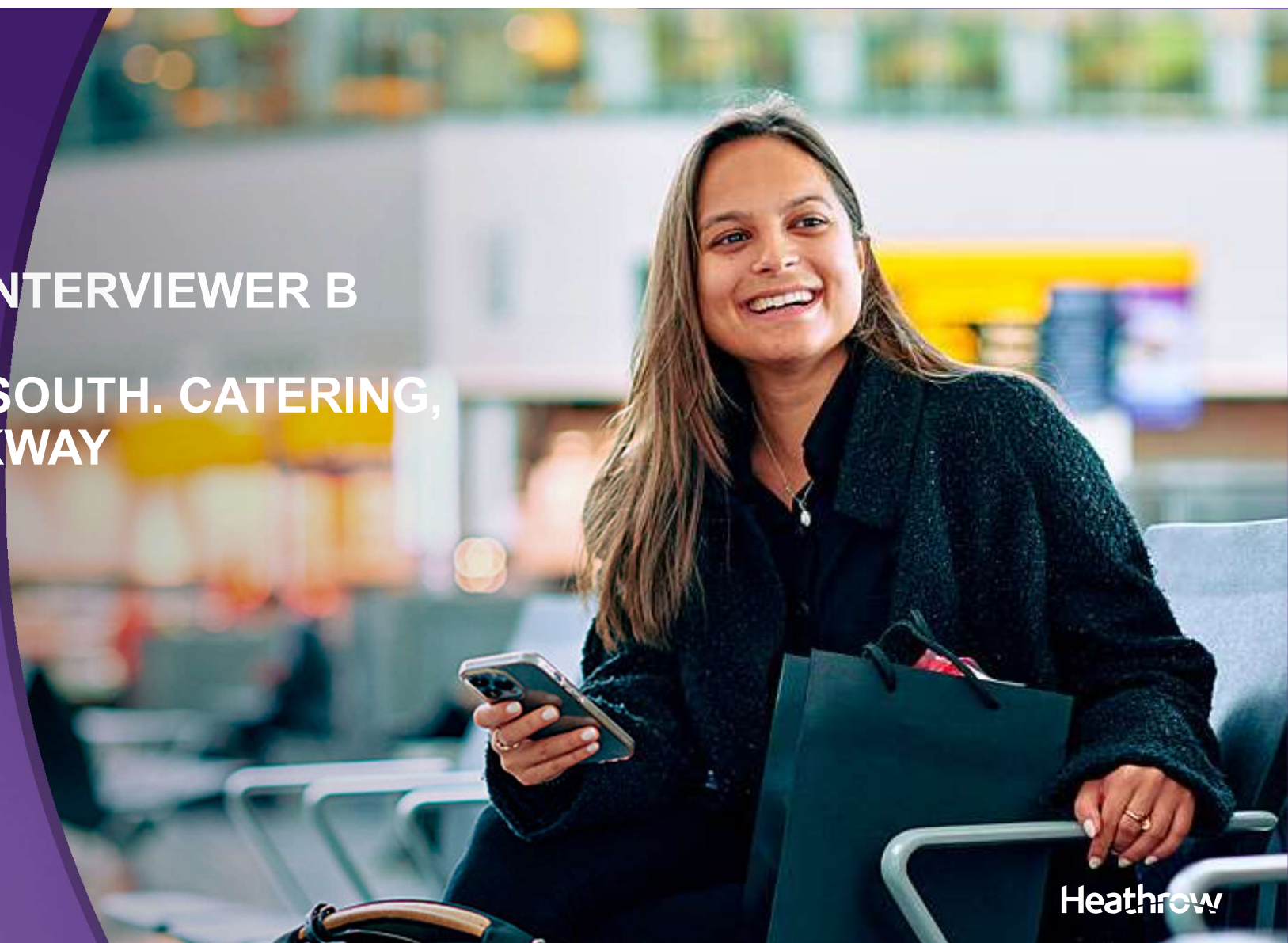


TERMINAL 5 – INTERVIEWER B

UPPER-LEVEL SOUTH. CATERING, RETAIL & WALKWAY



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 – RETAIL & CATERING

INTERVIEWER B

DOS

There are a total of 3 type of counts for this zone.

1. Retail – 1 type count passengers
2. Catering – 1 type count passengers
3. Walkway – 1 type count passengers

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

- Count people seated and standing inside the catering outlets
- Always take a moment to glance over the counters and confirm the correct type of count (retail or catering) before you begin your count.
- Count people at the entrance of the outlets waiting to go in.

