

# Memorandum of Agreement

between

**Bombardier Transportation – North America**

and

**Teamsters Canada Rail Conference  
Division 660 - Rail**

As applied to Guest Service Representative classification of service. In the absence of specific differences highlighted herein, the Collective Agreement, signed July 13th, 2014, will apply. This agreement expires at the conclusion of the term as listed in Article 48.0 of the Collective Agreement.

## **4.0 DEFINITIONS**

In the application of this article, GSR stands for Guest Service Representative.

## **13.0 SENIORITY**

In the application of this article, the seniority standing of all Guest Service Representatives is determined by their first day of hire in the classification of Guest Service Representative.

## **17.0 CLASSIFICATIONS AND WAGE RATES**

In the application of this article, the following wage rates are agreed for the classification of GSR.

	<u>2015</u>	<u>2016</u>	<u>2017</u>
<u>GSR 1*</u>	\$19.00	\$19.38	\$19.91
<u>GSR 2**</u>	\$18.50	\$18.87	\$19.39

1: After completion of the probationary period \*

2: Newly hired employee, probationary rate \*\*

## **32.0 TRAINING PREMIUMS**

32.6 CSAs and GSRs acting as OJT trainers to new hires will be compensated \$2.00 per hour training premium, which will be excluded in the calculation of overtime.

## **44.0 HEALTH AND SAFETY**


44.6 Eligible employees will be provided annually with a voucher valued at \$140.00, to obtain safety footwear in October of each year from a designated supplier.


This provision remains not applicable to GSRs until such a time as GSRs are required to wear safety boots.

### **Job Description - Guest Services Representatives**

- Greeting guests and providing assistance to guests.
- Promoting and maintaining guest services at stations, platforms and on-board trains at all times.
- Validating tickets while on-board the train and providing ticketing point-of-sale.
- Providing information to guests and the appropriate handling lost and found.
- Opening and closing stations and selling locations.
- Providing information to guests including routes, schedules, trip planning.
- Directs guests to appropriate resources (websites, tourism offices) for inquiries related to city events/attractions
- Keep customers current with information by way of on-board announcements in a professional and courteous tone.
- Assist customers with special needs, accessible needs in accordance with policies and training
- Respond to medical and other emergencies.
- Act as an on-site representative during emergencies and other exigent situations, ensuring customer needs and safety.

Signed on this 20<sup>th</sup> day of October, in Toronto, Ontario.

  
Gregory Vaughan  
General Chairman  
TCRC Division 660

  
April Ignas  
Manager, Human Resources  
Bombardier Transportation