



Fairness and Integrity



Treating our customers and our colleagues the same we would like to be treated.

Ho tshwara bapalami ba rona le basebetsi-mmoho le rona ka mokgwa oo le rona re lakatsang ho tshwarwa.

Ukuphatha amakhasimende ethu nalabo esisebenza nabo ngendlela nathi esingathanda ukuphathwa ngayo.





Teamwork



Working together with our customers to achieve a common goal and recognising each others worth.

Ho sebetsa mmoho le bapalami ba rona hore re fihlelle sepheyo se le seng le ho ananelana.

Ukusebenza ngokubambisana namakhasimende ethu ukuze sifinyelele emgomweni ofanayo futhi sikuqondisise ukubaluleka komunye nomunye.



Service Excellence



Providing the kind of service that ensures our customer leave with a smile.

Ho fana ka mofuta wa tshebeletso e netefatsang hore bapalami ba rona ba tsamaya ka pososelo.

Ukunikezelwa kwezinhlelo ngendlela eqinisekisa ngokuthi amakhasimende ethu aphuma ethokozile / enlisekile.





Safety



Ensuring our customers and colleagues enjoy their journey and arrive safely and refreshed.

Ho netefatsa hore bapalami ba rona le basebetsi-mmoho le rona ba natefelwa ke maeto le ho fiha moo ba yang teng ka polokeho, ba hlasimolohile.

Ukuqinisekisa ngokuthi amakhasimende ethu nalabo esisebenza nabo bayaluthokozela uhambo nokuthi bazobuya bephephile futhi bevuselelekile.





Communication



Sharing information with our customers and colleagues in an open and honest way.

Ho arolelana lesedi le bapalami ba rona le basebetsi-mmoho le rona ka mokgwa wa ponaletso le botshepehi.

Ukulephulelana ulwazi namakhasimende ethu, nalabo esisebenza nabo, ngokusobala nangokwethembeka.





Performance Driven



Developing the ability to venture into new, breakthrough areas of opportunity whilst offering quality products to our customers.

Ho ntshetsapele bokgoni ba kena mererong e mecha, ya phano ya menyetla, ha re ntse re fana ka dihlahiswa tsa boleng ho bapalami ba rona.

Ukuthuthukisa ikhono lokuqala izinto ezintsha, ukuvula amathuba amasha sibe siqinisekisa ukwethulela amakhasimende ethu imikhiqizo esezingeni eliphezulu.



Be Valued

Be moved



prasa

PASSENGER RAIL AGENCY
OF SOUTH AFRICA

#1 Fairness and Integrity



#2 Teamwork



#3 Service Excellence



#4 Safety



#5 Communication



#6 Performance Driven



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#2 Working together with our customers to achieve a common goal and recognising each others worth.

#3 Providing the kind of service that ensures our customer leave with a smile.

#4 Ensuring our customers and colleagues enjoy their journey and arrive safely and refreshed.

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