



Article by Matthew Parris of Timesonline

STM are delighted that a member of our staff was mentioned in a Timesonline article on April 22, 2010, yet another example of excellent customer service.

Below my station?

I felt like minor royalty. Ambling back from *The Times* on Tuesday I noticed the street doors of Shadwell station being unlocked and thrown open. The East London Line has been closed since 2007 for extension and rebuilding, but reopens late next month.

From Tuesday (a man told me) they're letting the public look around. "You're the first to pass," he said: "Come in!" And a bouncily enthusiastic young employee called Alom showed me the spanking new booking hall and lifts — and the platforms, where ghost trains are doing practice runs back and forth.

As I stood, the train from Rotherhithe to Dalston Junction came rumbling up from the oldest tunnel (started in 1825) under the Thames: Brunel's. The new trains are linked by a single, continuous corridor with no break between carriages. Alom grinned.

What do you say? "What a splendid train!"?

I nodded graciously, suddenly aware how difficult it must be to be the Queen.