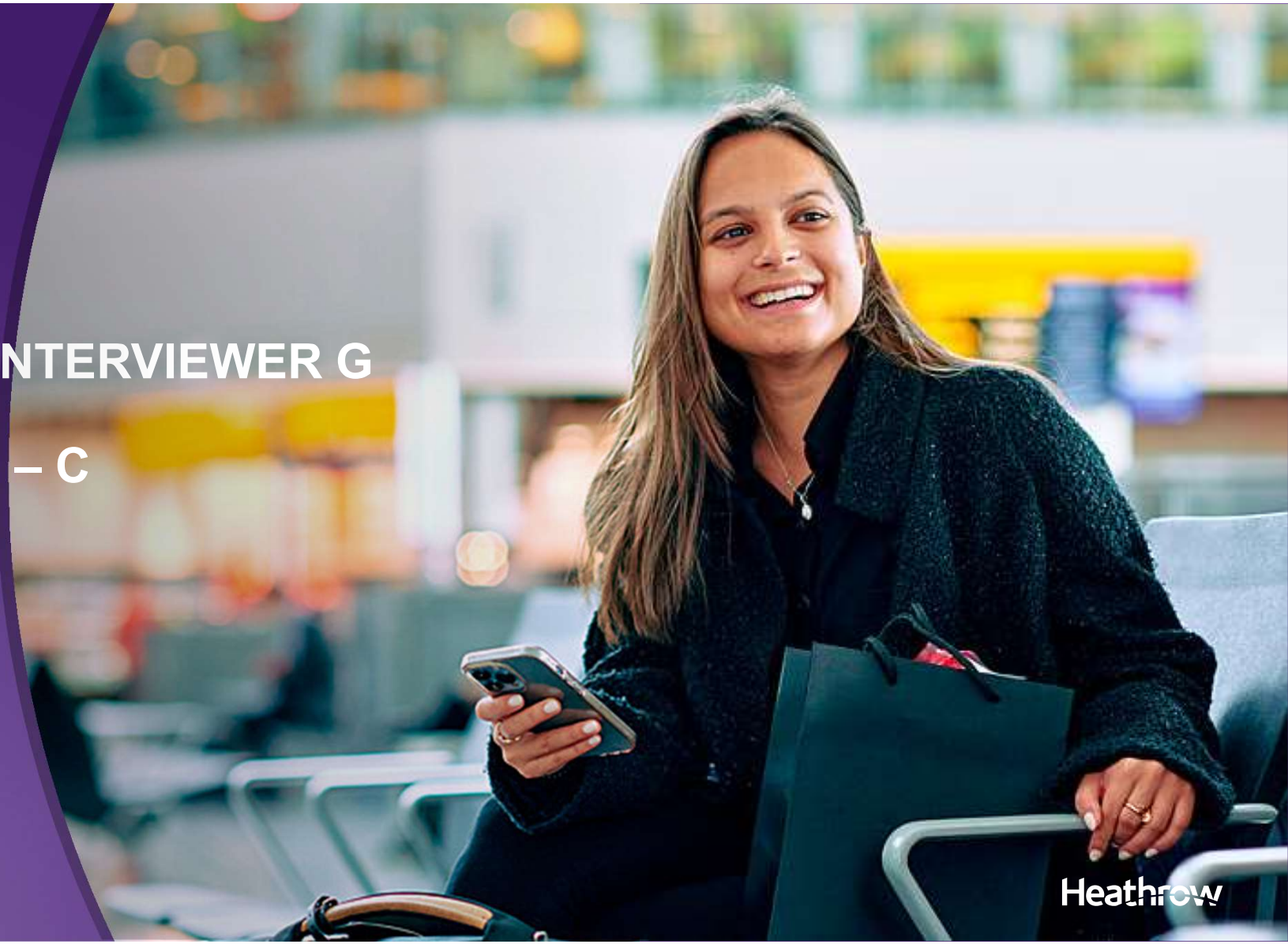
TERMINAL 5 – INTERVIEWER G

SEATING ZONE – C



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

- ❑ Stick to the briefing notes, starting/end point & zones.
- ❑ Count exactly how you were briefed, do not change the process.
- ❑ Press 'start' on ipad before counting. When done press submit.
- ❑ 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 SEATS INTERVIEWER E

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 people standing (near screens) last, after you have finished your seat counts.

