



The Uncontact Centre

Contact Centre Helper

Version 0.2

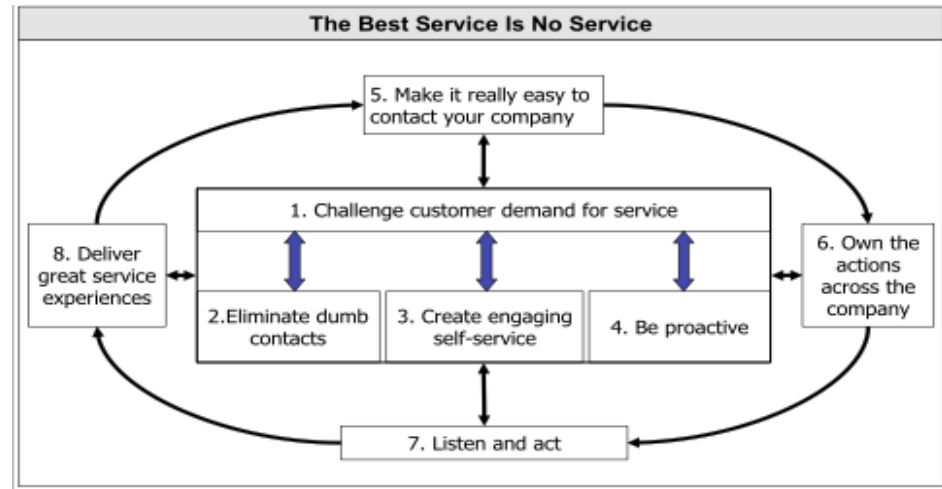
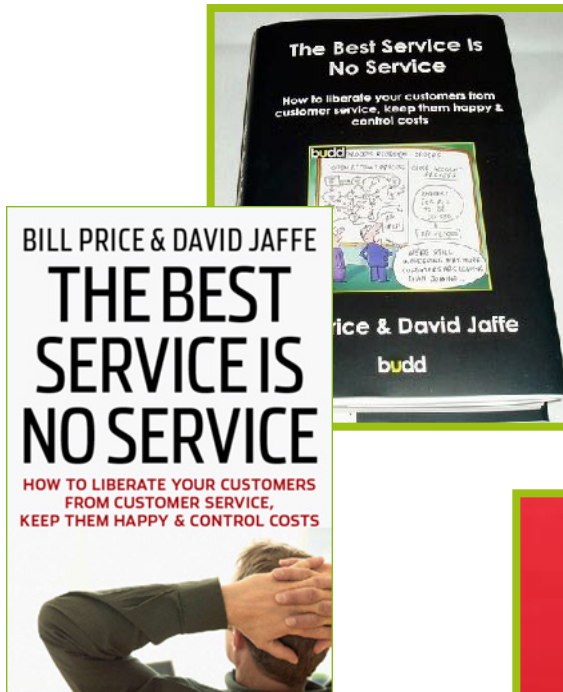
4th February 2019

The future of
contact centres ?

