

TERMINAL 4 IDL OCCUPANCY INTERVIEWER BRIEF



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 – IDL ZONES A, B, C, D, & E

DO'S

There is a total of 6 type of counts in total for each of the zones.

1. Seating – 3 counts
2. Walkway – 1 count
3. Retail – 1 count
4. Catering – 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 in Retail & catering outlets
- 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:
 - **Heads** – Seats that are ‘occupied’ by a pax (NOT staff).
 - **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 ‘occupied’ seats as you first see them. (If a passenger or staff 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 double count.
- Don't count staff in seating.

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

GENERAL RULES FOR COUNTING WALKWAY

DO'S

- There are 1 type of count for this zone.
- **Passengers** – All the passenger in the walkway zone.
- 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 areas 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 **CATERING & RETAIL**

DO'S

- There are 2 types of counts for this zone.

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.

Retail passengers – inside the outlets.

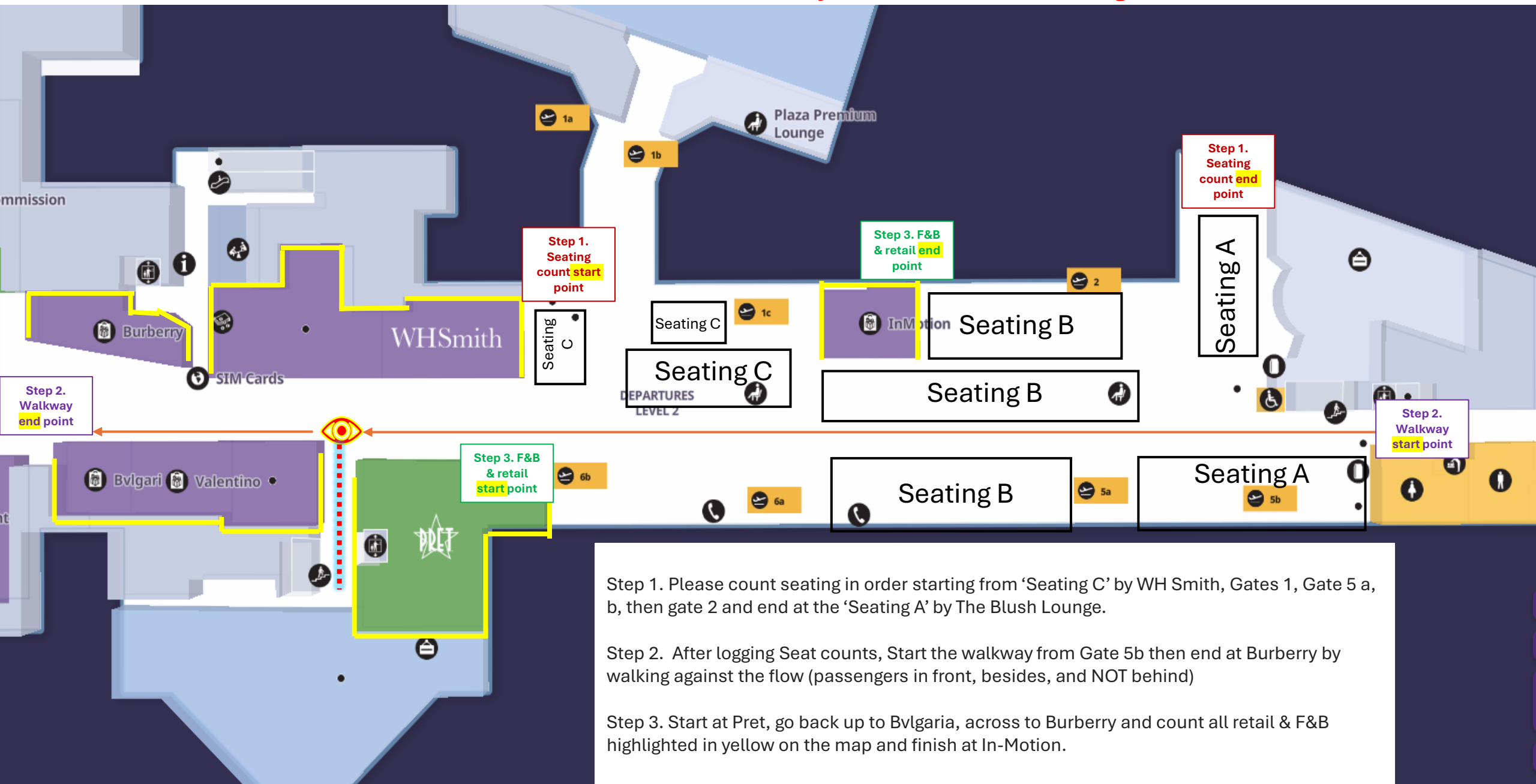
- Count standing inside the outlets.
- Count people at the entrance of the outlets waiting to go in.
- Do not enter High end luxury stores.

DONT'S

- Don't count any staff members.
- Don't count people on the walkway.
- Don't double-count.

