

Etihad Airways

New Contact Centre Manchester Airport



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
Time frame: 13 weeks



Project description

ETIHAD's Manchester Global Contact centre, which became operational in 2012, employs up to 160 people and operates in addition to Etihad's existing contact centre in the UAE.

Consult delivered full professional and contractor services.

The full refurbishment project was completed in 13 weeks. This fast track project required hands on design detailing and close site coordination, achieved via the Consult turnkey management solution.

