

Discussion: Training

Subject: Guaranteeing a personalised response for customers

Proposed title:

INTEGRATION OF TRAINING OF PARTNER COMPANIES

In order to guarantee a personalised response for customers, the need to align training programs has arisen, starting with the tender specifications and the consequent procurement contracts that the FS Group companies, Trenitalia in particular, sign with the companies involved in managing services offered to customers.

Specifically, a request was made to check whether the training plans were consistent with the Group's strategies, contents and methodologies, as well as the application of common monitoring and evaluation systems.

Brief context

As part of the tender specifications for catering services, which expires in 2017, there is a requirement for the catering company to prepare an annual training plan for its personnel, which must prioritise relationships with customers and the methods of managing services and presenting products / dishes to customers.

Proposal

The possibility for Trenitalia to approve the training plans presented by the suppliers on the basis of consistency with company training plans is under evaluation, as part of the terms of the next tender.