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

Interviewer A – All Retail; F&B; Walkway & ZONES A, B & C Seating



Step 1. Please count seating in order starting from 'Seating C' by WH Smith, Gates 1, Gate 5 a, b, then gate 2 and end at the 'Seating A' by The Blush Lounge.

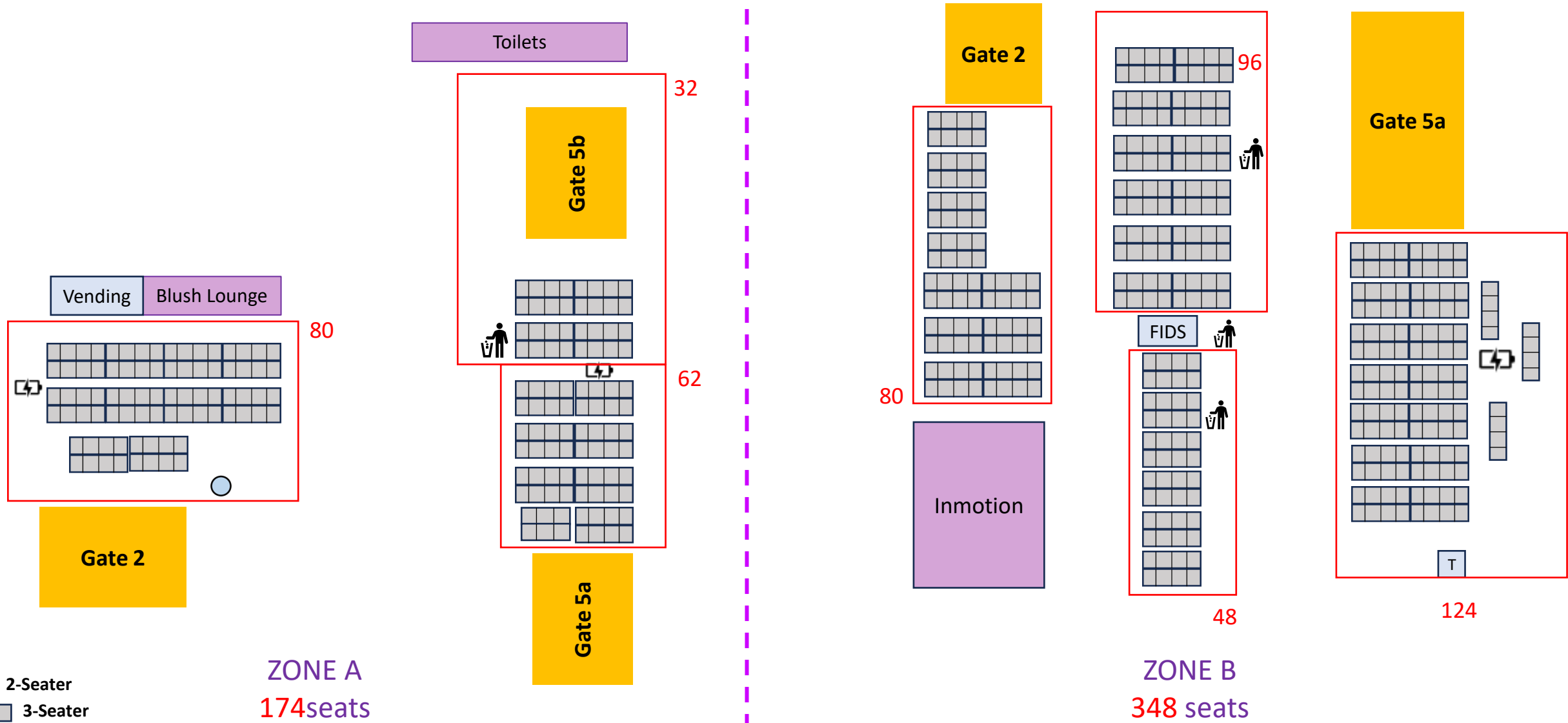
Step 2. After logging Seat counts, Start the walkway from Gate 5b then end at Burberry by walking against the flow (passengers in front, besides, and NOT behind)

Step 3. Start at Pret, go back up to Bvlgaria, across to Burberry and count all retail & F&B highlighted in yellow on the map and finish at In-Motion.

Terminal 4 (Zone A, B)

