

## Central Station Layout *The Tier Design*

Ted Stoler



## *Introduction* Design and Functionality



## Overview - *Personal*

- Designed to monitor 100,000 plus accounts
- Accommodates 11 operators – full service work stations
  - Supervisor and assistant stations included located in the front and the back of the room
- Data Entry department
  - DE operators and DE supervisor
  - Technical support
  - Administrative support
- Management
  - Manager
  - Assistant manager
  - Training manager and training facility



## General information

- **6 receiver cabinets** - Lots of space behind them!!
- **Conference room** - includes break room, small kitchen, and lunch room combined
- **Key room** – key reset service, over 8,000 keys
- **Unisex bathroom**
- **Generator and equipment room**
  - Generator
  - UPS
  - Phone switch
  - Some storage



## General information cont

- Communications room
  - All communications and file server equipment
- Storage closet – shelving helps to better utilize space
- Printers behind receivers
- Printer room – reports, email and typing
- Two man traps – front and rear (mostly for service)
- Walls of “fame” 2 locations
- Warehouse storage



## Extras that make a difference

Special lighting lens and tubes for focus lighting effect - efficient and economical lighting

- Easy and quick access to break room and bathroom
- Ergonomic chairs – need pads
- Soft music from a stereo system
- Lockers
- Cameras, security and full access system
- Partition separation – helps reduce noise and segregates work stations
- Rugs that absorb sound and water
- Glass in most areas to make it look open



## The “operation” floor layout

- Tiered design for better observation and unique look
- All offices “surround” the main operation
  - Management
  - DE
  - Training
  - Most equipment
- Two rows one elevated from the other – helps with supervision from front and back observation



## Things I like about the design

- Physical presence with management and the operation – always a plus with being in touch
- Physical presence with DE and the main floor – open channels of communication
- Design allows expansion into warehouse
- Good observational location for supervisors and managers – your in touch
- Cozy
- Equipment influence in close range
- Clean and well maintained
- Looks professional



## Things I dislike about the design

- Reduced privacy and “quiet time”
- Tiered design setup the possibility of tripping and falling
- More noise
- DE has reduced privacy
- Smell of food in conference room carries
- Appears cramped to some degree with everything together
- Everyone knows what is going on



## Equipment location advantages

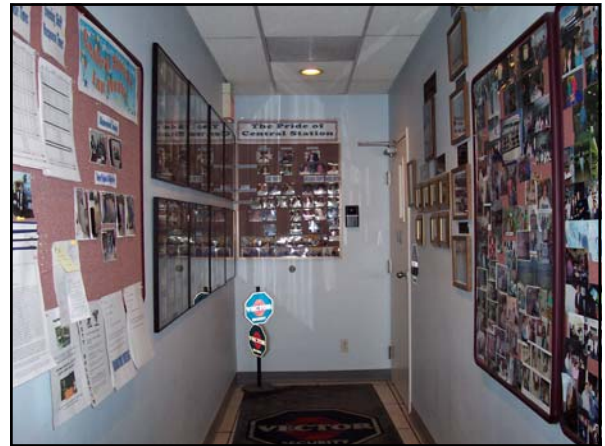
- **Receivers** - right behind the assistant supervisor for observation, listening for failures and efficient checks.
- **Generator, UPS and Phone switch** - in back room right behind assistant for easy checking and unusual circumstances
- **Supervisor** in complete control of
  - ACD
  - Maslink
  - Buffer
  - Fax and printer
  - Microsoft programs – email and reports required
  - File server
  - Phone monitoring



Tell them *you love them*

It makes a **big** difference

- Stimulates moral
- Creates a family environment
- It's ok to brag about your people – they love it
- Identifies history
- Looks great in the facility
  - Employee of the month – pictures and plaques
  - Employee of the year
  - Level program
  - Fun day pictures all over the place
  - Family pictures



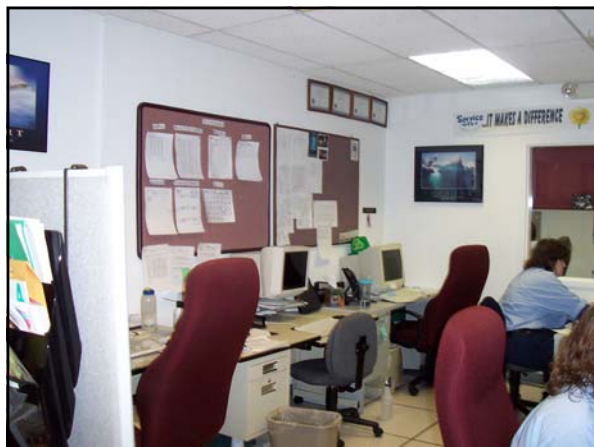
## Training – areas I like about our program

- Good sized training room allowing two to train at a time
- Trainer in touch with trainees
- Great tools used in training
  - Overhead facility
  - Dry board
  - Equipment to show technology
- Library – more than our business
- Software programs to enhance training
- Special lighting and chairs for comfort and better focus



## Let's finish it off - DE and our conference room

- Comfortable seating
- In touch with the department
- Efficient and cozy
- Plenty of room and provides the right atmosphere
- Conditioned lighting
- Professional yet personal
- Segregated to a point – just enough



## Summary

- The little things do make a difference
- Try and mix it up and often
- Have some plants and flowers - inside and outside
- Rugs make a difference
- Always keep everything clean \* it matters
- Paint the place once every 5 years
- Always look professional, always
- Show them how much you love them with fun days and creative events – *you have to have fun*