

Queue Management Training Notes

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Things to look out for

- Fire Exits – Need to keep clear. Do not put a queue such a way that is blocking a fire exit, or that people cannot get past it.
- Doors and Paths – Keep queue to one side, so you can walk past them. If queues are going to cross a door or access route, you need to divert the queue.
- Roads and parking – Ensure queues do not run into roads, or into parking spaces where possible.
 - If this is unavoidable then run the queue as close to a building/edge as possible.

Creating Queues

Use natural barriers/flow where possible. If you are in a corridor, get people to queue along the walls.

If you do not have a good natural barrier/flow, or the queue is quite complex, then using a queue barrier or tape is recommended (if possible, not all venues easily support this).

While queue barriers are very useful, overuse can make your queue system more complex than needed. You also do not want to make the queue longer than required (ie people having to snake when its unnecessary). You also need to make sure not to block fire exits and paths with your barriers.

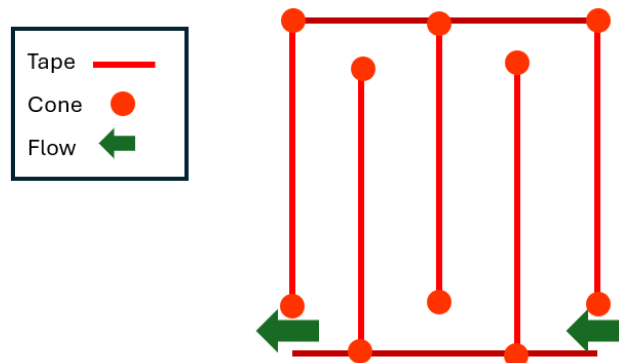
Queues may naturally form at busy events (ie at food/drinks), often these will be in inappropriate places. **Do not be afraid to move or adjust the formation of queues**, in order to make them safer and/or more appropriate/efficient.

It is important to keep an eye on the queue to ensure its still formed as you need. When queues are formed naturally, they will tend to shift and move. Specifically, people have a habit of moving into the middle of the space, so you will likely need to move people into the side now and again. In more complex queues you may need to do reformat them now and again, to ensure they take the required form.

Types of Queues

- Simple Queue: A long line of people, either in a straight line, or following the flow of a space

- Need to ensure the queue does not block fire exits, and that it stays into one side.
 - Very easy to form, little instruction or management needed
 - Not particularly space efficient, especially in limited/tight spaces.
- S-Bend Queue: Type of queue often seen in airports. Have a line of people going in one direction, then at the “end” turn the queue back on itself. Will end up looking like a snake
 - Difficult to form and keep, especially without queue barriers. Needs constant communication to form and to keep the queue in the correct format.
 - Easier to form with queue barriers, however requires a large amount of poles to create an effective queue
 - Very space efficient. Can fit a large amount of people in quite a limited space. Good for small spaces or large outdoor queues.



Communication

It is very important when building/managing a queue, that it is communicated and people know what's going on. It is important to use clear plain English to explain what you want people to do (overcomplicating caused confusion, from experience). As well if you need specific people/sections to do specific and different things, only address the people you need, do not attempt to communicate multiple different instructions for people.

Alongside speaking to people, it can be very useful to physical show people where/how you want them to queue. For example getting them to make a line in-front of you or pointing directly to where/how you want them to go.

Further, if someone did not understand your instruction, try to not repeat the same thing back at them, it is very unlikely to work. Think about a slightly different (and hopefully clearer) way it can be phrased to get your point across.

Having physical queues (ie queue tape) makes this communication significantly simpler, so if you have the option, and the queue format is complicated or not clear, try and use physical barriers to communicate the structure (see above diagram for a recommendation)

Top Tips

- Do not let people “save a space” in a queue for friends etc, this can cause issues for you later on, its easier to just say no
- A single file queue is significantly easier to manage.
- In smaller spaces make use of an S bend queue (airport snake).

- When checking tickets with a queue, make sure to tell people further back the queue to get their tickets ready. If someone at the front does not have a ticket, tell them to stand to the side until they have got one. This is especially important with 100+ capacity events.
- Do not be afraid to tell people to move when in a queue, however if you receive any pushback speak to a member of management

Activities

Be good to allow trainees to get some practice doing these things. The main things I think would be beneficial is

- Having to move a queue
- Bit of practice setting up queues without a natural structure, and having to potentially use queue tape/barriers (ie some barrier tape around chairs to create a

Main thing during both of these would be 1) Ensuring they make a good and safe queue and 2) good communication to the “attendees” of the situation. Might be a good idea to ask some of the existing staff to mimic some more awkward behaviours we experience, ie not paying attention, misunderstanding, etc.