Classification: Internal

522 seats



- KEY**
- 2-Seater
 - 3-Seater
 - 4-Seater
 - 5-Seater

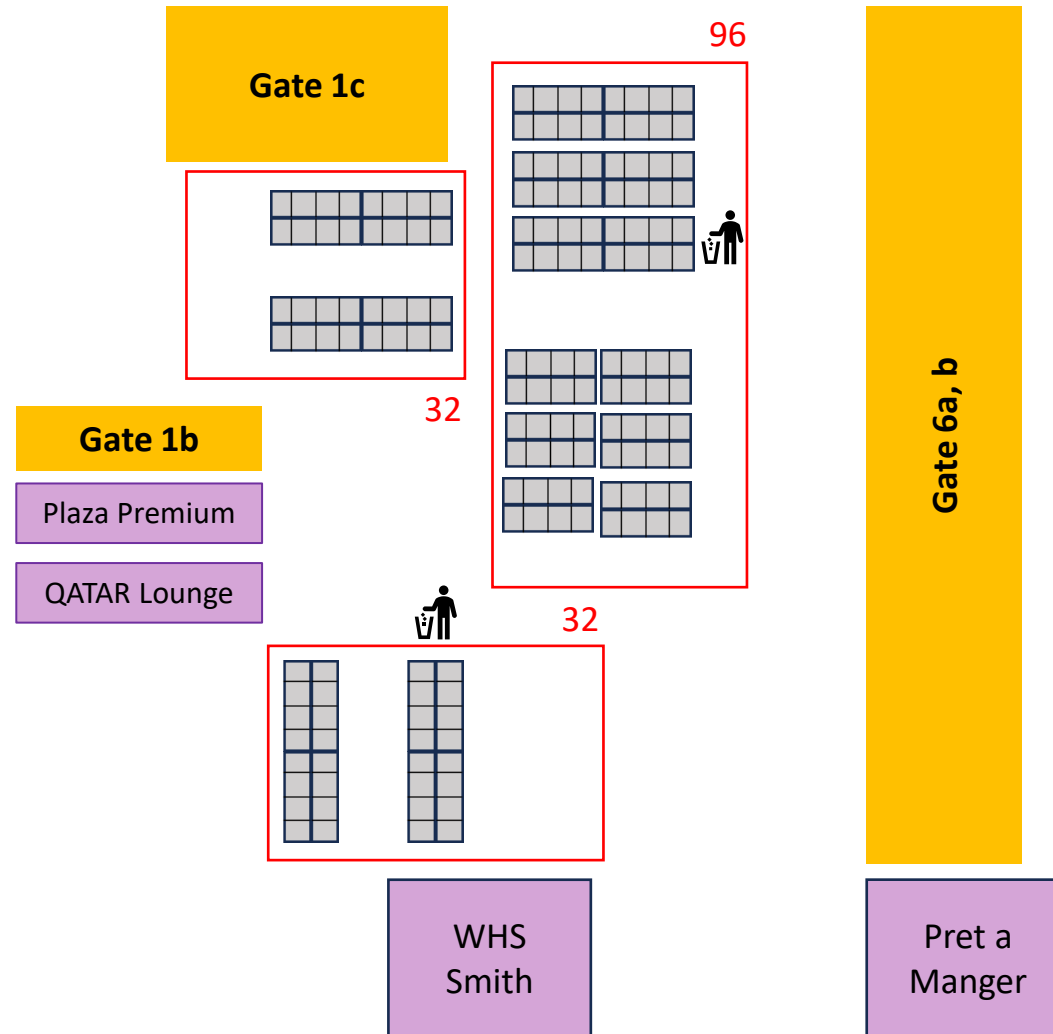
ZONE A
174 seats

ZONE B
348 seats

Terminal 4 (Zone C)





160 seats

Classification: Internal



ZONE C
160 seats

KEY

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

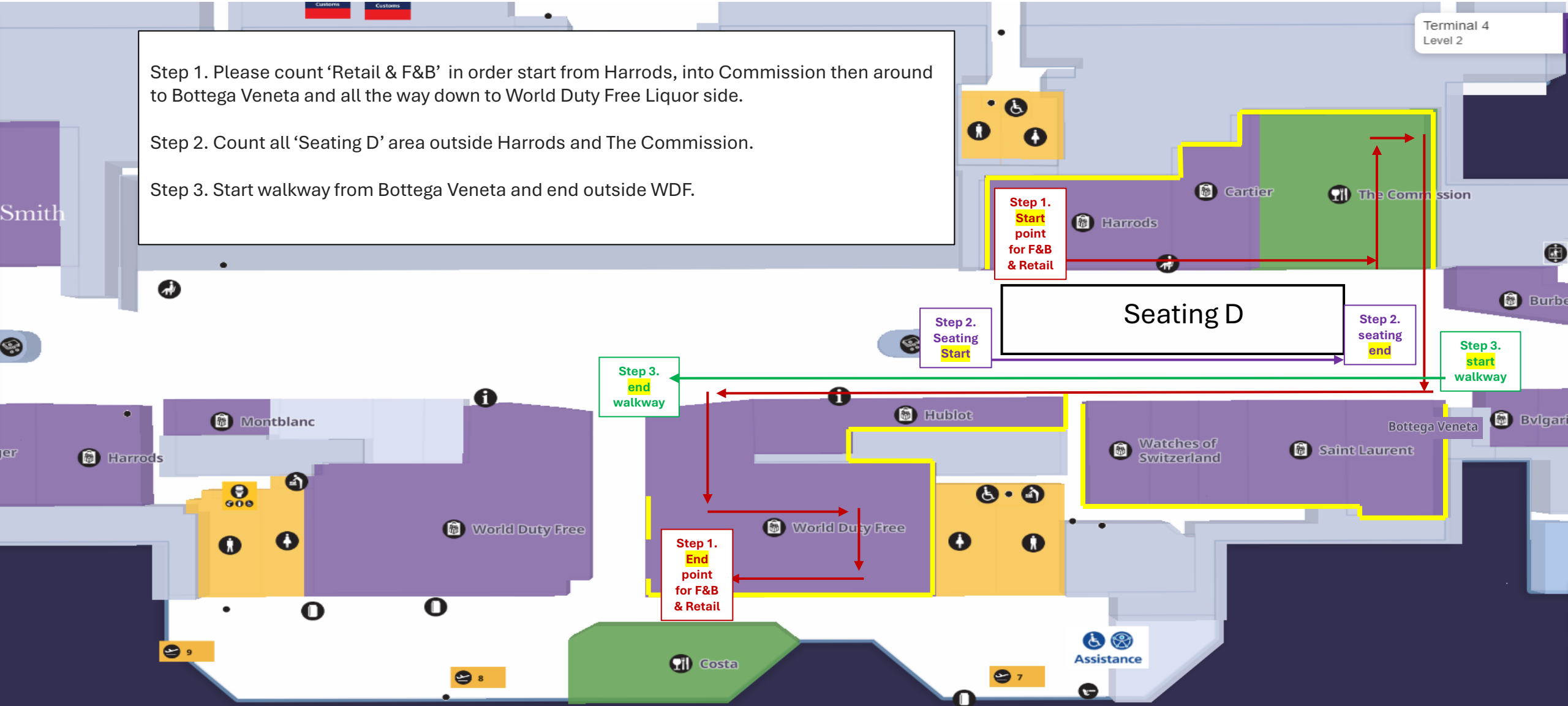
Interviewer B – All Retail; F&B; Walkway & ZONES C Seating