- ❑ 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.

DONT'S

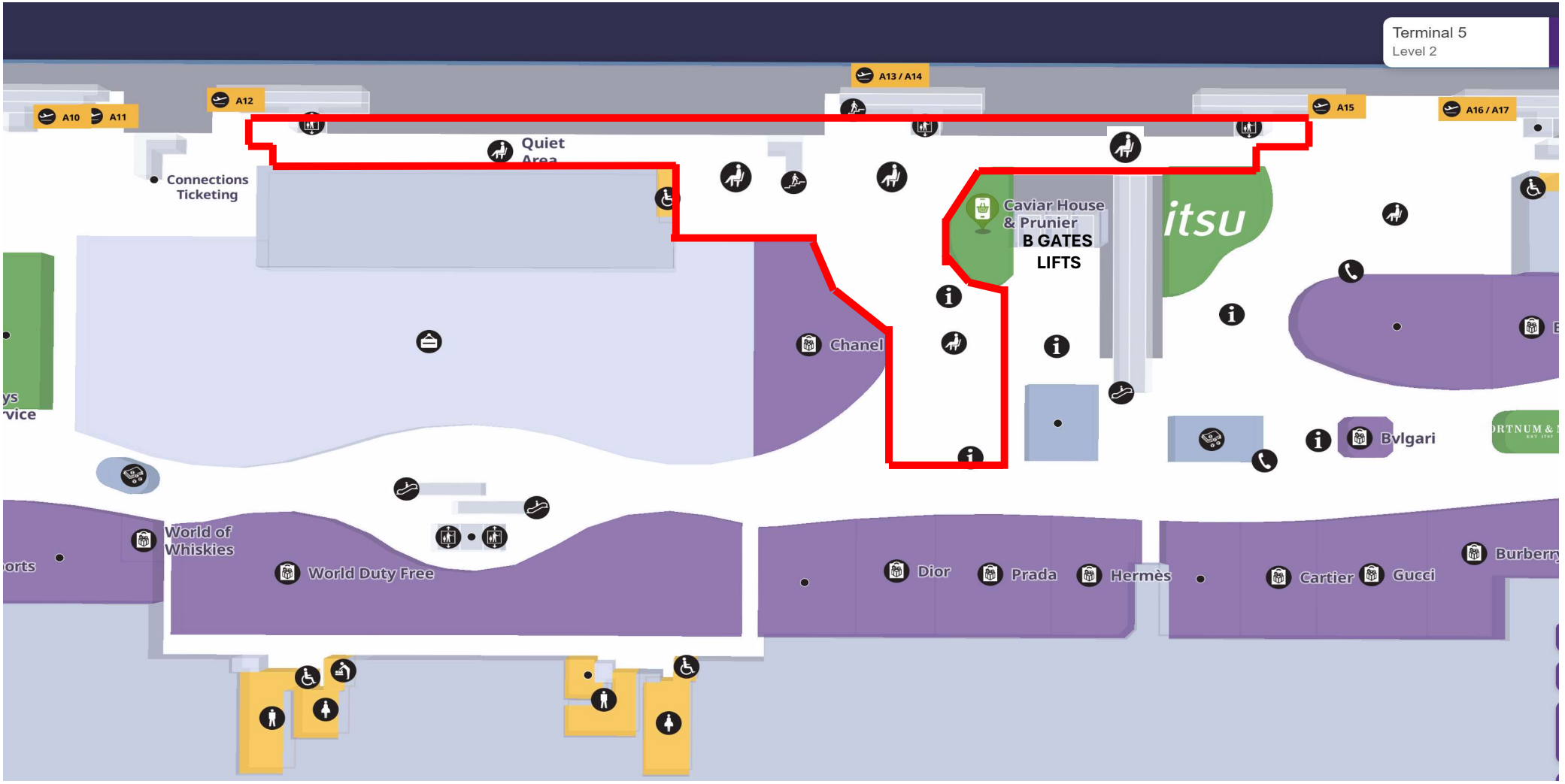
- ❑ Don't count any staff members.
- ❑ Don't double count.
- ❑ Do not count the people standing inside the queue maze waiting to board.

