

A suggestion for interview

If you are chosen to attend an interview at Snowdon Mountain Railway we would like to know that you can be as enthusiastic about the railway, its history and the part it has played in the history of Llanberis as we are ourselves.

We like to share our unique venue, and the pride we have in it with our visitors, who come from all over the world to travel on the trains.

For some people, this is the journey of a lifetime and we aim to enhance that by offering the very best of personal customer service.

Our staff will need to be able to share our enthusiasm and pass this onto the visitor with as much information as possible when required.

To this end, you will be asked during your interview to display some of this knowledge, enthusiasm and pride in any form of presentation.

You may choose to tell us some of the history, or even contemporary stories relating to the railway; you may have had relatives who worked here or you may have pictures you would like to show us.

If you are lucky enough to be employed by us, we will provide you with continual staff training and continue to help you provide the service we like our customers to receive.

Un awgrym ar gyfer cyfweiliad

Os cewch eich dewis i fynychu cyfweiliad gyda Rheilffordd yr Wyddfa byddwn yn hoffi gwybod y gallwch fod mor frwdfrydig a ninnau am y Rheilffordd, ei hanes a'r rhan mae wedi eu chwarae yn hanes Llanberis.

Rydym yn awyddus i rannu ein lleoliad unigryw, a'r balchder sydd gennym gyda'n ymwelwyr, sy'n dod o bob cwr o'r byd i deithio ar y trenau.

I rai pobl, mae hyn yn daith unwaith mewn oes ac rydym yn anelu at wella hynny drwy gynnig y gwasanaeth cwsmer personol gorau y gallwn.

Mae gofyn i'n staff drosglwyddo'r brwdfrydedd yma ymlaen i'r ymwelydd gyda chyn gymaint o wybodaeth a phosib, pan bo angen

I'r perwyl hwn, byddwch angen arddangos y gwybodaeth, brwdfrydedd a balchder yma yn ystod eich cyfweiliad, mewn unrhyw fath o gyflwyniad.

Efallai dewiswch drafod hanes neu hyd yn oed straeon cyfoes i ymwneud a'r rheilffordd; efallai bo ganddoch berthnasau oedd yn gweithio yma neu lluniau hoffech ddangos i ni.

Os ydych yn ffodus i gael cynnig swydd yma, derbyniwch hyfforddiant parhaus i ddarparu'r gwasanaeth rydym yn hoff i'n cwsmeriad dderbyn.