

Brushed off by rude KTMB staff

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Question :

Offending front desk personnel undergoing counselling

NAL of Serendah, Selangor, wonders why KTM Berhad deploys rude staff to its customer services front desk. "On Aug 3, I bought a KTM Komuter ticket to Kampung Datuk Harun at 5.40pm, but the 5.50pm train to Port Klang was cancelled and the next Komuter train was scheduled at 6.15pm," he says. "Due to this, I decided to change my ticket from Kampung Datuk Harun to Serdang and pay the difference." NAL noticed that only two of the three counters were open at the time. While waiting for his turn, he saw an old woman being scolded by a customer service personnel for paying for a trip to Mid Valley with an RM50 note. Pressed for time, NAL decided to cut the queue to request a change in ticket to Serdang with an additional payment of 50 sen. "My request was not entertained despite asking her politely five times and explaining to her my situation," he says. "She told me that the cancellation of the Port Klang train was not her problem and rudely instructed me to go back to the end of the line." NAL told the staff he would miss his trip to Serdang if he had to wait longer. "She then shouted at me, saying: 'Don't you understand what I just said? You must be dumb. Stand there until tomorrow then'." "I understand that the nature of customer service these days can be frustrating and stressful, but I expect a much higher level of service from KTMB and it is unacceptable to be treated in such a manner." Nonetheless, I am confident this is just a one-off incident which is not in accord with KTMB's well established image. I hope I will never have to endure this in my future dealings with KTMB." NAL says he is, however, compelled to lodge a complaint against this front desk personnel so that no one else is subjected to such treatment.

FEEDBACK :

• Keretapi Tanah Melayu Berhad corporate communications division senior manager Fazil Ismail says they have taken the "necessary steps" to improve the attitude and service of the personnel referred to by NAL. "She has been temporarily taken off customer service duty and has been brought in for counselling." He says since frontline staff require a high degree of discipline, the employee will have to undergo the sessions until she fulfills criteria set by KTMB's customer service standards. "We would also like to thank NAL for his support of KTMB services beside making the effort to send feedback to us which is very important in meeting customers' needs."