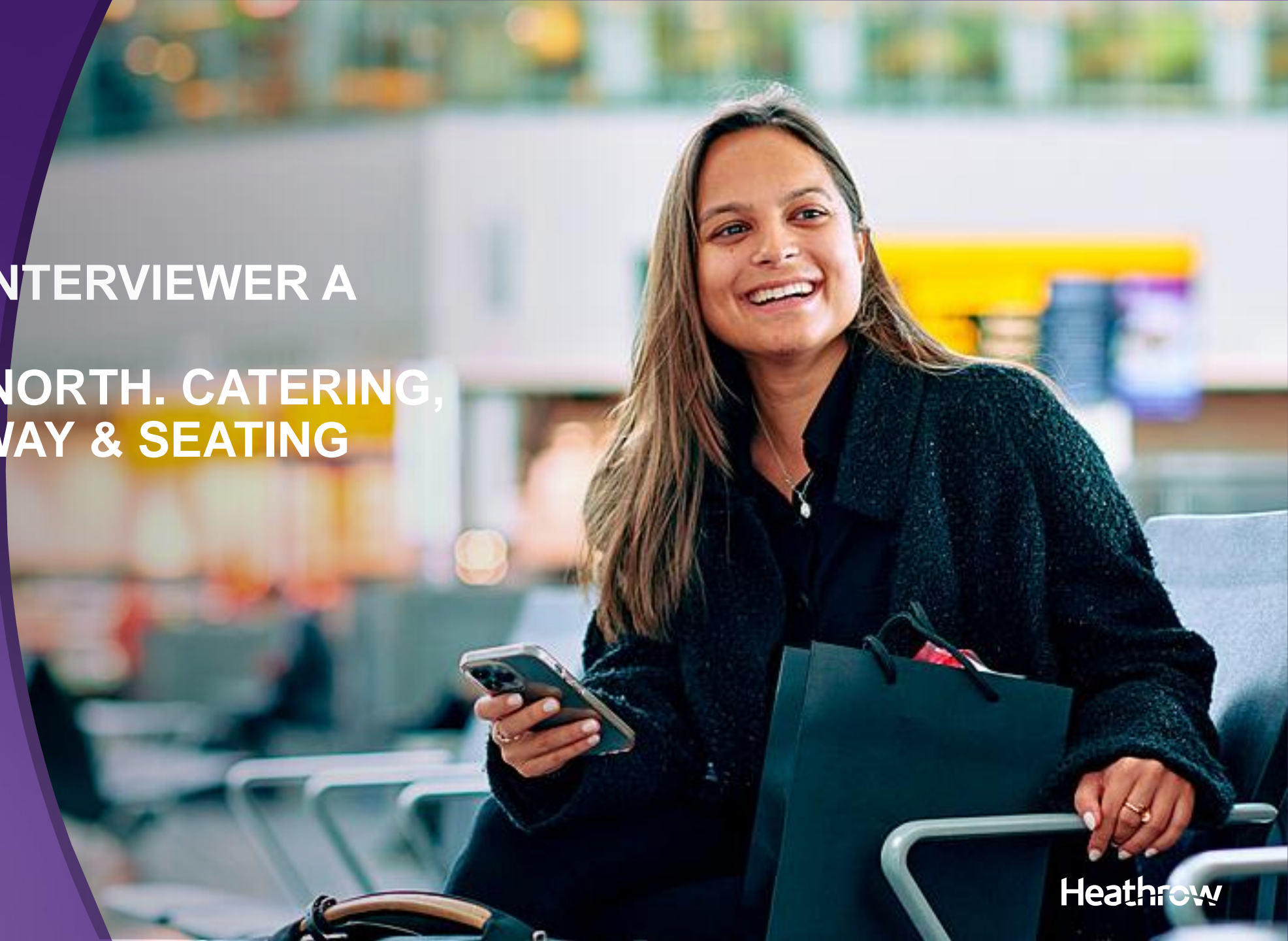


TERMINAL 5 – INTERVIEWER A

**UPPER-LEVEL NORTH. CATERING,
RETAIL, WALKWAY & SEATING**



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 UPPER-LEVEL SOUTH COUNTING

INTERVIEWER A

DOS

There are a total of 5 type of counts for this zone.

1. Retail – 1 type count passengers
2. Catering – 1 type count passengers
3. Walkway – 1 type count passengers
4. Seating – 3 count empty, blocked and standing

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 RETAIL & CATERING

• DO'S

- There 2 type of counts for this zone.
- **Retail passengers – inside the outlets.**
- **Catering passengers – inside the outlets.**
- Count people seated and standing inside the outlets
- Count people at the entrance of the outlets waiting to go in.
- Always take a moment to glance over the counter and confirm the correct type of count (retail or catering) before you begin your count.

