

Catering

- **Interviewing location:**
 - Gateroom.
- **Sampling:**
 - 1 in 3 or 1 in 5 depending on the size of the flight.
 - Interviewing both visitors and non visitors of the Catering outlets that day at Heathrow.
 - A non visitor will be asked to give a rating for the Selection of Catering outlets in the Terminal that day. These answers count towards the contact quotas across the Terminal.
- **Survey objectives:**
 - to monitor the selection and quality of service in the Catering outlets in the Terminal that day.

Please note do not include food purchased from Boots or WH Smiths as they are considered Retail outlets.