

4.3 RECEPTION DESKS & SERVICE COUNTERS

THIS SECTION DEALS WITH THE LAYOUT AND DESIGN OF RECEPTION DESKS AND SERVICE COUNTERS.

PERFORMANCE OBJECTIVE

The design of reception desks and counters shall be appropriate to the function of the building, the services being provided and the required interface between user / customer. Reception desks and counters shall be designed to be accessed and used on both staff and customer / visitor sides by all users.

4.3.1 MANDATORY PROVISIONS

The design of the reception desks and service counters will satisfy the performance objectives if:

- 1. Reception desks or counters are designed to accommodate both standing and seated visitors and a section of the counter at least 1500mm wide, with its surface no higher than 760mm, provides a knee recess of not less than 700mm above finished floor level.
- 2. Clear manoeuvring space is provided on both sides of the desk or counter (See Figure 25 and 26).

- 3. Counter surfaces for people standing are positioned between 950mm and 1000mm above finished floor level.
- 4. Knee recesses on the staff side are 650mm deep and on the customer side are 500mm deep.
- 5. Counters designed for wheelchair use are at least 700mm deep.
- 6. The profile of the leading edge of counters where tickets and or money are dispensed are designed to assist people with limited dexterity.
- 7. All edges and corners are well rounded.
- 8. Reception desks are provided with a hearing enhancement system, e.g. an induction loop.
- 9. Where security requires the use of fixed glazed screens voice amplification systems are installed.

4.3.2 MANDATORY DESIGN OBJECTIVES

GENERAL

- 1. Careful consideration should be given to the location of desks and counters to avoid the unwanted impact of noise and / or light which may make communication with people with hearing or visual impairments difficult.
- 2. Consideration should be given to the provision of quiet areas or interview rooms to facilitate communication with customers requiring privacy or minimal background noise and / or distractions.

DETAIL

- 1. The reception desk should be clearly visible from the main entrance with a minimum 1800mm route being clear of obstacles and barriers.
- 2. The floor level should be the same on both sides of a counter or desk. Where operational requirements dictate the staff side is at a higher level a ramp of no greater than 1:12 should be provided to the raised area.
- 3. The preferred width of low level counter/desk top sections is 1800mm.
- 4. There should be a visual contrast between the counter surface, edgings and adjacent floor and wall surfaces.
- 5. Where induction loops are provided they should be clearly signed and available for use at all times. Where multiple service points are provided e.g. in ticket offices care should be taken to avoid overspill between induction loops by appropriate spacing.
- 6. Lighting should be designed to facilitate easy lip reading between staff and customers. Provision of seating adjacent to low counters should be considered for the benefit of carers accompanying vulnerable users.

