

John Lewis Chronline

27/07/12 • INTERACTIVE ONLINE VIA JLPNET

OXFORD STREET

OFFICIAL DEPARTMENT STORE
PROVIDER TO LONDON 2012



London 2012 Games

Here's a handy pull-out of the schedules for both the Olympic and Paralympic Games

Sport	July 2012					Wed 1	Thur 2	Fri 3	Sat 4	Sun 5	Mon 6	Tue 7
	Fri 27	Sat 28	Sun 29	Mon 30	Tue 31							
Archery												
Athletics												
Badminton												
Basketball												
Beach Volleyball												
Boccia												
Boxing												
Canoe Slalom												
Canoe Sprint												
Cycling – BMX												
Cycling – Mountain Bike												
Cycling – Road												
Cycling – Track												
Diving												
Equestrian												
Fencing												
Football												
Football 5-a-side												
Football 7-a-side												
Gymnastics – Artistic												
Gymnastics – Rhythmic												
Goalball												
Handball												
Hockey												
Judo												
Modern Pentathlon												
Powerlifting												
Rowing												
Sailing												
Shooting												
Sitting Volleyball												
Swimming												
Synchronised Swimming												
Table Tennis												
Taekwondo												
Tennis												
Trampoline												
Triathlon												
Volleyball												
Water Polo												
Weightlifting												
Wheelchair Basketball												
Wheelchair Fencing												
Wheelchair Rugby												
Wheelchair Tennis												
Wrestling												
Opening Ceremony												
Closing Ceremony												



provider
Olympic and
Paralympic Games

August 2012						September 2012												
7	Wed 8	Thur 9	Fri 10	Sat 11	Sun 12	Wed 29	Thur 30	Fri 31	Sat 1	Sun 2	Mon 3	Tue 4	Wed 5	Thur 6	Fri 7	Sat 8	Sun 9	

Wenlock visits 001: 5 appearances per day

Mandeville visits 001: 5 appearances per day

How to read your Chronline

Your all-singing, all-dancing **Chronline** is interactive, so you can click on the links that take you straight to a website or another page in the mag! Here's how...

♦ Interactive link 1:

Click on the blue box with a mouse in it to be taken to an external website, including PartnerConnect pages (Username: pconnect Password: brownsea)

♦ Interactive link 2:

Click on the red box with arrows in it to be taken to another page in the Chron

♦ **Social networking:** Clicking on the 'chronnected' logos on page 2 will also send you straight to the Chronicle's Twitter, Facebook and Yudu pages:



Facebook:
Chronicle
Oxford Street



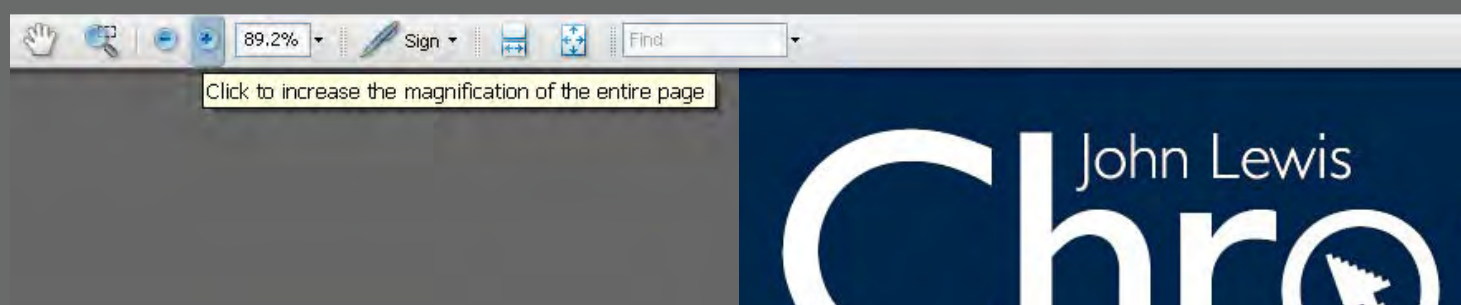
Twitter:
@Chron_OxSt



Yudu:
Chronicle
Oxford Street

♦ Take a closer look:

You can zoom in and out using the + and – buttons on the toolbar at the top





HELLO, and welcome to our London 2012 Olympic and Paralympic Games special issue! We're celebrating the arrival of the Games with a 20-page, full colour, Games-tastic issue that'll be more than just a great read: it's also your guide to the London 2012 Games and how you can get through the next month-and-a-half of sporty mayhem across London.

