

Meet the Manager

Location: Gateshead

Date: 18 October 2016

Attendees: Paul Walker, Customer Service Director and Louise Smith, Customer Service Manager

Q Why does this concessionary pass not work, it says it is blocked

A I took the pass rang the one stop shop and gave them the number from the pass; I was advised it has been blocked as it was reported lost. This was confirmed that they had reported it lost but consequently found it, therefore he had 2 passes. I took him to the travel shop, we handed the blocked pass in and he kept the new one, this was to save any confusion in the future.

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No questions asked