Terminal 4
Level 2

Step 1. Please count 'Retail & F&B' in order start from Harrods, into Commission then around to Bottega Veneta and all the way down to World Duty Free Liquor side.

Step 2. Count all 'Seating D' area outside Harrods and The Commission.

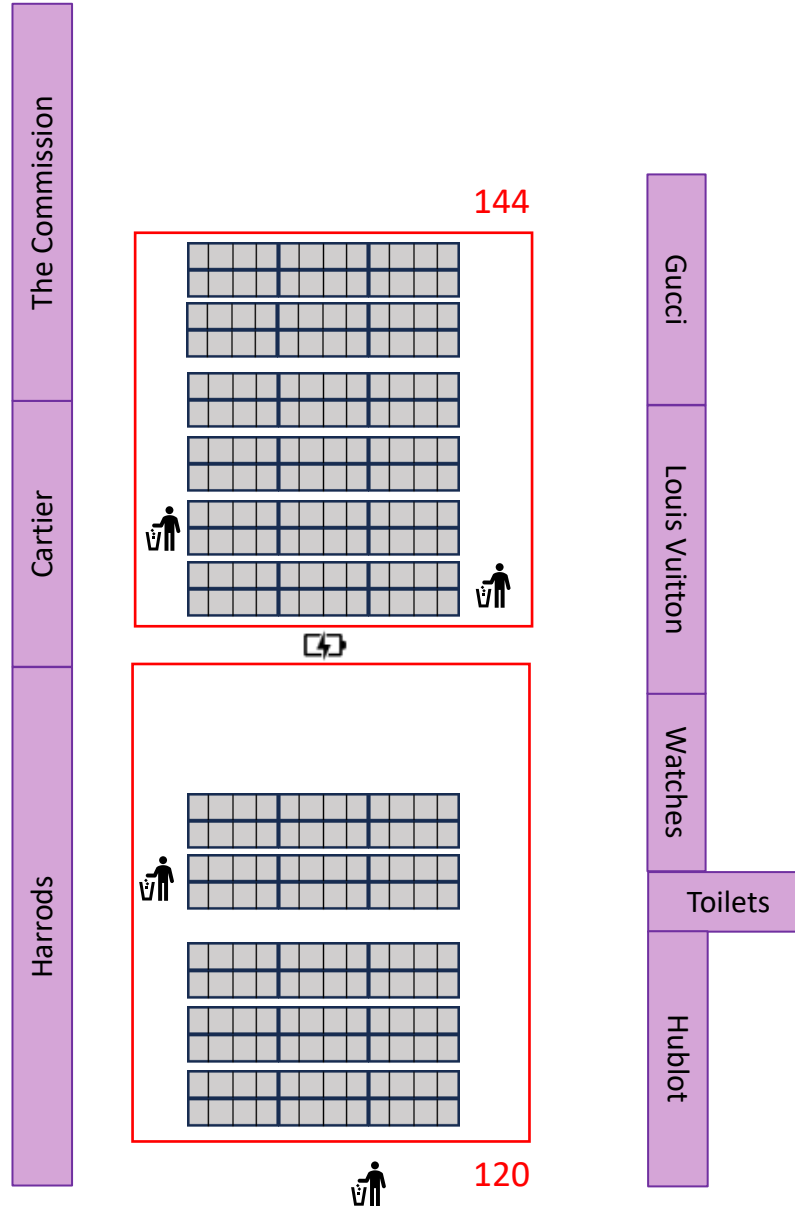
Step 3. Start walkway from Bottega Veneta and end outside WDF.



