

FACE TO FACE ENQUIRIES
APPENDIX 1

2016/17														
Front desks (QUEUE 1)	Target	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	TOTAL
All enquiries - categories used	N/A	1677	1655	1704	1389	1518	1538	1445	1401	1185	1539	1392	1802	18,245
Number of Customers seen	N/A	1593	1526	1580	1307	1485	1445	1402	1335	1122	1468	1357	1693	17,313
Number of Customers handled within 10mins	N/A	1124	1219	1248	995	1103	943	1025	919	892	1116	1080	1315	12,979
% Customers seen at front desks within 10 minutes - each mo	80%	70.56%	79.88%	78.99%	73.10%	74.28%	65.26%	73.11%	68.84%	79.50%	76.00%	79.60%	77.67%	74.97%
Average waiting time	10 mins	8.5	5.8	6.3	7.5	6.8	9.4	7.2	8.1	5.3	6.8	5.7	6.3	7
Meet & Greet (QUEUE 4)	Target	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	TOTAL
Number of enquiries completed	N/A	1895	1692	2080	1539	1752	1766	1610	1484	1053	1449	1395	1751	19,466

2015/16														
Front desks (QUEUE 1)	Target	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	TOTAL
All enquiries - categories used	N/A	1139	1270	1613	1548	1307	1506	1347	1524	1288	1450	1524	2416	17,932
Number of Customers seen	N/A	1052	1169	1534	1450	1273	1445	1277	1404	1241	1383	1428	2174	16,830
Number of Customers handled within 10mins	N/A	778	909	1159	1141	961	1151	1110	1115	1092	1116	1171	1395	13,098
% Customers seen at front desks within 10 minutes - each mo	80.00%	73.95%	77.76%	75.60%	78.69%	75.50%	79.90%	86.90%	79.40%	88.00%	80.70%	82.00%	64.20%	77.83%
Average waiting time	10 mins	6.9	6	6.6	5.8	6.9	6.1	3.8	6	4	5.8	5.6	9.1	6
Meet & Greet (QUEUE 4)	Target	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	TOTAL
Number of enquiries completed	N/A	1590	1546	1741	1556	1650	1891	1588	1494	1213	1685	1526	2013	19,493