



Florentina Cristea

Customer Service Assistant

London Underground

Florentina is a Customer Service Assistant at Bank/Monument Station on the Central Line, a role she has held for 2 years. She has always worked in customer facing roles, and since she was little has dreamed of working in the transport industry.

What does your job involve?

My job is to help customers travelling on our network so if anyone has a problem I advise them on what to do. As I'm dealing with people, every issue is different and I have to be flexible in finding solutions. You might find me on the gate line, on the platform making announcements, doing station security checks or guiding visually or mobility impaired passengers to and from their train.

Why did you start working in transport?

Working in transport runs in the family. I remember when I was little my dad would put his driver's cap on my head and say, "You'll be the next to do this job" and here I am today!

What do you like about your job?

Every day is different, so I am constantly challenged. Being on the front line, I am responsible for the image of TfL and so I think this job is very important. I am what people see and therefore how they judge the company.