Well, the wait is finally over, and as you read this (if you're reading it on Friday 27 July, that is) a huge spectacle is underway in the form of the Olympic Games Opening Ceremony over in Stratford City. But you might not be reading this if you're one of the lucky few Partners to be performing in the Ceremony or have tickets to see it! Yep, some of our 001 stars are dazzling the billions of viewers of the show right now or are among the crowds cheering them on – and we caught up with them before they headed to the Olympic Park in our four-

page feature on flagship ticket-holders and performers. See if you can spot 'em on p12-15.

Now, the Olympic Games Opening Ceremony is a mahoosive celebration. But just as mahoosive – maybe even *mahoosiver* – was Tuesday's celebrations, as lots of flagship Partners turned out to support Registry's Percy Hutchful as he carried the Olympic Torch through Kingston. Don't worry if you missed it, though, cos we've got all the action on p4, along with tons of other London 2012 news and online exclusive photos and videos of Percy!

More mahoosive news comes in the form of 001's exclusive London 2012 wrap, which was installed for all the West End to marvel at this week. Unless you've been living in a cave, you can't have missed it; it's mighty impressive. So much so that we've replicated the design to wrap around our Chron cover AND dedicated an entire double-page poster pull out of the shop's exterior on p10-11 for you to stick up on your walls and admire. Just try to resist the urge to stroke the pages and say 'pretty' repeatedly.

We've crammed lots more useful bits and bobs into this issue, too, including a London 2012 pull-out calendar with Olympic and Paralympic Games schedules and our London 2012 branch events.

And, most useful of all (we think) is our three-page 'How to Survive the Games' feature, showing you how to get by in the hectic months: from helping tourists, to being vigilant and travelling to and from the branch.

We hope you enjoy this issue and make sure to keep it with you during Games time – you might need it just to protect you from the rain! Why not set yourself the Olympic challenge of reading it from cover to cover? On your marks, get set, GO!

Garin and Dalia

Let the Games Begin



Chronicle
OXFORD STREET
27 July 2012

Chrontact us

Internal: 721-4311 or 721-4123

External: 020 307 30567

Email: chronicle_oxford_street@johnlewis.co.uk

In the office: Sixth floor by the roof garden

With thanks to Domenico Leccacorvi and Steve Cooper

The Chronicle welcomes all readers' comments. We strive for accuracy at all times, but we do sometimes get it wrong, so if you want to let us know get in touch by writing to the Editor via the above contact information. If you do not wish for your letter to be printed, mark it 'Not for publication'.

We're chronnected!

Your Chronicle is now on Facebook, Twitter and Yudu (interactive mag) so you're only a click away from the flagship!



Chronicle
Oxford
Street



Follow us:
@Chron-
OxSt



Chronicle
Oxford
Street

**Copy deadline
for the
Chronicle
is noon on
Mondays.**



Bringing Quality to Life...

These logos represent the John Lewis Bringing Quality to Life (BQ2L) campaign. You'll see them in the Chronicle on a regular basis highlighting community links, sustainable living and a better way of doing business.



MIX
Paper from
responsible sources
FSC® C002092

All paper used to create this magazine has come from Forest Stewardship Council (FSC) certified forests and paper mills that promote responsible forest management. When you've finished reading your Chronicle, please recycle it in one of the many paper bins across the shop.



Editor
Garin Auld

*Mandeville cos
he's got cooler
hair.*



**Assistant
Editor**
Dalia Dawood

*Wenlock – he's
the less scary of
the two!*

BITEsize

♦ Global dining

THE Partners' Dining Room (PDR) had an international flavour this week, with special themed menus based on countries taking part in the London 2012 Olympic and Paralympic Games. Monday saw paella and tortilla as part of a Spanish menu, with Tuesday's offering of hamburgers and Maryland chicken bringing the taste of the USA to the PDR.

