



Welcome pack



Welcome pack

Introduction

We are pleased that you have chosen to work at The Westshire Centre. We will do all we can to make sure that you settle into your new job quickly and enjoy your time at work.

During your first working week we will give you the induction pack and guide you through the induction programme. However, we have found that new employees like to have some basic information about the centre and their work before they start work. As a result, we have created this welcome pack which we hope will help you at this early stage. Please take some time to read it.

The following documents are included in this pack:

- Information about the centre
- Operations department
- Customer services officer – main duties and responsibilities
- Report template
- Equality policy statement
- Code of conduct

We very much look forward to working with you.

A handwritten signature in black ink that reads 'Denise Dourado'. The signature is written in a cursive style and is underlined with a single horizontal stroke.

Denise Dourado
Centre Manager



Information about the centre

Opening hours

The centre is open from 9am to 9pm Monday to Saturday and from 11am to 5pm on Sundays and bank holidays.

Access

The centre has a car park for 6,600 vehicles. There are good link roads from the local motorway and main roads. There are regular bus services to the centre from many of the nearby towns and villages. The nearest train station is at Sandford and buses run every 15 minutes between the station and the centre.

Wheelchair access

With spacious malls and wide entrances to all shops and stores, The Westshire Centre facilities are easily accessible to everybody. There are 200 designated car parking spaces for people who have a disabled person's badge. Wheelchairs are available from the main customer services desk, free of charge.

The shops

The Westshire Centre has 156 retail units, including a large department store. Many of these units are high-street chain stores but there are also a number of smaller independent shops and services. The shopping area is spread over two floors.

Food

The food court is located in the middle of the ground floor of the shopping area. It caters for all different tastes. There is also a licensed bar.

No-smoking policy

For the safety and comfort of everyone, smoking is not allowed within The Westshire Centre, except in designated areas outside of the centre complex.

Customer services desks

The main customer services desk is located next to the food court. There are two other support desks within the centre complex. Our friendly customer services staff will help with any problems.

Medical facilities

The medical centre, staffed by a registered nurse and other qualified first-aiders, is located next to the main customer services desk. The medical centre is available to staff and customers to use when the centre is open. The registered nurse has the facility to consult and, if necessary, arrange emergency appointments with a doctor at the local surgery.



Operations department

The operations department provides customer, housekeeping and security services within the centre. The Operations Manager is responsible for making sure that these services are provided in an efficient and effective way.

Customer services

The customer services team is made up of 10 customer services assistants and three customer services officers, who all report directly to the Operations Manager. The customer services assistants work at the three customer services desks, providing information and help to visitors and customers.

The customer services officers are responsible for handling complaints and the more serious problems which may arise anywhere on the centre complex. They do not have responsibilities to supervise staff but they do act as liaison officers between management, operations department staff and customers, for all customer services issues. The main customer services desk is located next to the food court. All three desks are staffed when the centre is open.

Housekeeping

The housekeeping team is made up of 20 full-time and part-time cleaners. They are responsible for cleaning all the general areas for which the centre itself has responsibility. There are two duty housekeepers who supervise the housekeeping team.

Security

The security team is made up of 30 security guards and three security supervisors. They are responsible for keeping buildings and property secure and for protecting the security and the health and safety of customers and visitors within the centre complex. The number of security guards on duty at any one time varies from eight to 20. The security team also monitors the CCTV cameras, of which there are eight at various places around the centre complex.

Police

The Westshire Centre's police station is located within the centre complex. This is not a 24-hour facility but it does provide an easy access point for customers who need to contact the police. Two officers from the Sandford Division of the Westshire Constabulary are based at this station. As well as their other duties they patrol the areas around the centre. They offer support to the security team and try to respond quickly to requests for help from centre staff.



Customer services officer

Main duties and responsibilities

Customer services officers work in the operations department and report to the Operations Manager.

Customer services officers' main duties and responsibilities are as follows.

- To make sure that customers and visitors to The Westshire Centre are given the highest level of customer services.
- To receive, investigate and deal with complaints from customers, visitors and staff who are not happy with any services.
- When necessary, to complete accurate written reports of incidents, events and suggest ways to deal with problems (please see the report template over the page).
- To give advice to staff and customers in relation to the centre's Equality policy statement, making sure that the standards are met for both staff and customers.
- To help management make sure we have safe working practices in place within the centre.
- To provide a range of customer services to customers and visitors to the centre, as directed by our policies, including:
 - dealing with any serious problems;
 - making tannoy announcements;
 - helping with lost property issues when asked to by customer services assistants;
 - providing information services;
 - looking after lost children until they are collected by their parents or guardians; and
 - acting as a liaison officer between management, operations department staff and customers for all customer services issues.



Equality policy statement

This policy applies to all staff when they deal with other staff and customers.

It is the policy of The Westshire Centre that no member of staff or customer should be treated less favourably because of their age, sex, marital status, religion, political opinion, race, sexuality, disability or be disadvantaged by conditions or needs that we cannot justify. Discrimination includes harassment relating to a person's sexual orientation, religious or political beliefs or disability. Racial harassment is defined as 'any unwelcome or hostile conduct, words or practices or a series of such acts carried out on racial grounds'. The Westshire Centre will not accept any kind of harassment.

As well as making sure all our staff keep to the specific equal opportunities laws, The Westshire Centre takes all necessary steps to promote fairness and equal treatment. As a result, we regularly review and monitor all our procedures and practices.

Any person who believes that a member of staff is discriminating against or harassing another member of staff or customer should take action as quickly as possible. We recommend doing the following.

- a** Ask the person to stop. (In some cases, people may not be aware of the effects of their behaviour.)
- b** Discuss the problem with an appropriate person. If you are not sure about what to do, whether the behaviour could be classed as discrimination or harassment, or whether you should make a complaint, you can get advice from a customer services officer or your manager.
- c** Make a formal complaint. You can complain in writing to the Centre Manager. The Centre Manager will then investigate your complaint and take appropriate action.



Code of conduct

To make sure we provide a safe, friendly and enjoyable environment for everyone within the centre, you must not:

- behave antisocially (this includes swearing, shouting, blocking walkways and public areas, acting dangerously by individuals, groups or gangs);
- display notices or wear clothing that other people may find offensive;
- run, climb on, or misuse escalators;
- sit on barriers, fences or railings;
- use lifts inappropriately;
- use scooters, rollerblades, rollerskates or skateboards;
- cycle in any areas other than on roads and parking places;
- smoking, except in designated areas outside the Centre complex;
- use fire escapes, except in an emergency;
- use or leave shopping trolleys in non designated areas;
- bring animals or pets (except assistance dogs) into public areas;
- sell goods, hand out leaflets, carry out surveys or interviews, or busk, without our permission;
- drink alcohol except within licensed premises;
- commit acts of damage or theft; or
- block access roads, routes and pathways.

If you do not keep to this Code of conduct we have the right to escort you from the centre and ban you from entering in the future. We will ask the police to assist when appropriate.

Thank you for your co-operation.

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