Terminal 4 (Zone D)





264 seats

Classification: Internal

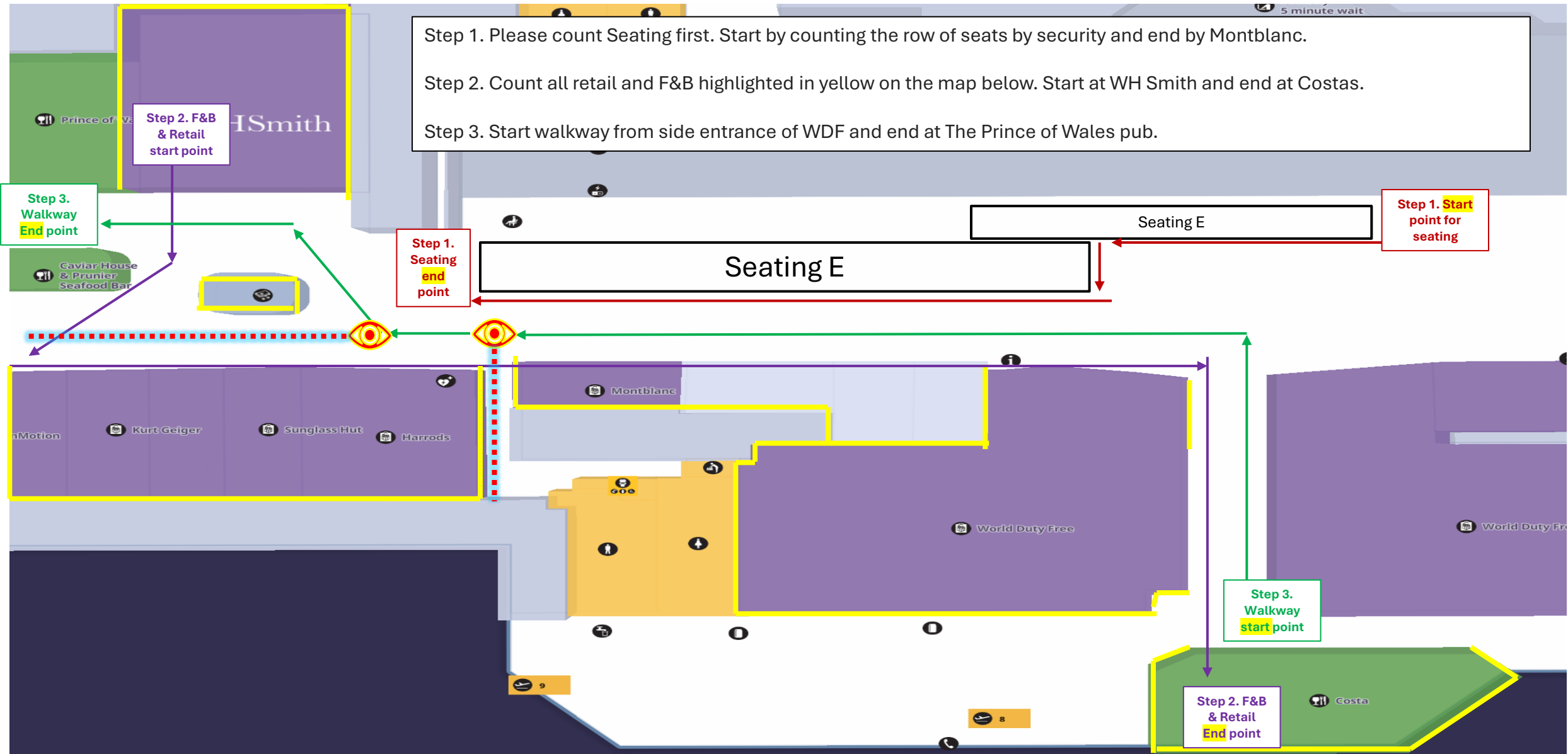


ZONE D
264 seats

KEY

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

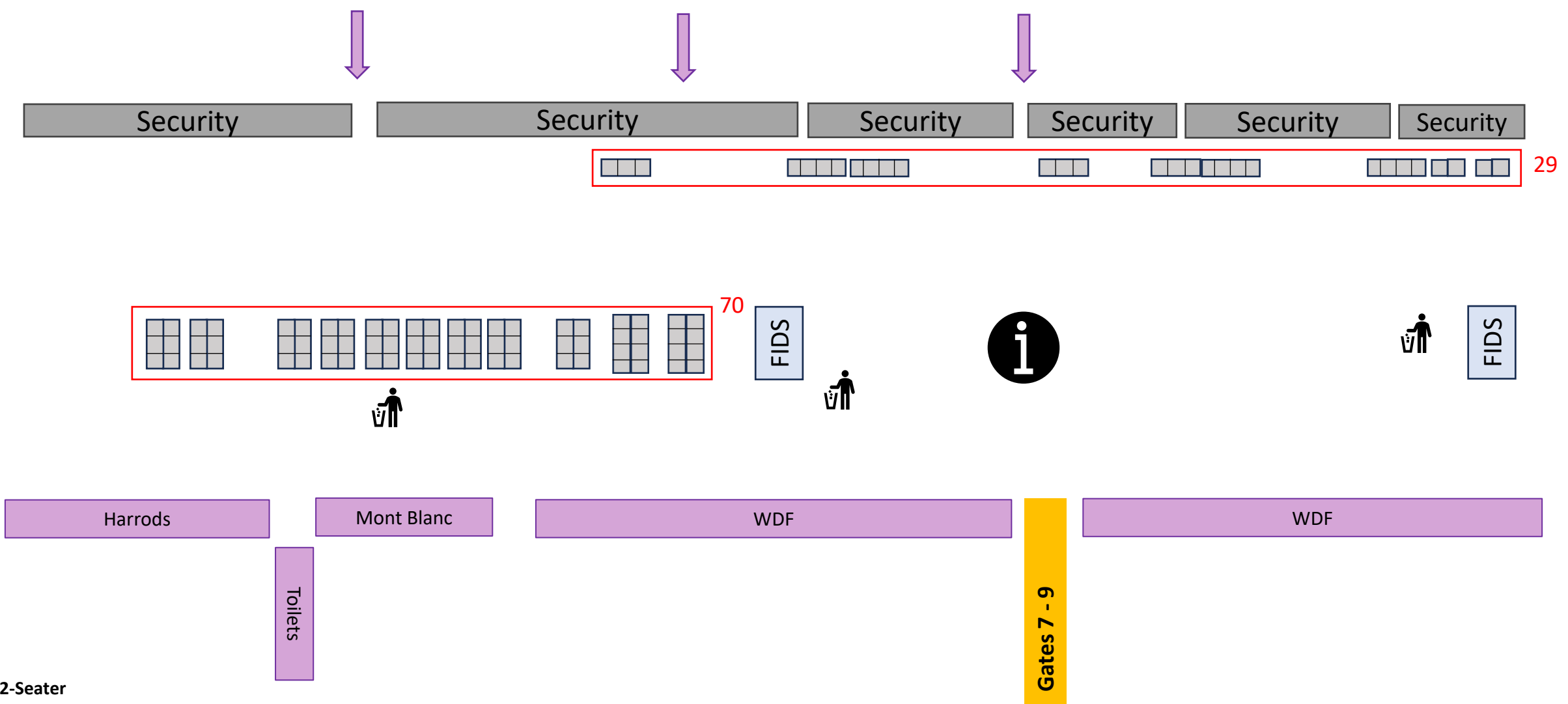
