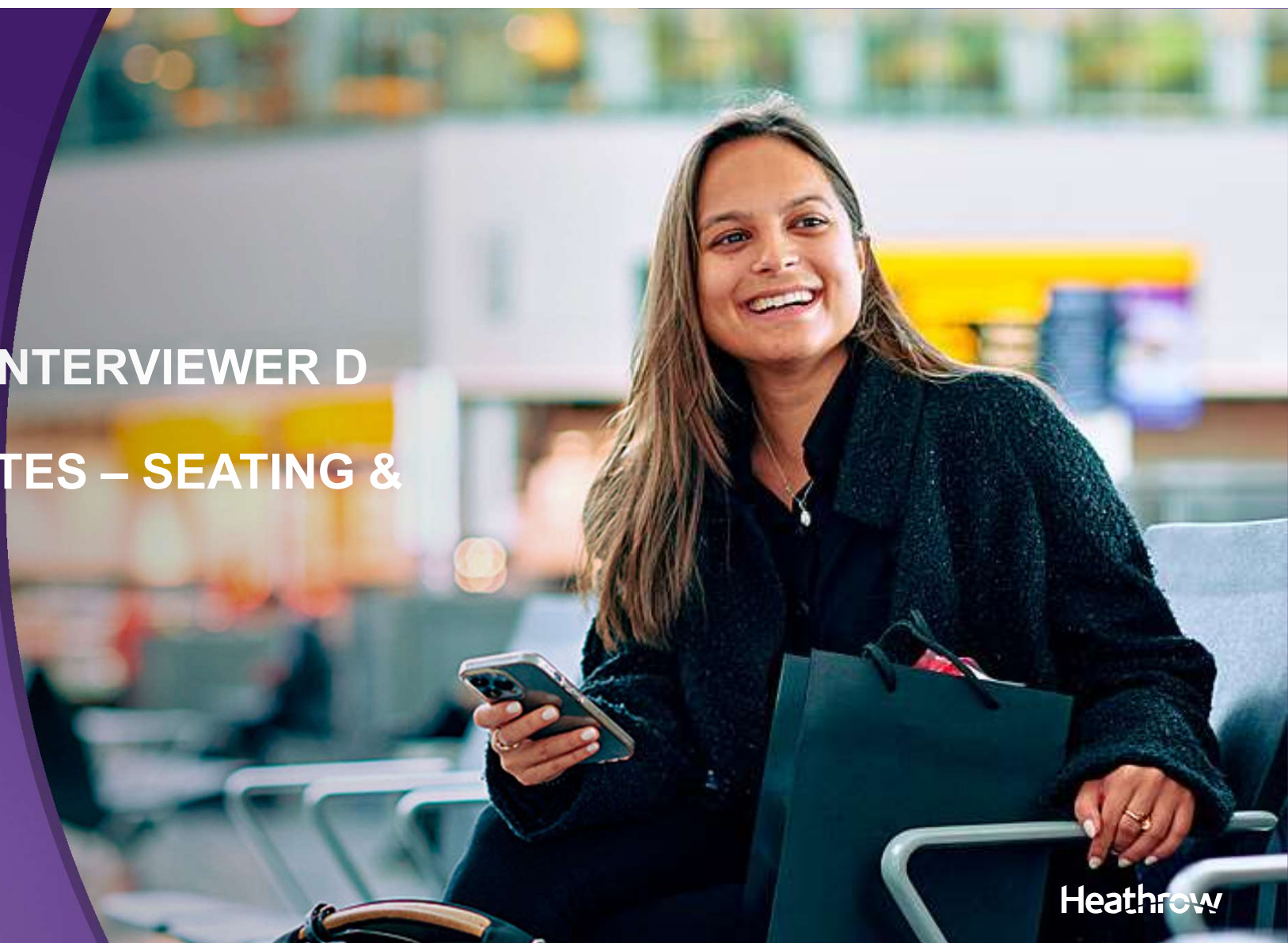


TERMINAL 5 – INTERVIEWER D
**SOUTHERN GATES – SEATING &
WALKWAY**



Research Background

Objective:

This project aims to gain a comprehensive understanding of passenger movement and utilization within the departure lounges at Heathrow Airport. This will be achieved by analysing dwell time in known congested areas, informed by QSM (Quality of Service Monitor) and ASQ (Airport Service Quality) perceptions of airport crowding.

With an anticipated busy summer in 2024, particularly in T3 and T5, there is a heightened need for validated IDL dwell models. Heathrow wants to develop a reliable model which is crucial for strategic capacity planning and supporting business initiatives aimed at mid- to long-term growth.

Terminal	Days in Terminal	AM (04:30-13:45); PM (13:00- 22:30)	Total Interviewers needed
T5 Lower Level	2 Matched sets of 3 days (also matching T5 Upper level)	4 interviewers – Seating 3 interviewers - Retail, F&B 2 interviewers- Walkway 2 interviewers - North/South Gate areas 3 floaters	14

GENERAL RULES – FOR ALL INTERVIEWERS

- Start counting process every 15 mins by the clock, For example 04:30, 04:45, 05:00, 05:15 and so on.
- Use the same route throughout your shift when counting pax - in IDL seating, WDF, Walkways, Retail & Catering.
- Count all passengers, Adults, Children's and pets.
- Do not count **any** staff members (identify via uniforms/ security pass lanyards).
- Do try respectfully to apologise to passengers & staff for not being able to help answer any questions, whilst you are busy counting.
- If you come into contact with another interviewer who is doing a count, avoid conversating.
- Please remember to 'reset' your counter after entering the data on the ipad after each count.
- Avoid calling a floater midway through your count **unless** in an emergency.
- Avoid listening to music or using headphones whilst on duty.
- No changing or swapping post with a colleague to maintain consistency.
- When handing over shift in the afternoon, please ensure you and your colleague are both confident with the counting before leaving.

