered some of my display material and record folders. They are not too bulky but I would be unable to take them when flying by easyJet.

There is absolutely no hurry but if anyone might be able to help me I shall be most grateful. Naturally it would help if they lived in the southern half of England so I can deliver the items to them by train from Cornwall. My contact telephone number is 01 579 383 482.



Luxurious 4\*+ self catering chalet in Klosters. Spectacular views of RhB trains against the mountains. Superb walking, biking, indoor & outdoor pools nearby, perfect for the railspotter and his family! All the attractions of a traditional Swiss high mountain village.

Owned by an SRS member, 8 members have now stayed at the chalet, 2 have booked to come back a second time!