14. Reception desks and service counters

Location and approach

14.1   Are reception desks/service counters positioned in a suitable location?   [ ]
- Are they away from potential sources of noise?
- Are they positioned away from windows, where bright sunlight may create difficulties?

14.2   Is there unobstructed and direct access available to both sides of the desk/counter?   [ ]

14.3   Is there sufficient space to manoeuvre on both staff and visitor/customer sides?   [ ]

14.4   Is there provision on both sides for wheelchair users?   [ ]

14.5   Is the floor level the same on both staff and visitor/customer sides?   [ ]

14.6   Is there ramped access to a raised floor level, if required, on the staff side?   [ ]

14.7   Is there a quiet room or area available nearby?   [ ]

Detail and surfaces

14.8   Is the counter/desk at two heights?   [ ]
- Is it suitable for people seated?
- Is it suitable for people standing?

14.9   Is there a knee recess to the lower section of the counter?   [ ]
- On the staff side?
- And customer/visitor side?

14.10   Is the counter/desk depth suitable?   [ ]

14.11   Is the counter/desk width adequate?   [ ]

14.12 Is the edge profile of the counter/desk designed to assist picking up papers and coins?   [ ]

14.13 Is there adequate visual contrast?   [ ]

Are the background wall surfaces plain, avoiding causing confusion or distraction?

14.14 Are exposed edges and corners well rounded?   [ ]

Communication

14.15 Are sliding glass screens/windows able to open fully?   [ ]

Are there effective manifestations on glass screens where needed?

14.16 Is a voice amplification system provided to fixed glazed screens?   [ ]

14.17 Is a counter induction loop provided?   [ ]

- Is it clearly signed?
- Is it available for use at all times?
- Is it regularly tested?

14.18 Where more than one induction loop is provided, are they adequately spaced to avoid overspill?   [ ]

14.19 Is artificial lighting suitable?   [ ]

- Does it clearly illuminate staff and visitor/customer faces to assist lip-reading?

14.20 Are seats available for use at lower-level counters/desks?   [ ]

General observations: