

Case Study: King's Cross St. Pancras

The way we serve our passengers at King's Cross St. Pancras has changed, with staff moving out from ticket offices and into our ticket halls where they are better able to assist our customers.

 **91m+**
The amount of people using King's Cross St. Pancras every year

1863
King's Cross St. Pancras station first opened on the Metropolitan line

6
King's Cross St. Pancras is the biggest interchange station on the network, serving six lines

Smarter ticket machines

We have introduced 17 additional ticket machines to the Tube station to assist customers in buying their tickets.

King's Cross St. Pancras Tube station now has smarter ticket machines, offering guidance in 17 languages, making paying for travel easier and our staff are on hand to show customers how much more these machines can do.



Ticket machine features

These improved, smarter ticketing machines at King's Cross St. Pancras offer:



1. Simpler screen design with improved touch screens
2. Consistent and clearer information to help you buy the right ticket, including National Rail options
3. Making it easier to buy monthly Travelcards
4. Introducing self-service low value refunds - £10 pay as you go or less, and £5 deposit

Staff available and ready to help

Staff at King's Cross St. Pancras will also now be more visible with new uniforms by mid-November 2015.

All of our station staff are also taking part in a new customer service training programme to help them deliver world class service to our customers. At the same time we have equipped our staff with the latest technology to assist customers.



Brand new Visitor Centre

King's Cross St. Pancras is a Gateway station. These Gateway stations are the main visitor entry points to London and have a lot of first-time visitors to London and the UK, unfamiliar to the Tube network and the city. This is why we have introduced a brand new Visitor Centre to the station.

The centre is staffed between 08:00 and 19:00 each day and provides official guidance and support to visitors. Visitors are able to buy TfL travel products and other tickets for London travel. Visitors can also find out about tourist services and buy tickets for attractions in London, such as sight-seeing tours, theatre and TfL's own services such as the Emirates Air Line, and London's Transport Museum.

