

## 1. Airside Connecting Buses (Own Clothes)

- Complete a **Mystery Traveller Live Link** during every bus journey (both to and from destinations):
    - **T3 ↔ T5**
    - **T5 ↔ T3**
    - **T3 ↔ T4**
    - **T4 ↔ T3**
    - **T3 ↔ T2**
    - **T2 ↔ T5**
    - **T5 ↔ T2**
    - **T2 ↔ T4**
    - **T4 ↔ T2**
    - **T2 ↔ T3**
  - Once inside each terminal, conduct a **second observation** of a Heathrow Helper (dressed in purple).
    - This is referred to as the “**Mystery Shopper Link.**”
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## 2. Staff Buses (Uniform Required)

- Complete a **Mystery Traveller Live Link** during every bus journey (both to and from destinations):
    - **T2/T3:** PEX and N4
    - **T4:** S1 (Southside)
    - **T5:** N1 and N5
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## 3. Park and Ride (Park and Ride Plus) (Own Clothes)

- Formerly known as **Long Stay and Business Buses.**
- Complete a **Mystery Traveller Live Link** during every bus journey (both to and from destinations):
  - **T2/T3:** Both services operate here
  - **T4:** Park and Ride only
  - **T5:** Both services operate here

## Additional Observations

- At the **start of each shift**, conduct a second observation at two locations:
  1. **Central Bus Station (CBT)**
    - Spend approximately **20–30 minutes** at this location.
  2. **West Ramp (is located by the area the Hotel Hopper drop off and pick up T3)**
    - Spend approximately **15–20 minutes** at this location.

*Refer to the observation as the “**CBT and West Ramps**” link.*

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# Monthly Schedule

- 15 shifts per month
- 5 shifts per location