

DELTA REPORT - EVENING

15/07/2019

| DELTA TEAM TODAY             |                  | KIDZOFT TICKETING BREAKDOWN |           | CITY POPULATION SNAPSHOT |     | GALAXY ATTENDANCE BY HOUR |      | EMPLOYEE NUMBERS TODAY |     |         |        | AVIUS SCORES  |       |     |
|------------------------------|------------------|-----------------------------|-----------|--------------------------|-----|---------------------------|------|------------------------|-----|---------|--------|---------------|-------|-----|
|                              |                  |                             |           |                          |     |                           |      | Department             | MIN | PLANNED | ABSENT | TOTAL SURVEYS | DAY   | WTD |
| DELTA 1E                     | Carlo            | ADULTS                      | 260       | 12PM                     | 651 | 10am                      | 434  | AIRPORT                | 7   | 15      | 5      | 42            | 11    | 20  |
| DELTA 1L                     | Grace            | CHILDREN                    | 699       |                          |     | 11am                      | 383  | ESTABLISHMENTS         | 47  | 75      | 6      | 31            | 111   |     |
| DELTA 2                      | Wes              | EARLY/INFANTS               | 21        | 2PM                      | 500 | 12pm                      | 55   | EXPERIENCE             | 1   | 2       | 0      | 78.57         | 81.68 |     |
| DELTA 3                      | Jonathan/Georgie | TOTAL FOR TODAY             | 980       |                          |     | 1pm                       | 65   | RETAIL                 | 2   | 2       | 0      | 61.9          | 58    |     |
| DELTA 4                      | On call          |                             |           | 4PM                      | 332 | 2pm                       | 184  | CASH OFFICE            | 2   | 1       | 0      | 45.45         | 50    |     |
| CALL SIGNS TODAY             |                  |                             |           | 6PM                      | 155 | 3pm                       |      | CUST SERV              | 1   | 1       | 0      | 54.55         | 60    |     |
| AIRPORT (ALPHA 1)            | Jack             | CASH OFFICE (CHARLIE 1)     | Cai/Nrupa |                          |     | 4pm                       |      | CLEANING               | 3   | 6       | 0      | 27.27         | 25    |     |
| DISTRICTS 3&6 (ECHO 1)       | Akil/Jonathan    | FIRST AID (FOXTROT 1)       | Cai/Sadia | 7PM                      |     | 5-8pm                     |      | TOTAL                  |     |         |        | 27.27         | 35    |     |
| DISTRICTS 2&4 (ZULU 1)       | Georgie/Emily    | CLEANING (TANGO 1)          | Ali/Bela  |                          |     | TOTAL                     | 1121 |                        |     |         |        | 27.27         | 30    |     |
| RETAIL (ROMEO 1)             | Wes/Sadia        | IT (INDIGO 1)               | Thawan    |                          |     | BUDGET                    | 1300 |                        | 63  | 102     | 11     | 27.27         | 35    |     |
| TECH (TECH 1)                | Luis/Jai         | BIRTHDAYS/EVENTS (BRAVO 1)  | Grace     |                          |     | +/-                       | -179 |                        |     |         |        | 0             | 12.5  |     |
| CUSTOMER SERVICES (VICTOR 1) | Ignacio          | CONTROL                     | Lou/Samy  |                          |     |                           |      |                        |     |         |        | -36.36        | -10   |     |

65.0

Show timed relevant activities from 5pm due to small numbers in City  
 Work Experience Zups introduced by Cat in Estabs, Airport & Retail  
 Bright Little Labs opening tomorrow at 11am  
 Continue to look at standards across the City – remember to remove any rogue Tensa Barriers, Out of Date Signage and Ensure Bins are Tidy across all areas  
 Please keep clear of obstruction the corridor outside maintenance workshop for visitors transiting to upper floor

DEPARTMENT SPECIFIC FEEDBACK

| ESTABLISHMENTS (ALL DISTRICTS) | 1 Fire Hose OOA, Tour Bus OOA<br>H&M recycling closed for refurb | FIRST AID/INCIDENTS  |
|--------------------------------|--|--|
| AIRPORT                        | 2 youth groups from 14:00  | MAINTENANCE<br>city lifts OOA, left airport lift OOA, Urinals BOH OOA, HUT sink OOA; drain trap to be replaced - ; tour bus OOA - ignition switch to be fixed, Level 55 1x escalator OOA , First Aid Toilets 1xW OOA |
| CLEANING                       |  | BIRTHDAY PARTIES   |
| EXPERIENCE TEAM                |  | EVENTS/VIPs  |
| RETAIL                         |  | TECH   |
| GUEST SERVICES                 |  | IT<br>Info Point by Bank fixed   |

FIRE MARSHALL SWEEPING ZONES

EMERGENCY CONTACTS

| ZONE                   | CALL SIGN      | EARLY   | LATE     | VICTORIA GREGORY | 07939 278512 | M&S DUTY MANAGER       | 07823 520721  |
|------------------------|----------------|---------|----------|------------------|--------------|------------------------|---------------|
| AIRPORT & LOWER LEVELS | ALPHA 1        | Jack    | Jack     | BRAD ROWBOTHAM   | 07828 702188 | WESTFIELD CONTROL      | 0203 371 2899 |
| URBANO                 | PICTURE AIR DM | Muhsin  | Karl     | WESLEY MORGAN    | 07539 795511 | KZ RECEPTION           | 0203 8153870  |
| BACHE                  | ROMEO 1        | Sadia   | Sadia    | KARINA DENIS     | 07903 849442 | KZ CONTROL             | 0203 8153920  |
| BEEBOP                 | ECHO 1         | Akil    | Jonathan | DELTA 4          | 07411 719575 | GBK                    | 0208 7436389  |
| VITA                   | CHARLIE 1      | Cai     | Nrupa    |                  |              | COMPASS                | 0203 8153937  |
| CHIKA & KAI            | ZULU 1         | Georgie | Emily    | RICHARD TEE      | 07539 795517 | SWIFTLIFT (LIFT & ESC) | 01322 289292  |
| BOH AND OFFICES        | TECH 1         | Luis    | Jai      | 24H SOLUTIONS    | 0208 8193117 | 24H SOLUTIONS (MOB)    | 07501 540190  |