

RAIL INDUSTRY AWARDS

AUSTRALIA + NEW ZEALAND

Tuesday 1 September 2026
International Convention Centre
(ICC), Sydney



Nominate now

Customer Service Excellence Award

Judged by the Australasian Railway Association (ARA)



Sponsored by:



Customer service in rail is paramount, whether it be moving a customer's goods via rail freight; transporting people within a busy passenger network; or providing a consulting service or advice.

The Customer Service Excellence Award acknowledges the great service provided by a company in the rail industry.

Criteria

Nominees are required to meet each of the following criteria:

- Customer service excellence in the performance of a role or project;
- Leadership or innovation in customer service;
- Provide evidence to prove the customer service performance contributed to the improvement of overall business performance.

Questions to address

1. How has the Nominee/s demonstrated customer service excellence? *400-word limit.*
2. How has the Nominee/s demonstrated leadership or innovation in customer service? *400-word limit.*
3. How has the Nominee/s customer service performance contributed to the improvement of business performance? Please provide figures if possible and appropriate. *500-word limit.*
4. Why should the nominee receive the Customer Service Award? *200-word limit.*
5. Do you give permission for key points from your nomination, to be

shared with the wider rail industry? See supporting documents item (b) below.

Supporting documents

- a. Supporting Material: Options. *10-page limit.*
- b. Overview of Nomination: Please upload an overview of your nomination with contact details for inclusion in the Rail Knowledge Bank and Awards website. *One-page limit.*