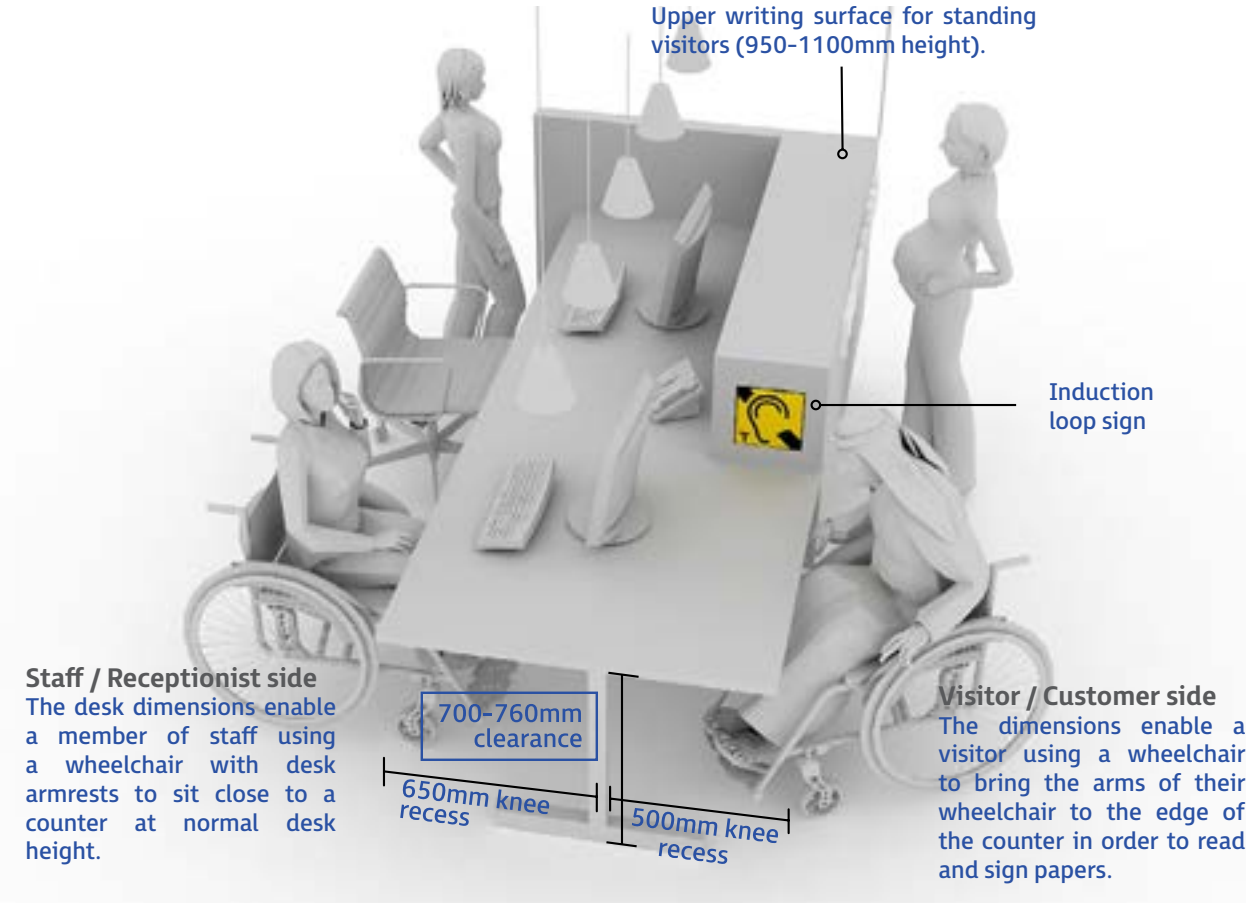


Figure 25 / Reception / service desk dimensions

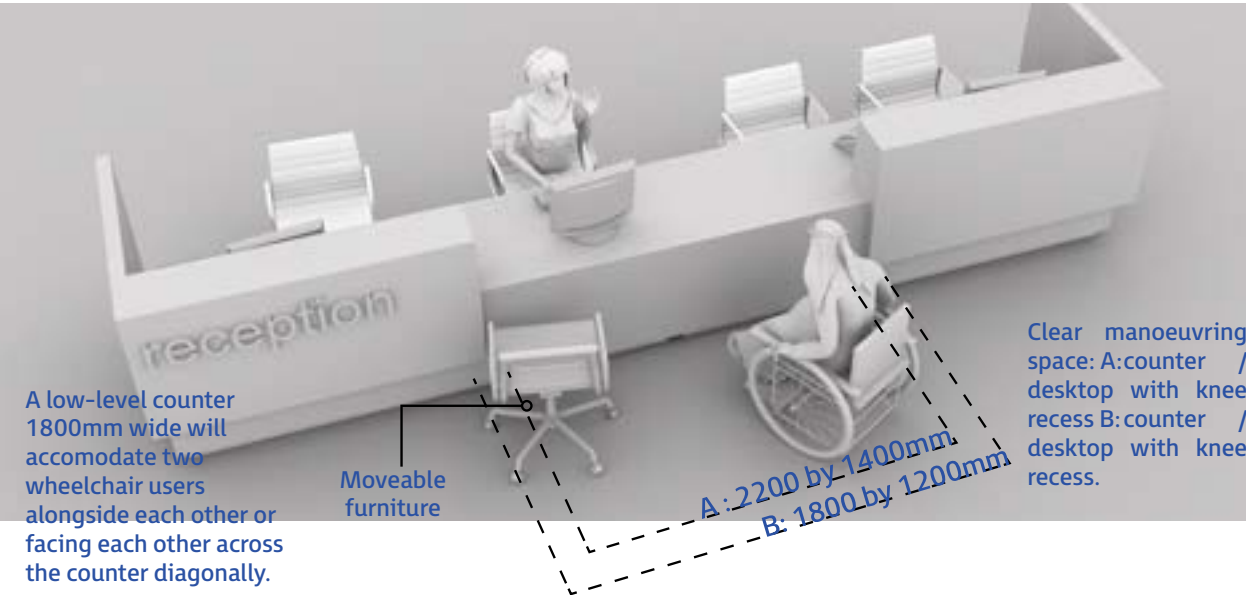


Figure 26 / Manoeuvring space to reception counters / service desks