

South Western Railway expands welcome host services at key stations

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South Western Railway (SWR) is expanding the help provided by its service, SWR Welcome Hosts, with it soon being possible for customers to purchase tickets from the Hosts at four stations: Southampton, Basingstoke, Salisbury and Richmond.

Initially launched in September 2020, SWR Welcome Hosts have received positive customer feedback, and subsequently, further improvements are being trialled which could become permanent features of all SWR Welcome Host stations across the network.

SWR Welcome Hosts have a designated area which customers see as they enter SWR stations and are there to facilitate travellers with any journey enquiries or advice on railway safety. The Hosts will be available to provide support at selected stations from Monday to Saturday.

Rachel Josey, Head of Customer Experience, South Western Railway commented: "We're always looking at ways to improve our customer service and we hope the trial of ticket purchasing will help save customers time and provide a more streamlined service at our stations."

“We’re very proud of the positive feedback our Welcome Hosts have received so far, and this is yet another important step forward for us. We hope that our customers at these stations will benefit from the new ticket selling service.”

For more information on South Western Railway please visit: <https://www.southwesternrailway.com/>

Photo credit: South Western Railway