



## COMMON USE SELF SERVICE (CUSS) CLIENT: BAA

Since the launch of CUSS back in 2005, Blackjack has been providing customer service hosts to manage its ongoing operation in all of the Heathrow and Gatwick airport terminals. We currently provide up to 15 staff per day at Heathrow airport (all terminals), and support Gatwick airport on an ad hoc basis when needed.

The scope of the role requires customer service hosts to restock the kiosks, clear credit card and paper jams and liaise with the IT service provider to report and help resolve any technical issues. As the friendly face of CUSS, Blackjack staff also actively encourages the use of the kiosks by answering passenger enquiries and being on hand for support.

We work with the BAA to plan and amend staffing levels when new airlines and applications are added to the service, ensuring we always maintain high levels of customer service for passengers.

At Blackjack we offer our staff the chance of completing NVQ level courses and the Blackjack staff who are currently working towards their NVQ in Heathrow Business Initiative and Techniques are using our CUSS operation as part of their project work and proactively look for ways to improve this service.