DONT'S

- Don't count any staff members.
- Don't count people on the walkway.
- Don't double-count.
- Don't enter luxury stores and count from outside

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

GENERAL RULES FOR WALKWAY COUNTING

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 retail unit, count them as a walkway passenger.
- Count passengers queuing for an F&B outlet if 'only' they are in the walkway zone.
- Take a snapshot of the area where there is a red eye on the map. This is done by stopping and counting the area where the red dotted line is marked.

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

GENERAL RULES FOR COUNTING SEATS

DO'S

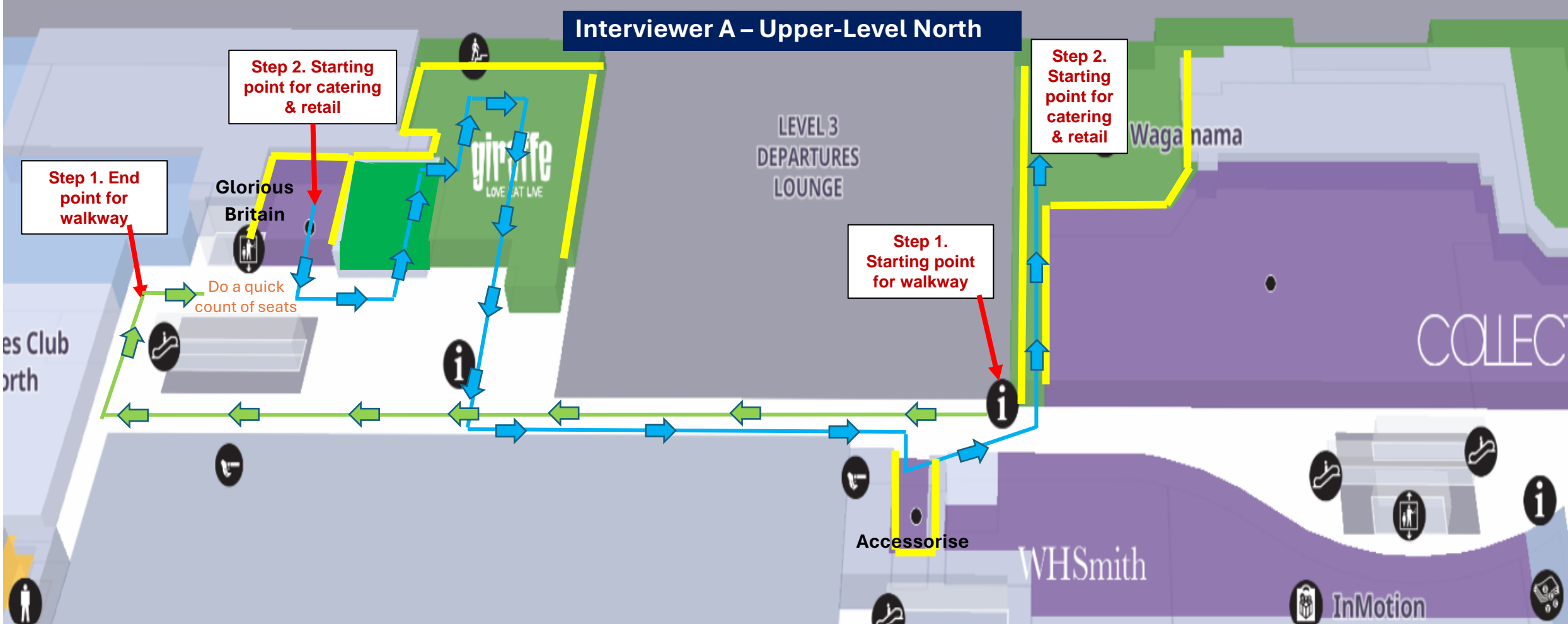
- ❑ There 3 types of counts for this zone:
 - **Empty** – Seat that are unoccupied.
 - **Standing** – Passenger standing around seating area.
 - **Blocked** – Seat blocked by
 - Suitcase
 - Bags
 - Rubbish
 - Personal belongings
 - Prams, wheelchair etc.
- ❑ Count people standing (near screens) last, 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.

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

Interviewer A – Upper-Level North



- 1 Start the walkway count at the information point outside Wagamama and finish at British Airways Club North.
- 2 Before submitting, please do a quick count of seats outside Glorious Britain and Giraffe, (IGNORE SEATS JUST AFTER SECURITY)
- 3 Begin count for **all** retail and F&B units starting from Glorious Britain, Giraffe, and Accessorize and finishing at Wagamama's.

Interviewer A – Upper Level North

Glorious Britain

Hoarding

GIRAFFE



11

12

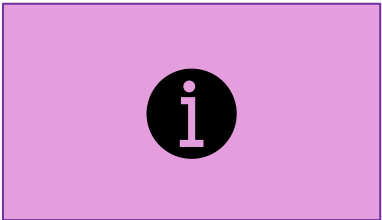


4



4

FIDS



Security Desk

Security

Security

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Security

From Security



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