GENERAL RULES FOR COUNTING – SOUTHERN GATES – SEATING & WALKWAY – INTERVIEWER D

DOS

There is a total of 4 type of counts in total for this zone.

1. Seating – 3 counts
2. Walkway – 1 count

Please complete each count in order and press submit after each count before starting the next.

DON'Ts

- Don't count **any** staff members.
- Don't double count

Tip: When necessary, use the floor colours to guide you to distinguish between walkway/seating/outlets

GENERAL RULES FOR COUNTING SEATS - INTERVIEWER D

DO'S

- There 3 types of counts for this zone:
 - **Empty** – Seat that are unoccupied.
 - **Standing** – Passenger standing around seating area.
 - **Blocked** – Seat blocked by
 - Suitcase
 - Bags
 - Rubbish
 - Personal belongings
 - Prams, wheelchair etc.
- Count empty seats as you first see them. (If a passenger stands up after you have checked that seat, consider that seat as occupied).
- Count the seats based on their state of occupancy without considering momentary changes.
- When a person lies down using more than one seat, count the total seats they occupy and subtract one to determine the number of blocked seats. Example: If a passenger is lying across 3 seats: They are using 3 seats in total. You subtract 1 seat (the seat the passenger is using).The remaining 2 seats are counted as blocked.
- Count people standing (near screens) last, after you have finished your seat counts.

DONT'S

- Don't count **any** staff members.
- Don't double count.

Tip: When necessary, use the floor colours to guide you to distinguish between walkway/seating/outlets

GENERAL RULES FOR COUNTING WALKWAY – INTERVIEWER D

DO'S

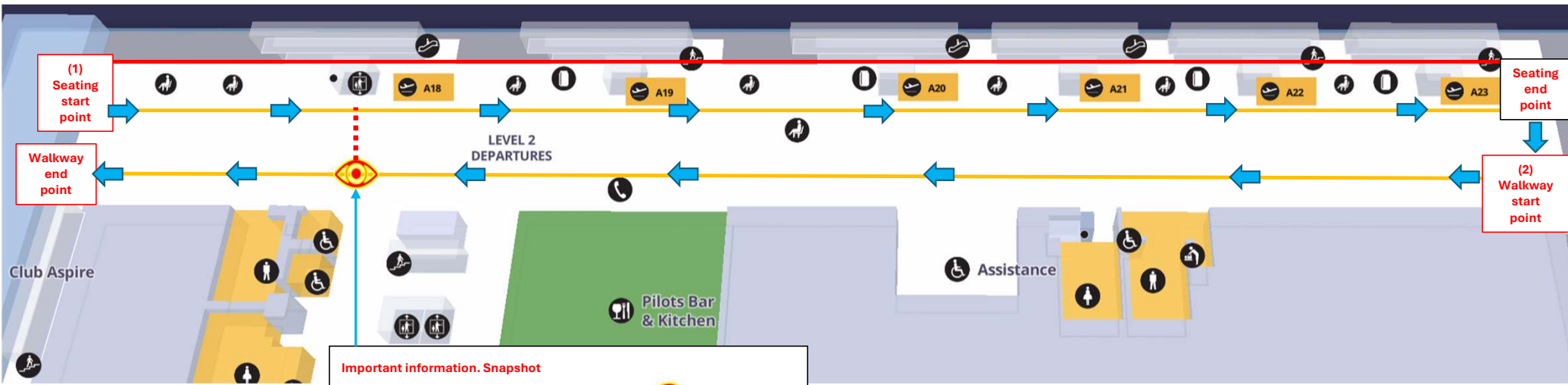
- There is 1 type of counts for this zone.
- **Passengers** – All the passenger in the Walkway.
- Count people standing in front of you, walking towards you; past you and beside you.
- Count passengers at first sight - for example, if you see a passenger on walkways about to enter a gate, count them as a walkway passenger.
- Count passengers queuing in the walkway but not in the queue maze.


DON'Ts

- Don't count people standing in the seating areas.
- Don't count the passengers behind you.
- Don't count **any** staff members.
- Don't double count

Tip: When necessary, use the floor colours to guide you to distinguish between walkway/seating/outlets

SOUTHERN GATES – SEATING & WALKWAY – INTERVIEWER D



Important information. Snapshot
 Take a snapshot of the area where there is a red eye. 
 This is done by stopping and counting the area where the dotted line is marked.

- 1 Start seating count from Club Aspire and end at A23.
- 2 After finishing the count for seating area in gates, please submit then start the walkway count at A23 and finish at Club Aspire.

Do not count the people standing inside the queue maze waiting to board at the gates.

Please press time before counting
 Count is every 15 mins by the clock

Seating				
	Time	Empty seats	Blocked	Standing
Start	10:30			Submit
Walkway				
	Time	No. people		
Start	10:37		Submit	