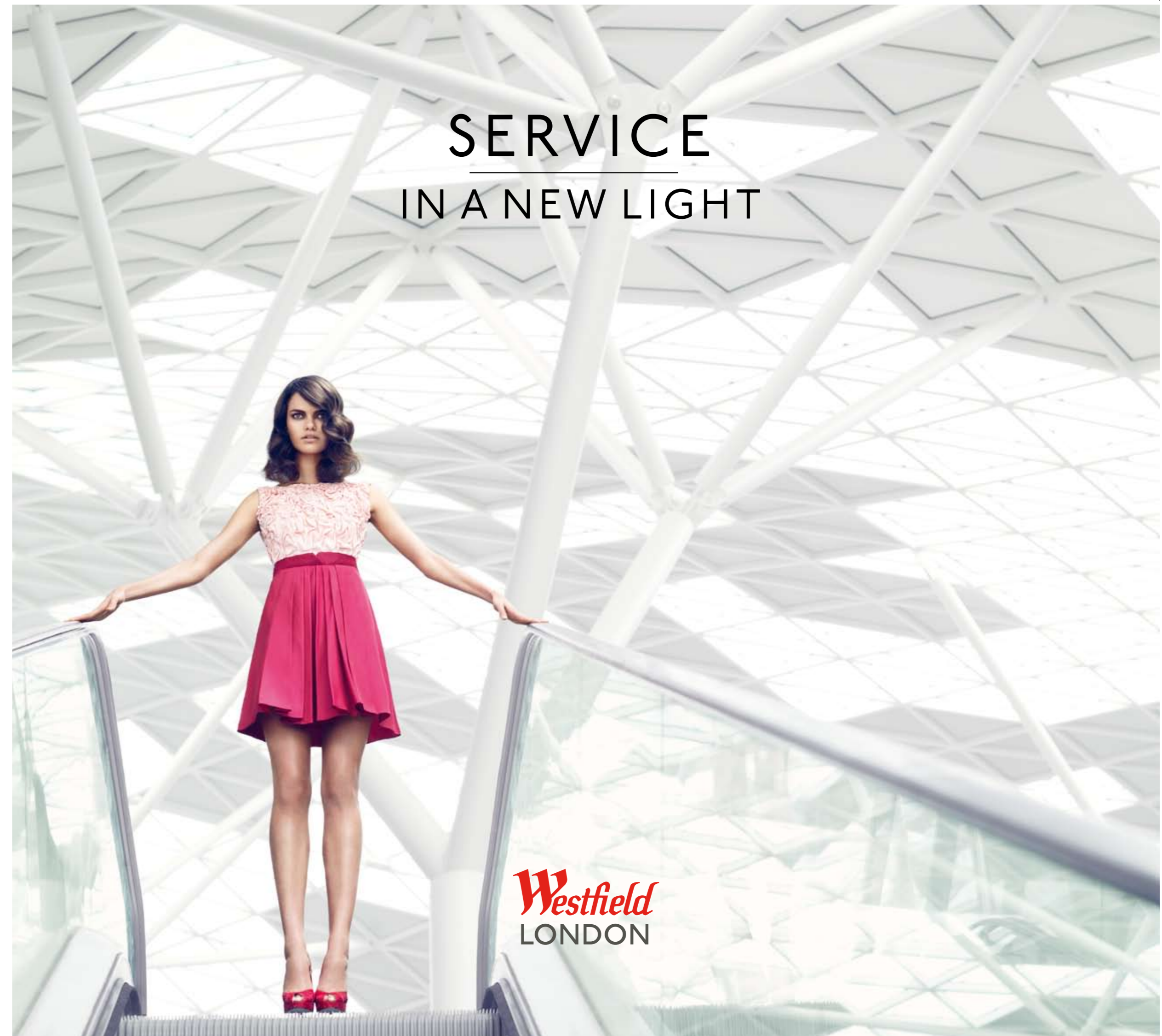


SERVICE IN A NEW LIGHT



Westfield
LONDON

Westfield London, W12
www.westfield.com/london

For press enquiries please contact:
Yellowdoor
+44 (0)207 580 0707
westfield@yellow-door.com

THE FIVE STAR EXPERIENCE

SUBTLE, UNOBTRUSIVE, COURTEOUS HELP

Attentive, individual and thoughtful service is at the heart of great shopping.

At Westfield London service means actually helping you spend your time and money better. It is not just a list of hollow promises trying to impress.

You'll find 700 free Wi-Fi enabled internet access points throughout the space, and Wi-Fi can also be used to help track wayward children. Other family-friendly initiatives include five parent rooms, well stocked with necessities.

Getting under the skin of what motivates the London shopper was the starting point; every visit should feel comfortable, stress-free and memorable.

And of course, safe. To this end, 80 professional, fully-trained security staff will work in the centre aided by CCTV and a 24-hour monitoring facility.

All of us want to be understood, listened to, inspired and looked after when we shop. Then we'll feel more inclined to spend.

The 80-strong team embracing this challenge has honed its skills at prestigious service-led establishments across the globe. And now it is redefining the notion of service within a shopping centre environment. The team will be immersed in four weeks of training, prior to the opening of Westfield London.

Every aspect of the service philosophy will be unobtrusive and appropriate, not contrived or forced. Whether you need a personal shopper to focus on refreshing your Autumn wardrobe, or someone to carry your bags to the car, you'll be helped in the way that's right for you.