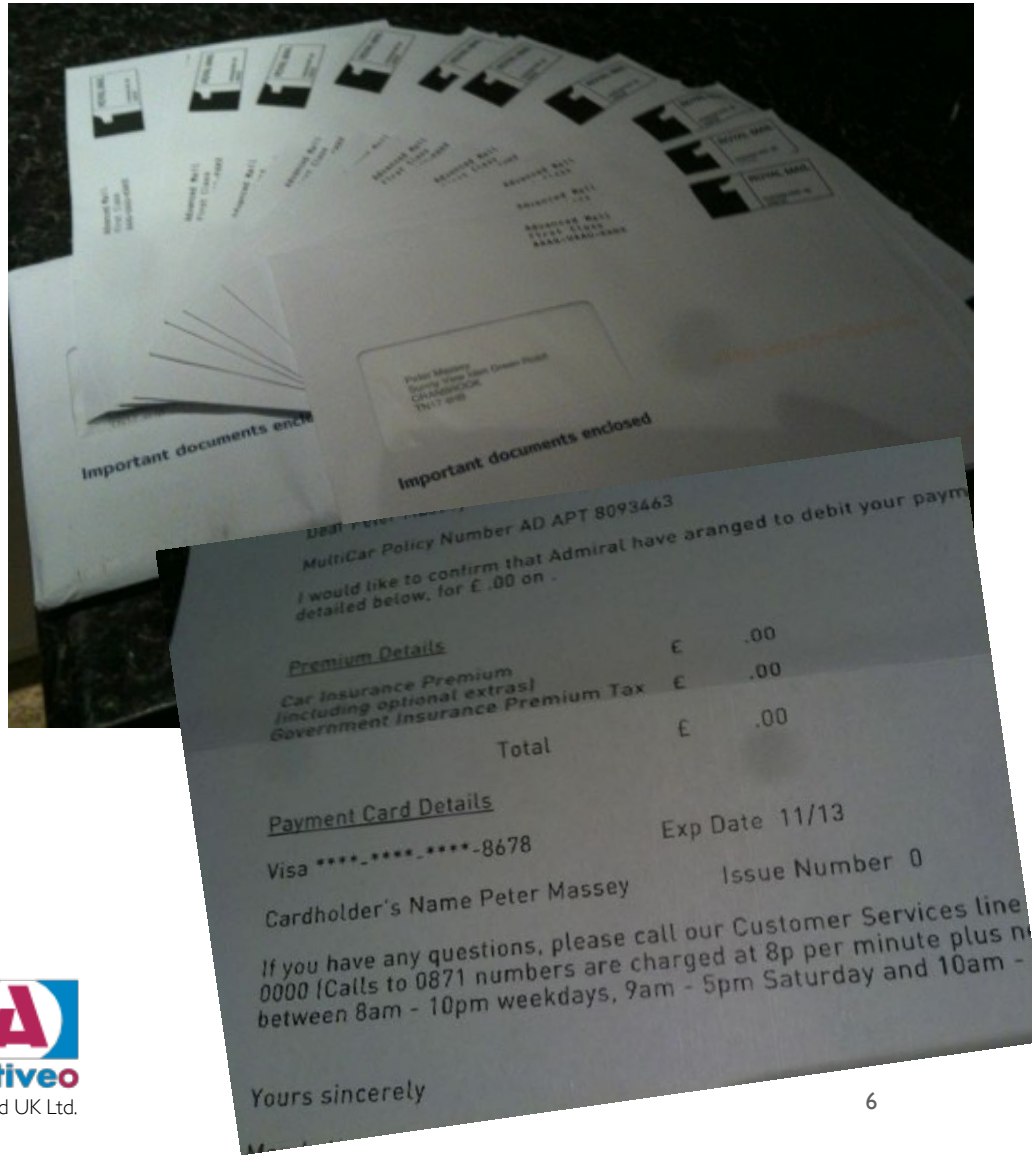


Uncontact





Our passion:



How do we stop
doing **dumb**
things
to our customers
and our people?

We've helped many businesses





Unspoken

budd

... or place a 'X' in the box where applicable

Today, please rate THIS airport on each service item:

7 Did not notice/use
5 Excellent
4 Very Good
3 Good
2 Fair
1 Poor

A. Ground transportation to/from airport

B. Parking facilities

C. Value for money of parking facilities

D. Availability of baggage carts/trolleys

CHECK-IN (at this airport)

E. Waiting time in check-in queue/line

F. Efficiency of check-in staff

G. Courtesy and helpfulness of check-in staff

PASSPORT/PERSONAL ID CONTROL

H. Waiting time at passport/personal ID inspection

I. Courtesy and helpfulness of inspection staff

SECURITY

J. Courtesy and helpfulness of security staff

K. Thoroughness of security inspection

L. Waiting time at security inspection

M. Feeling of being safe and secure

FINDING YOUR WAY

N. Ease of finding your way through airport

O. Flight information screens

P. Walking distance inside the terminal

Q. Ease of making connections with other flights

AIRPORT FACILITIES

R. Courtesy and helpfulness of airport staff (excluding check-in, passport control and security)

S. Restaurant/Eating facilities

T. Value for money of restaurant/eating facilities

Write in your response or place a 'X' in the box where applicable

7 Did not notice/use
5 Excellent
4 Very Good
3 Good
2 Fair
1 Poor

AIRPORT FACILITIES

U. Availability of bank/ATM facilities/money changers

V. Shopping facilities

W. Value for money of shopping facilities

X. Internet access/Wi-Fi

Y. Business/Executive lounges

Z. Availability of washrooms/toilets

AA. Cleanliness of washrooms/toilets

BB. Comfort of waiting/gate areas

AIRPORT ENVIRONMENT

CC. Cleanliness of airport terminal

DD. Ambience of the airport

OVERALL SATISFACTION with the airport

8. Which of the items listed in Question 7 are you most satisfied with? (Please use the letters in front of the items)

1st

(e.g. A)