♦ £250 to be won

ONE lucky department will scoop £250 today (Friday 27 July) when the 'Design your team mascot' competition winner is revealed. Teams were given a poster of Olympic Mascot Wenlock to decorate. "We wanted Partners to have fun," said PR and Marketing Co-ordinator Domenico Leccacorvi.

♦ Hunt the Mascot

IN EVEN more Olympic Mascot news, flagship Partners have been hunting for the Olympic Mascots Wenlock and Mandeville this week as part of a pre-trade competition each day. Six mascots have been hiding across the shop, with 10 prizes on offer to whoever finds 'em.

Percy sets Kingston

BRANCH Forum Co-ordinator Percy Hutchful represented the branch as a London 2012 Olympic Torchbearer on Tuesday 24 July – just three days before the Opening Ceremony of the London 2012 Olympic and Paralympic Games.

Carrying the Olympic Flame for 440 yards, Percy began his part of the Olympic Torch Relay at 9.36am in Kingston. Percy said: "I was fine first thing in the morning, but when they put you in front of a crowd and they're all applauding you it's surreal! I just tried to savour the moment and hope I did okay."

John Lewis is the Official Department Store Provider to London 2012 and, as part of that relationship, the division was allocated two places for Partners to become

Torchbearers. John Lewis Managing Director Andy Street chose Percy, who started his Long Leave this week, after he was nominated by Assistant Registrar Lesley Brown for his Partners in Sport work coaching basketball and football skills in his local community – skills he's transferred to the workplace.

"It's a feeling that I've never had before and an absolutely wonderful moment," says Percy. "Seeing my mum at the starting line did it for me."

Many Partners cheered Percy on as he became one of 8,000 people to carry the Olympic Torch, which followed Monday's reveal of a giant Union flag that covers the shop.

Assistant Registrar Lesley Brown, who was supporting Percy on the day, said: "It was an incredible feeling to see



Percy running and quite an emotional moment for everyone."

The Olympic Torch makes the final journey along the



London's burning

SUNSHINE wasn't the only thing bringing the heat to West End shoppers this week, as the Olympic Torch Relay made its way through Oxford Street late yesterday afternoon (Thursday 26 July).

On Tuesday, the Torch travelled on the front of an overground tube train, and the Relay's penultimate day saw the Torch travel from Marble Arch to Oxford Circus as hundreds of spectators flocked to catch a glimpse of the Torch.

John Lewis Oxford Street's first floor canopy provided the location for a number of cameramen to shoot the historic moment, which was followed by an evening celebration in Hyde Park – dubbed 'The Olympic Torch Relay Finale' – featuring performances by Dizzee Rascal, The Wanted and Mark Ronson. The historic tour across Great Britain ends today – Friday 27 July – at Tower Bridge before reappearing at tonight's Olympic Games Opening Ceremony.



Did you know?

The Olympic Torch is made from a special aluminium alloy developed for the aerospace and automotive that reduce the weight of the design, and as of today – its final day of the Torch Relay – it had visited



27 July 2012

alight



Thames today, starting at Hampton Court and ending at Tower Bridge before appearing in the Olympic Stadium tonight.



Flagging things up

THE term flagship took on a new meaning on Monday (23 July), as John Lewis Oxford Street revealed a giant Union Jack flag to celebrate the London 2012 Olympic and Paralympic Games.

"Now we're truly a flagship," says PR and Marketing Co-ordinator Steve Cooper, who was joined by Managing Director Simon Fowler, Director of Retail Operations (Region A) Nat Wakely, and Olympic Mascots Wenlock and Mandeville, plus a number of official London 2012

Gamesmakers, who'll be assisting spectators at the various venues.

The wrap will stay in position for the next eight weeks. See this issue's centre pages (p10-11) for a pull-out poster of our shiny new exterior.



Bags of inspiration

SALES success could literally be in the bag for John Lewis over the next few weeks, thanks to a new range of brightly-coloured customer carrier bags featuring the colours of the London 2012 Olympic and Paralympic Games.

Emblazoned with orange, blue and pink stripes that form the John Lewis logo, the bags carry the message: "Proud to be the Official Department Store Provider to London 2012".



London 2012 shop turns 2-years old

OXFORD Street's London 2012 Shop celebrates 730 days of successful trading this week – exactly two years since the flagship became the first John Lewis store to open a dedicated London 2012 Shop.