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

Heathrow

INTERVIEWER G – Mid Seating area - Zone C

Classification: Internal



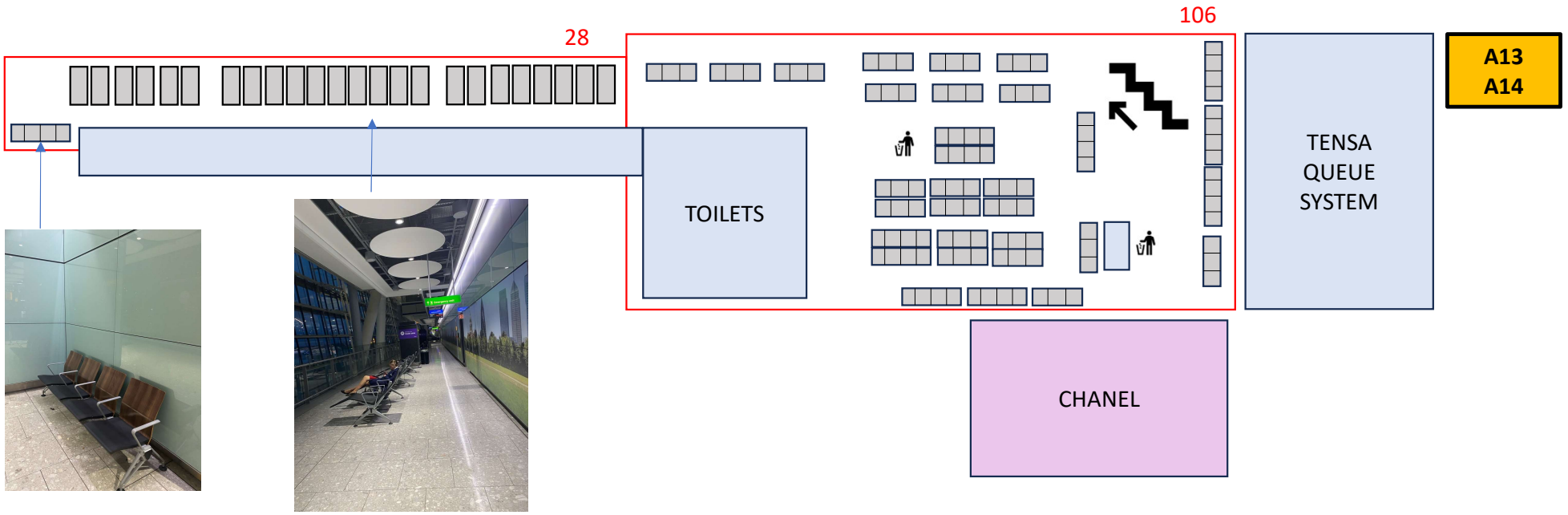
Terminal 5 – Zone **C** 1/2