2nd

9. What was your BEST and WORST experience?

BEST

WORST

10. Arrivals services at THIS airport

A. Passport/Personal ID inspection

B. Speed of baggage delivery service

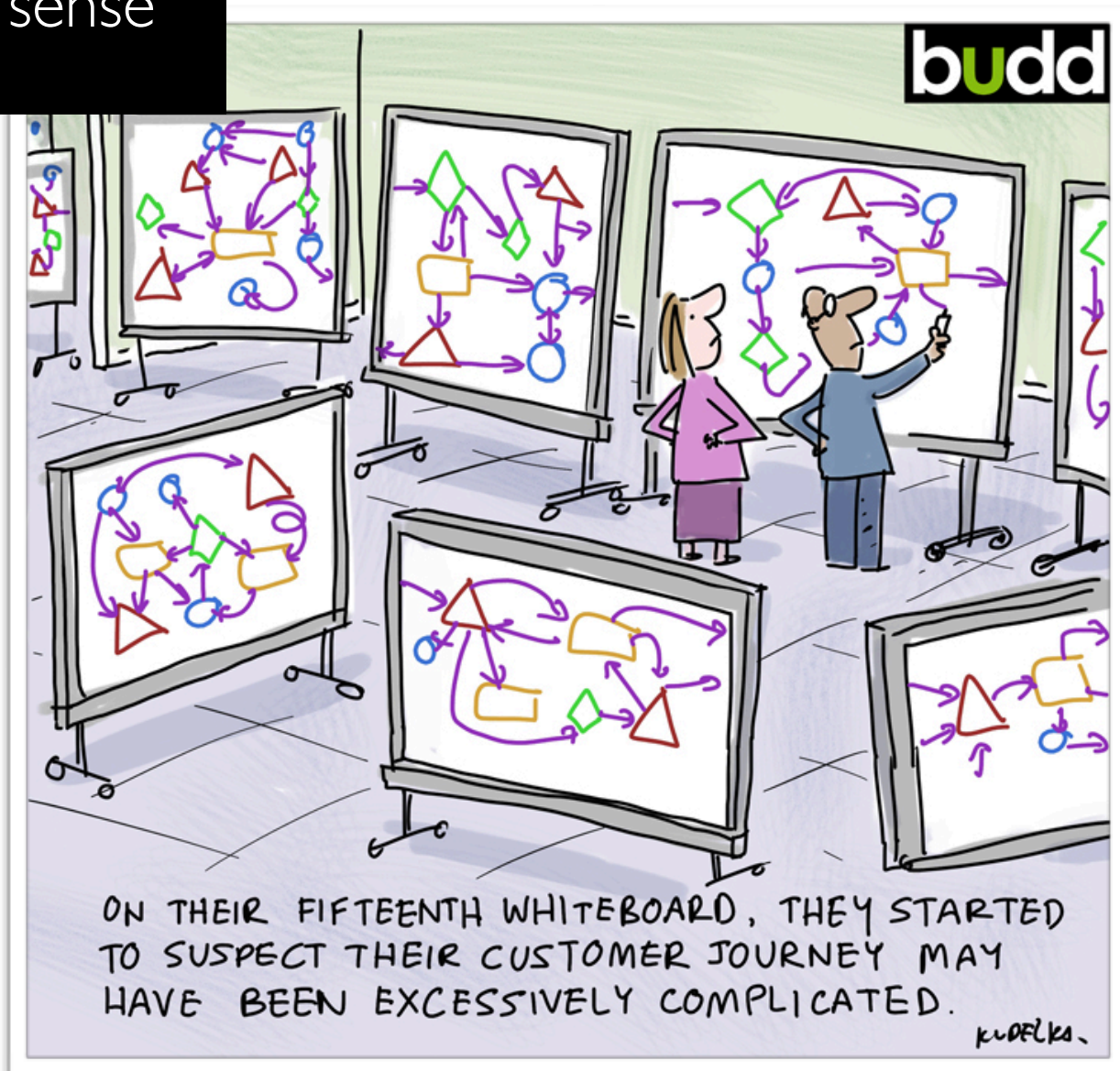
C. Customs inspection



Unheard

One of the
most sincere
forms of respect
is actually
listening
to what another
has to say.

