



VIEW Support Material
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VIEW Gatwick
Example Routes

Example Routes at Gatwick

Route One through Gatwick Airport.

On the front screen for Gatwick click on the car.

Spin around. You can see that the narrative changes as the view changes. Sometimes you need to use the scroll down button to see all the narrative on important scenes.

In addition, timelines can appear. If you click on these and click again on the information you want to access, you will find additional facts about the organisations featured on the CD. In this particular area you will find out a lot about the parking services available and the various ways that people travel to the airport.

Spin further around and you can click on to Louise and interview her.

Moving forward from the car park you will find yourself in the Terminal building.

Here you should click on the map in the bottom right hand corner of the screen. The green areas show where you can travel on this floor. Many of the main areas to investigate are named.

Go back to the terminal floor, you now know that turning left will take you to the Virgin Atlantic check in. Here you can also investigate the Britannia desk and find out more about baggage and ground handling of aircraft.

Ahead is the Servisair Operations Room. Here you can find out more about the customers of Servisair and the services offered to them.

Turn slightly to the right from the entrance to the Servisair

administration offices and you will find the lifts to the BAA administration offices. Clicking on any of the Director's suite area will take you into their main central area. From here you can interview the Managing Director and Retail Director.

The Community Affairs office offers a wealth of information on BAA and should be explored in depth.

The lower list of offices give access to the Board Room of BAA where important documents have been left on the table. In addition there are other areas offering information on the company.

Route Two through Gatwick.

Click on the bus.

You see you enter the terminal building straight away.

Move forward north. Turn right and move east.

Turn left and go through the departure gates to airside South Terminal.

On the timeline just before you go through the departure gates you can find out about the security guards employed by BAA. Once through to airside there are a number of people in the shops and information on the timelines that can tell you a bit more about the types of customers who travel through the airport.

If you go upstairs you can find the executive lounges of both Virgin Atlantic and Servisair, which explain more about the customer service provided. Again you can find out more about the customers by interviewing some of the retail assistants.

Back downstairs you can now move through to the departure gates and along the corridors to the plane.

Once at the Virgin Atlantic plane you can interview the crew member, examine the documents on the training notice board and investigate the upper class accommodation on the aircraft. Again all this gives detail on the customer service offered to Virgin Atlantic staff.

Route Three for Gatwick Airport.

Click on the train.

You are now facing the entrance to the South Terminal. Turn right and you face the direction of the North Terminal. Click in this direction and you will find yourself in the waiting area for the transit that runs between the north and south terminals. Turn right and follow the instructions in the narrative. You now find yourself in the North Terminal.

If you turn left and left again, you will find yourself in the undercover corridor leading to Le Meridien hotel. This is a large organisation that can be researched in detail.

If you move forward from the point of arrival in North Terminal, turn left and click on the escalators, you can travel to the upper floor. This provides access to the main check in area. If you move forward again you will find yourself airside in North Terminal. It is worthwhile exploring this area as there are subtle differences from the South Terminal.

Route 4 through Gatwick.

Click on the car and go through to the terminal building. Turn right and move to the end of the corridor. You should see the BAA Information desk.

Click up the stairs that you can see in this area. Now you are on the upper floor. You can explore along this and find the Chapel and the play area.

If you also go past the boarded up shop when you turn right past Starbucks, you can click towards the spectators viewing gallery.

From the spectators viewing gallery, you can get across to air traffic control where there is a wealth of information on all sorts of operations passengers do not normally see.

If you go back into the terminal building and down the stairs to the ground floor, turn left and head towards arrivals you can move towards arrivals, you can move towards shopping collection and interview Georgina the Personal shopper who works for BAA.