



## WESTFIELD CLIENT: WESTFIELD

Having heard about our provision of high quality customer service staffing at BAA Airports, Blackjack was approached by Westfield London to support their in-house Concierge team in a number of functions during the opening period of their new flagship centre in west London.

Blackjack sourced, interviewed and trained over 150 staff for the initial week of opening, working in conjunction with Westfield guidelines on grooming, customer care and health and safety. Staff were required to support the concierge function as meeters and greeters, way-finders and lift attendants as the centre welcomed in excess of 500,000 visitors over the first 4 days. Due to the fluctuating nature of the project, staff were required to be flexible as working hours became frequently extended to meet with Westfield's requirements.

Blackjack continues to supply an elite team of Guest Care specialists in the designer 'Village' area of the centre, providing first class service and liaison between retailers, customers and Westfield Management.