Uncommon sense



Unhuman



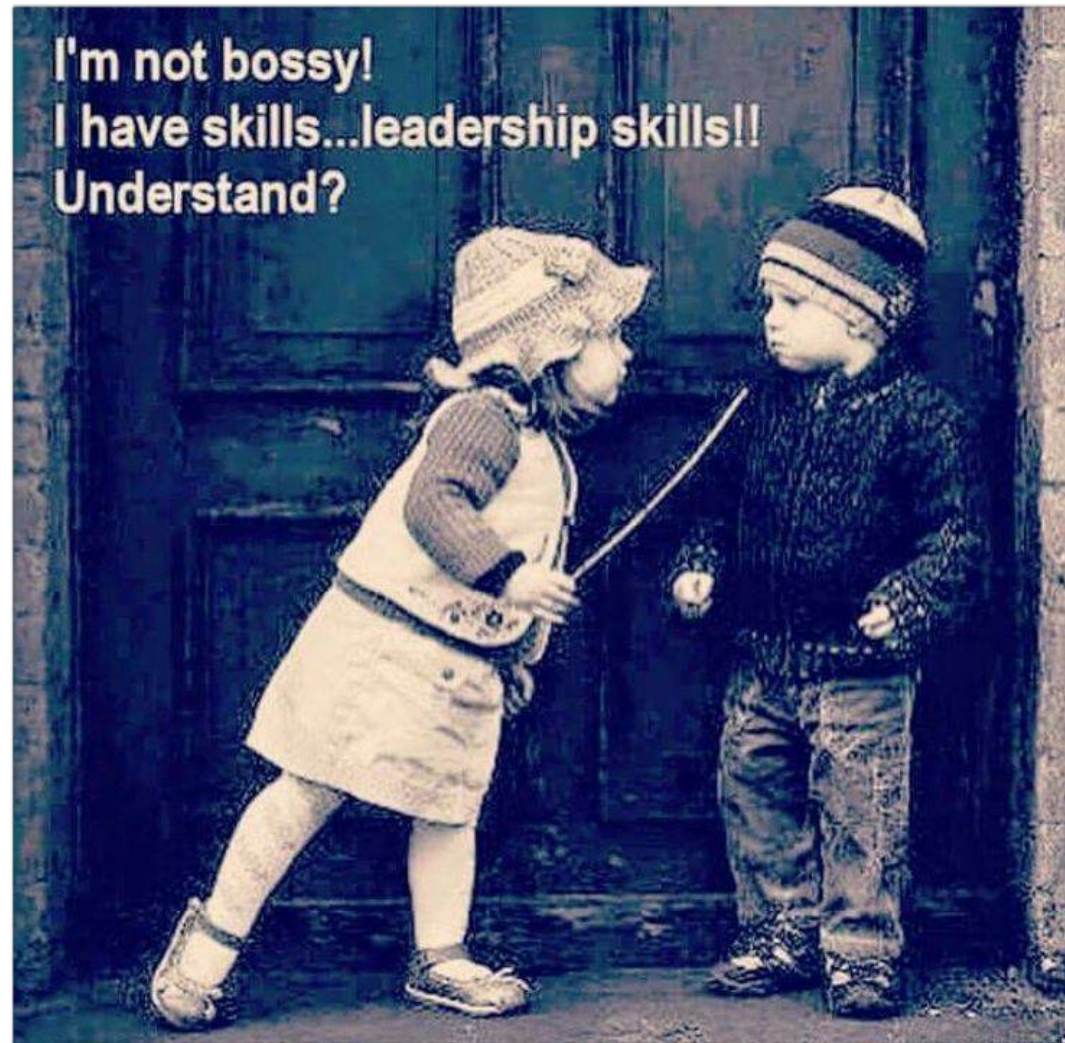
Unseen &
unconnected

budd



Unstaffed

Unmanaged



Unashamed

budd



Your work is brilliant!!

Uncontact





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www.budd.uk.com



<https://www.youtube.com/watch?v=EMFcEvFOVAA>

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