

Case Study: Willesden Green

The way we serve our passengers at Willesden Green Tube station has changed, with staff moving out from the ticket office and into our ticket hall where they are better able to assist our customers.

 **8.8m+**
The amount of people using Willesden Green every year

1979
The Jubilee line opens and starts serving Willesden green


Grade II Listed Building



Willesden Green is categorised as a 'Local' station. These smaller stations, in outer London or beyond, have lower customer numbers and serve mainly regular customers, familiar with the Tube network.

Willesden Green Tube station has a rich heritage and we have ensured that all our improvement works complements the existing station. This includes bespoke vinyls in the station highlighting London Underground's history.

As part of our improvement works at Willesden Green Tube station we also now have better travel information, leaflets, maps and signage within the station to help customers find what they need.

Smarter ticket machines

Willesden Green 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 Willesden Green 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. Introducing self-service low value refunds – £10 pay as you go or less, and £5 deposit



Staff available and ready to help

Staff at Willesden Green will be more visible with new uniforms by early December 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.

