



Join the network

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Contact information

Company name : SNCF

Department : Université du Service

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General information

Year of establishment : 2006

Mission statement : To give our staff the training it needs to adapt to our customers and to keep its efficiency and professionalism in order to make each contact between a staff member and a customer into a human and professional success.

Ownership : Part of a Railway Company

Training courses open for other companies : No

Main areas of offered training/education : Train Crew

Other : Our training concerns staff in contact with customers (salespersons, train conductors, ground agents...)

Policy and Accreditation

Is there Competition regarding your courses/education programs? : No

Delivery

3 main areas of offerings/expertise (and share in %) : Sales persons (40%)

: Train conductors (40%)

: Ground agents (20%)

Cooperation

Wants to cooperate with other European institutions/organizations to : exchange lecturers/expertise ; exchange experience in e-learning ; obtain best practice ; participate in "best-practice-investigation"
