

Informal Interview Rooms

There will be plenty of informal meeting space for customers to discuss their enquiries with a member of staff in a relaxed setting.

Interview Rooms

There will be 5 interview rooms, all will be sound proofed for privacy.

Enquiry Booths

There will be 14 enquiry booths. Service specialist staff will be available and other specialist staff called upon when required to serve customers.

Main Reception

The main reception will be Staffed by a minimum 8 Customer Service Advisors. They will be able to access systems to respond to all general enquiries and simple service requests and transactions.

Waiting Area

The waiting area will have seating for up to 100 people and will be inviting & relaxing.

Play Area

There will be a play area available to keep children entertained.

Self Service

Self service terminals will be available with a range of information and transactional services. Customers will be able to carry out transactions for themselves at these points.

Floor Walkers

When a customer enters the One-stop-shop they will be met by a floorwalker who will meet and greet them and guide them to where they need to be.

Visitors Reception

A separate reception will be used for visitors to the building to sign in and wait be escorted to where they need to be.

Entrance

There will be a large revolving door with disabled access.