DON'Ts

- 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

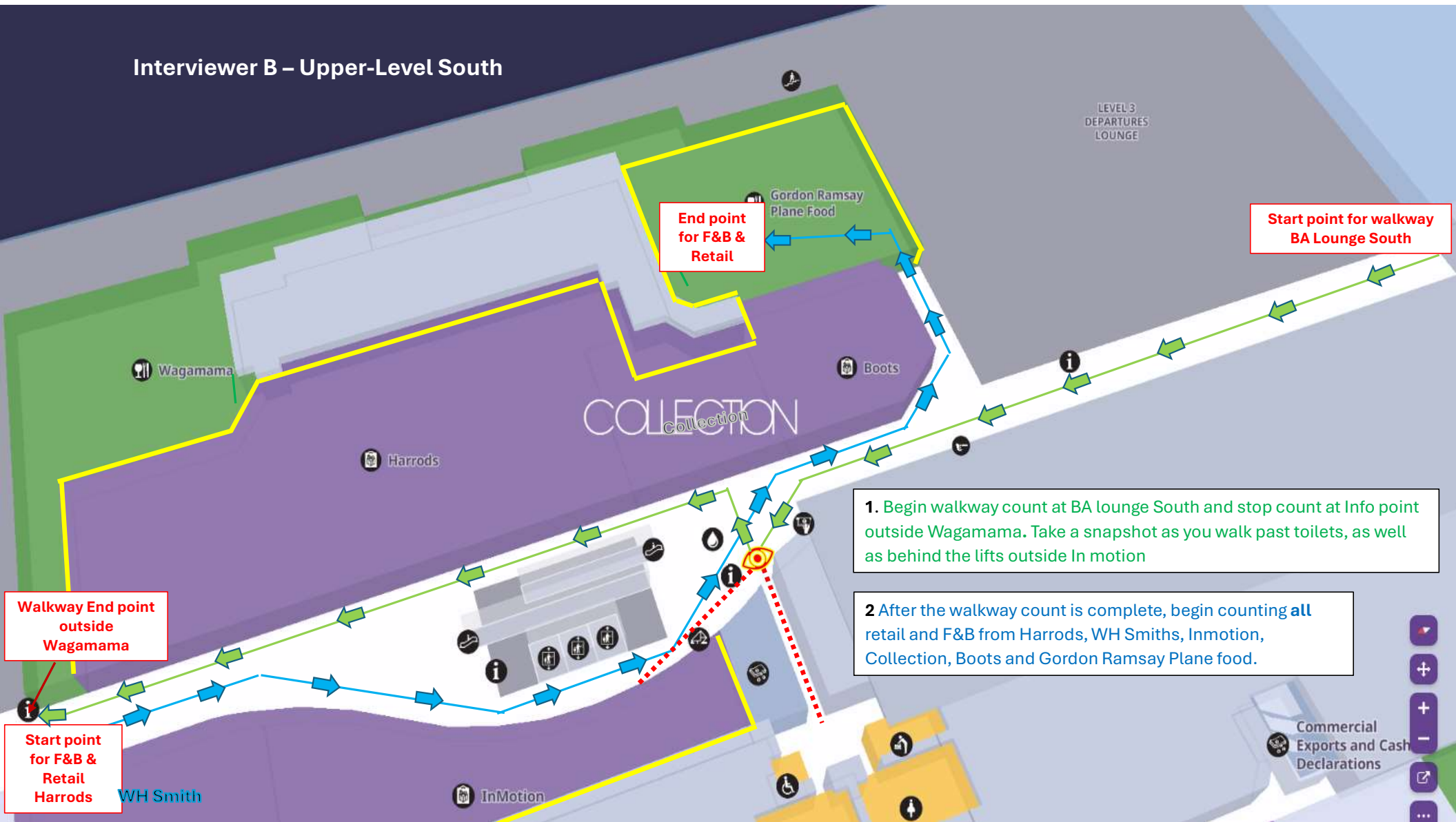
- There is 1 type of counts for this zone.
- **Passengers** – All the passenger in the walkway.
- Count people standing in front of you, walking towards you; past you and beside you.
- Count passengers at first sight - for example, if you see a passenger on walkways about to enter a retail unit, count 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

Interviewer B – Upper-Level South



End point for F&B & Retail

Start point for walkway BA Lounge South

1. Begin walkway count at BA lounge South and stop count at Info point outside Wagamama. Take a snapshot as you walk past toilets, as well as behind the lifts outside In motion

2 After the walkway count is complete, begin counting all retail and F&B from Harrods, WH Smiths, Inmotion, Collection, Boots and Gordon Ramsay Plane food.

Walkway End point outside Wagamama

Start point for F&B & Retail Harrods