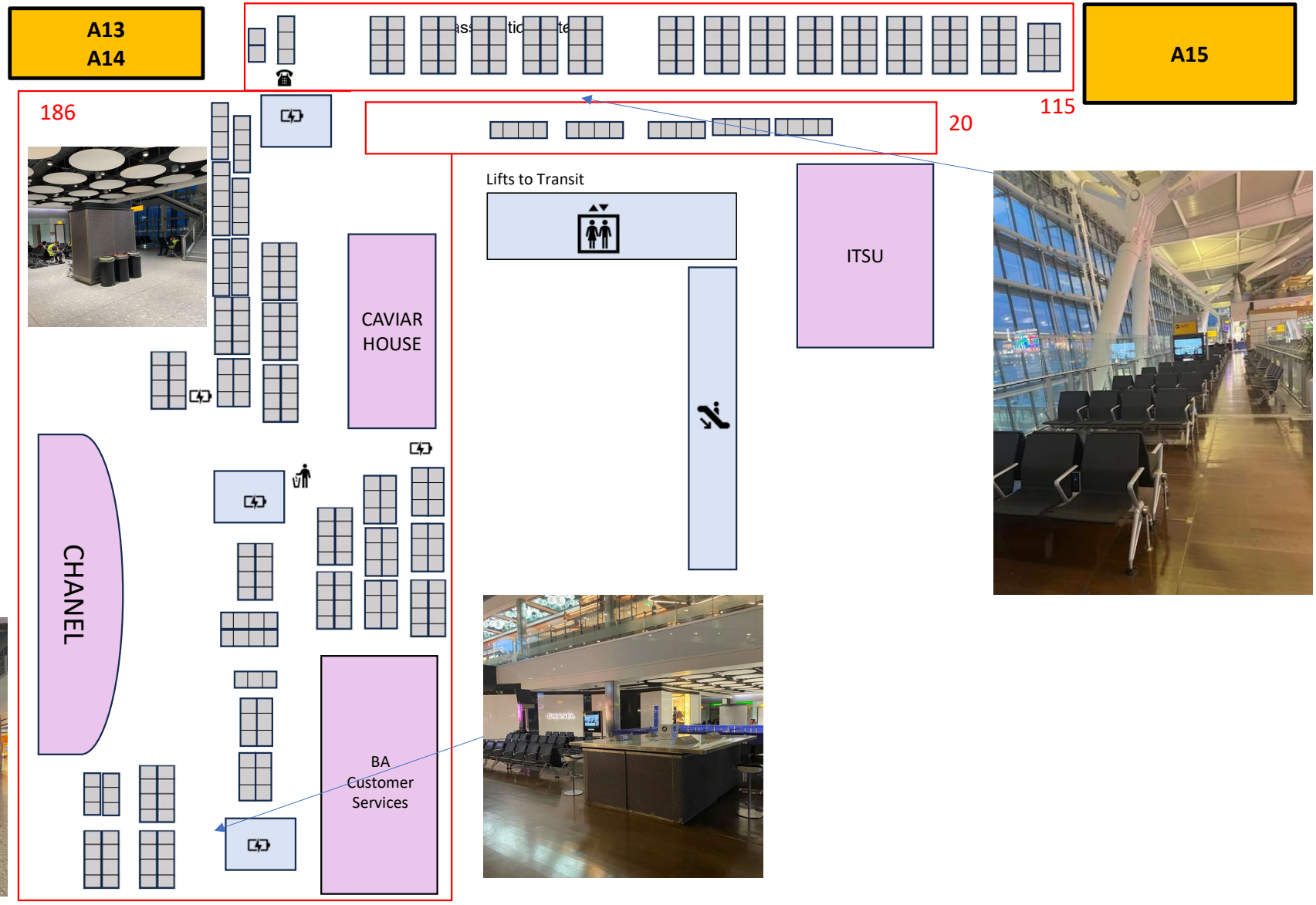
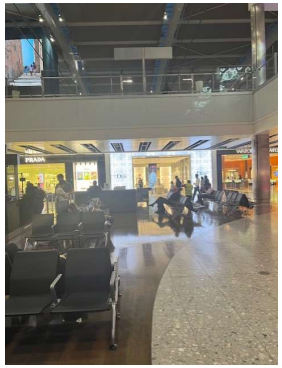
Classification: Internal

136 Seats

KEY

- 2-Seater
- 3-Seater
- 4-Seater
- 5-Seater
- Recliners



Terminal 5
Zone **C** - 2/2

321 seats