

required is to show proper behaviour, as regulations instruct, while for another passenger it may be necessary to go beyond the regulations and provide moral support, a kind word, advice perhaps."

Everything that can have an effect on the quality of service remains the responsibility of the transportation service - all concerns, of which there are enough for everyone, all problems. Whether it be at the beginning of the shift or at the end, here passengers are always treated with equal consideration and attention. And the fact that this collective has now managed the mass transportation of passengers without one complaint being registered - is this not the highest appreciation which passengers themselves can give to transportation service workers?

After all, working conditions in Surgut are by no means great. There is barely any small-scale mechanization, and it pains one to see women forced to carry heavy suitcases. There is no place to sit in the crowded waiting rooms, which lack ventilation. It seems one ought to make a complaint to enterprise and administration directors. But no: two or three kind words instantly bring a joint response; already passengers file cheerfully behind the gal in blue. It's as if there had never been a tiring stand in front of the registration counter and in the waiting room.

But has much been accomplished? A very tiny bit. But in this "tiny bit" there is the understanding that there are also people before you and that for the present all is not roses with them.

"It's not all bad," Rakhima Ribkhatovna might correct me. "We are now permitted to accommodate passengers in hotels; we have secured