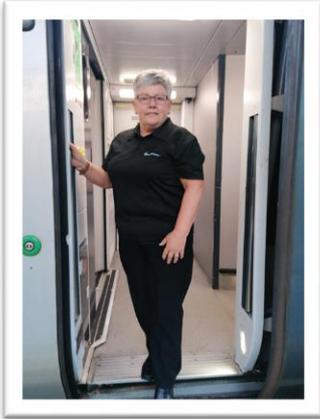




CONNECT WEEKLY

HEART TO HEART with the EDITOR



Name: Mary McAllister

Position: Supervisor, on-board Housekeeping of the Enterprise Trains.

When did you commence work with Momentum Support? In 2018 when Momentum Support were awarded the contract for Translink Enterprise, I was "tuped" over after twenty-three years' service. The transition to Momentum Support was seamless and everything went very well.

Tell us about Translink Enterprise?

I started working with Translink Enterprise on the 31st August 1995 as an on-board Housekeeper. Translink Enterprise is a cross-border transport services company between Northern Ireland and Southern Ireland.

Mary, share with us a day in your life as a Supervisor of on-board Housekeeping? My day commences at 6am where I travel to work to start my shift at 6.30am. I meet and greet my team members when I arrive. I am very much a morning person! The team are assigned to trains that are due to depart at 6.45am from Lanyon Place Station, Belfast, to Connolly Station, Dublin. One of our key skills is to deliver high level customer service on-board. Many of the passengers are regular commuters, so we always welcome them personally by name. We deliver cleaning duties to the BIC Sc standards including disinfection as required. I really enjoy my role as so many customers return daily and there is plenty of interaction with the cleaning team. "Even a wee bit of banter"! When the train arrives at 9.05 am in Dublin, we have a turnaround time of approximately 30 minutes. The team ensures the train is cleaned and ready for the next passengers boarding for the return journey to Belfast. We start all over again!

Have you met anyone famous?

I met Stephen Gately, Boyzone, who was absolutely lovely.

What are you most grateful for in the world today?

I am grateful for my family, especially for my grandchildren, all five of them.

Name one thing about you that may surprise others?

I am a very sensitive person.

What is your Motto? What you get is what you see!

Congratulations on your recent twenty-five-year anniversary working with Translink on Translink Enterprise. I received a call from Trevor Keith, Momentum Support Operations Manager requesting this interview, as your client Gareth Williams really wanted to highlight your loyalty and the excellent service that you have provided over many years.

A final note from Mary ... I want to say that I am overwhelmed that Gareth and also my Momentum Support Manager Graham McCourt has gone to such lengths to take the time and effort to acknowledge the service that I provide. It means a lot to me and I want to thank my own work colleagues for everything they do. My Team make my job worthwhile every day.

The Editor "Bon Voyage Mary"! As Mary tells me her train has just pulled in to Belfast Station.....

