Etihad Airways, New Contact Centre Manchester Airport, UK

TURNKEY SERVICES – Full Professional Design Team & Contractor Appointment through to delivery

Client: Etihad Airways
Location: Manchester
Size: 23,000 sqft
Services: Turnkey Design & Contractor appointment through to delivery
Status: Complete December 2011
Cost: £3.5m / 20M AED
Time frame: 13 weeks

Project description

ETIHAD's Global Contact centre, which became operational in 2012, employs up to 160 people and operates in addition to Etihad's existing contact centres in Abu Dhabi with the newly opened Al Ain Contact Centre

Consult delivered full professional and contractor services

The full refurbishment project was completed in 13 weeks on site reflecting the design detailing and close site coordination undertaken, achieved via the Consult turnkey management solution