Interviewer C – All Retail; F&B; Walkway & ZONES D Seating



Terminal 4 (Zone E)

Classification: Internal

99 seats



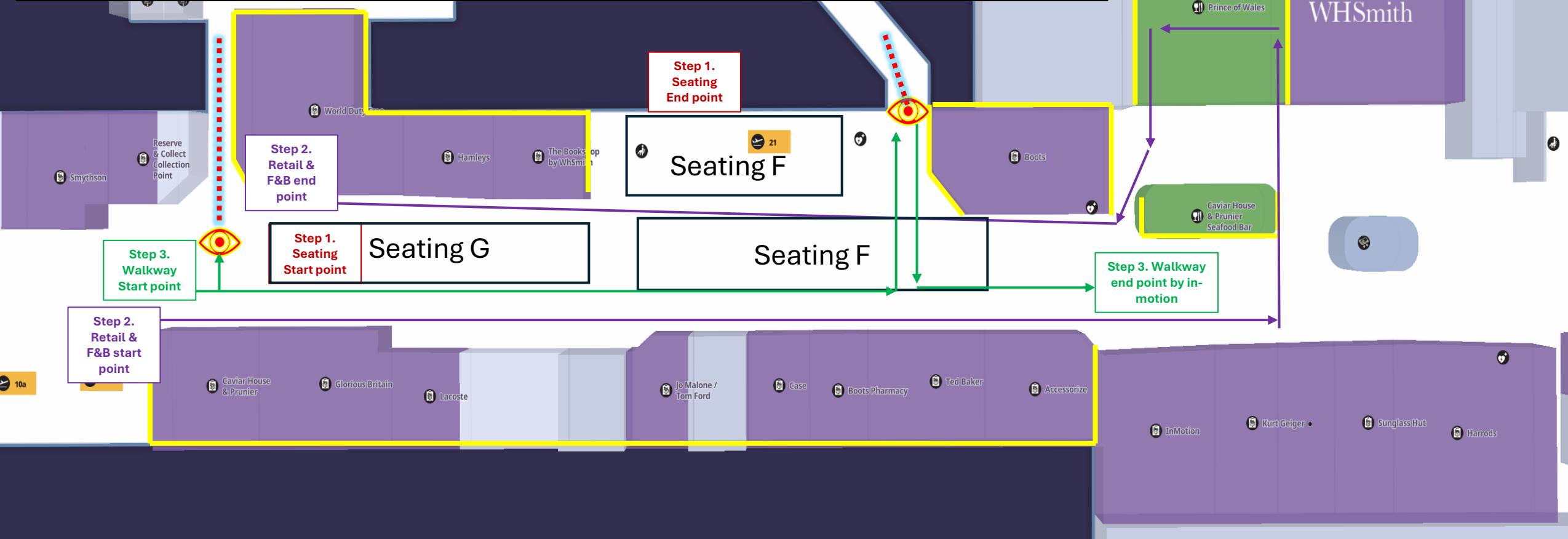
- KEY
- 2-Seater
 - 3-Seater
 - 4-Seater
 - 5-Seater

Interviewer D – All Retail; F&B; Walkway & ZONE G & F Seating

Step 1. Please count 'Seating G & F' - start by counting seats by Glorious Britain and end at Gate 21.

Step 2. Count all retail and F&B highlighted in yellow on the map below. Start at Caviar House, all the way to Accessorize, loop around to Prince of Wales and Boots. End at WDF.

Step 3. Start walkway by Caviar House and end after Accessorize.

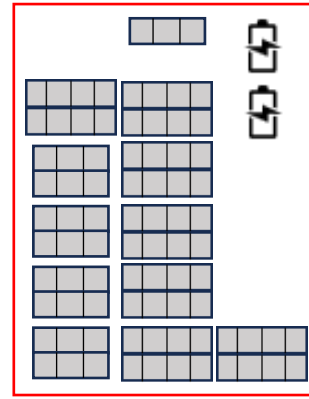
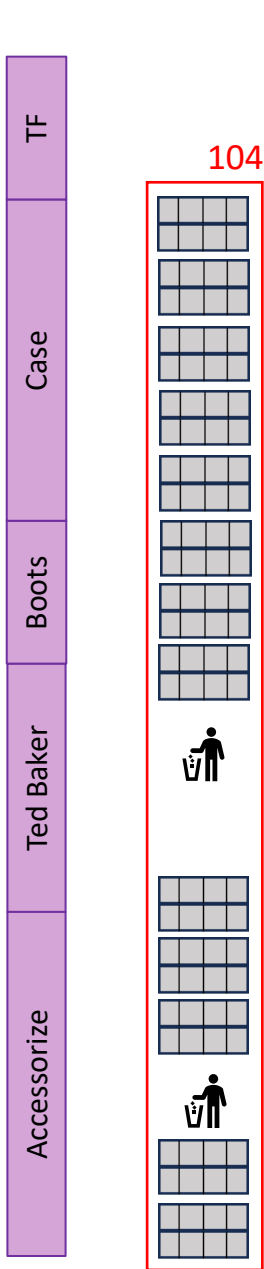


Terminal 4 (Zones F & G)

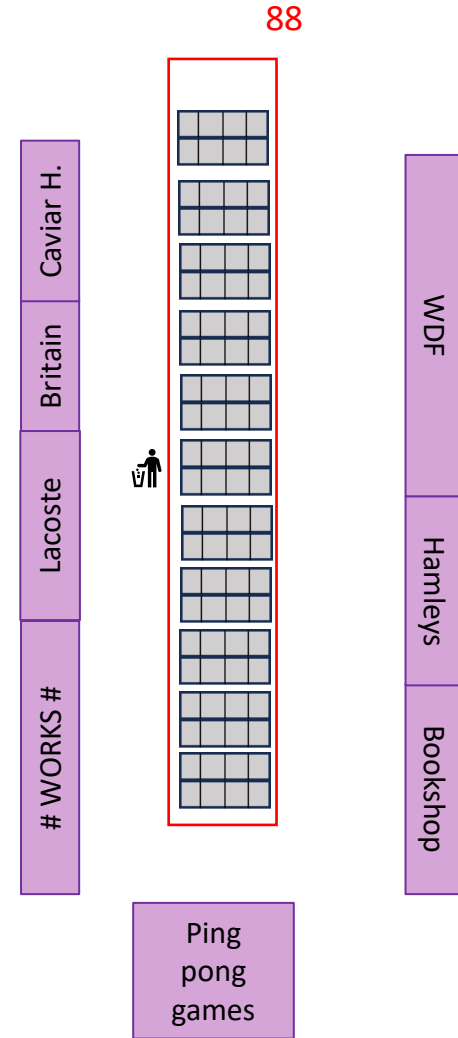
277 seats

Classification: Internal

ZONE F
187 seats



ZONE G
88 seats



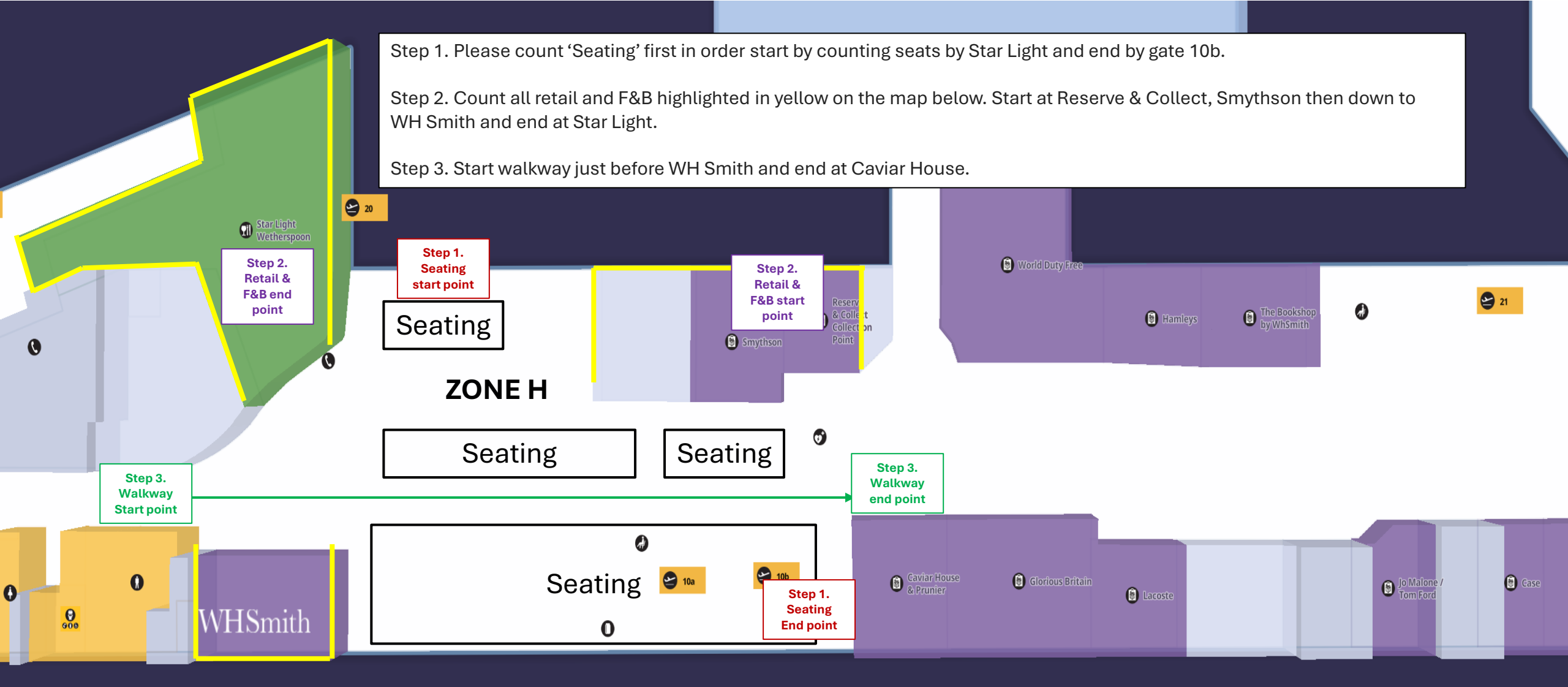
- KEY
- 2-Seater
 - 3-Seater
 - 4-Seater
 - 5-Seater

Interviewer E – All Retail; F&B; Walkway & ZONE H Seating

Step 1. Please count 'Seating' first in order start by counting seats by Star Light and end by gate 10b.

Step 2. Count all retail and F&B highlighted in yellow on the map below. Start at Reserve & Collect, Smythson then down to WH Smith and end at Star Light.

Step 3. Start walkway just before WH Smith and end at Caviar House.



Terminal 4 (Zone H)

Classification: Internal

392 seats

WH SMITH

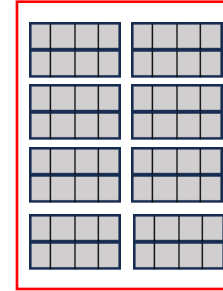
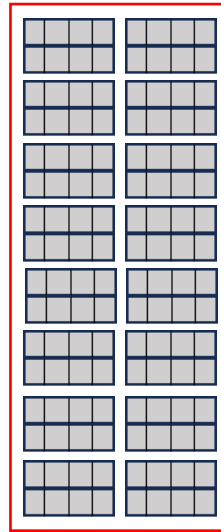
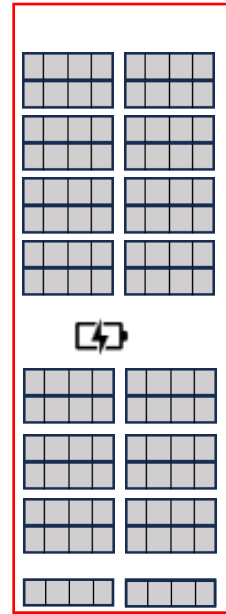
STARLIGHT

120

128

G20

64



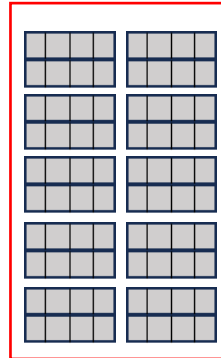
Gate 10

FIDS



WORKS

Smythson



80

ZONE H
392 seats

KEY

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