The shops – initially on the fifth floor, which has expanded to a whopping 5,500 sq ft, and

followed this year by an additional ground floor venue – have quickly become an established part of Oxford Street's trading environment, so much so that it's now hard to remember that Olympic Mascots Wenlock and Mandeville were once complete strangers here at the flagship.

"We're very excited to open the first shop of this kind in London," said former Visual Merchandising Manager Jackie Plumb on 27 July 2010. Audio & TV's Mo Ali added: "Wenlock and Mandeville present a different kind of image for what will be a different kind of Games in the capital."



Chris Husbands looks foreword



SPORTS Fitness Advisor Chris Husbands is a man of many talents – as well as being a top salesman and dedicated Partners in Sport (PinS) coach, he's soon to add 'author' to his list of achievements.

"I've been busy working on my book about sprinting, but there's still a lot to write," says Chris, who can currently be seen on JLPnet and PartnerConnect in an eight-minute film that celebrates the PinS coaches. "I'm expecting my book to be published before the end of the year – fingers crossed," he adds, revealing that one of his heroes – British sporting legend Daley Thompson – has agreed to write the foreword to the book. Chris approached Daley – who won Olympic

Gold Medals in 1980 and 1984 – as the former decathlon champion trains at the Millennium Stadium in Battersea where Chris holds his athletics coaching sessions, working with 14-year olds, thanks to funding from the PinS programme.

"Meeting Daley was amazing as he's always been an athlete I look up to," says Chris, who also got to meet Lord Coe when he visited John Lewis Oxford Street earlier this year. As one of 20,000 Partners across the business who took part in the PinS programme, Chris believes the long-term legacy will be immense. "Athletics is a great way for children to work as a team. It's demanding but very rewarding."

"Meeting Daley was amazing as I've always looked up to him..."

Dress to impress flagship Partners



A DRESS rehearsal for today's (Friday 27 July) Opening Ceremony of the London 2012 Olympic Games was attended by a number of flagship Partners throughout the week, including PR and Marketing Co-ordinators Steve Cooper and Domenico Leccacarvi.

Also among the attendees – who are sworn to secrecy about the content of the rehearsal – is Sports' Section Manager Claire Georgallidou, who'll enjoy the best of both worlds as she's attending the Olympic Games Closing Ceremony after securing a ticket in the Partnership ballot. ➡

Winner!



FOODHALL Assistant Lisa Wilkins has claimed victory in competition – one of a series of Partner events celebrating the Olympic and Paralympic Games. Lisa's cake is emblazoned with the London 2012 Olympic rings and two mascots. "I made it at 5 o'clock in the morning," explains Lisa. General Manager says: "It looks fabulous and was the winner among a number of other cakes."

Did you know?

The Mascots are named after the Shropshire town of Much Wenlock, which held a forerunner of the current Paralympic Games at the Stoke Mandeville Hospital, a facility in Buckinghamshire that initially organised the Stoke Mandeville Games, the



27 July 2012



Sculpture cycles to ground floor

A SPECTACULAR steel sculpture specially commissioned to celebrate the London 2012 Olympic and Paralympic Games has taken centre stage on the ground floor.

Depicting a cyclist moving at speed, the sculpture is made from a laser-cut steel plate and can be seen in the ground floor's London 2012 Shop until Friday 10 August.



Oxford Street's cake baking the start of the London 2012 Games with the words London 2012, Wenlock and Mandeville. "I made a cake with the words London 2012, Wenlock and Mandeville. I made a cake with the words London 2012, Wenlock and Mandeville. I made a cake with the words London 2012, Wenlock and Mandeville."

Olympic working hours now underway at 001

HISTORY was made on Sunday as John Lewis Oxford Street welcomed shoppers for a full 10 hours – the longest the shop's opened its doors since Sunday trading began – as the flagship extended its hours for the London 2012 Olympic and Paralympic Games.

This Monday also saw the shop extend its weekday hours by 60 minutes, closing at 9pm each evening until Friday 10 August (leaving



Saturday closing at 8pm). Following the relaxation of Sunday trading laws for the duration of London 2012, we'll

be open 10am to 8pm every Sunday until Sunday 9 September.

The Trading Hours Steering Group (THSG, made up of Flagship Forum members) revealed Oxford Street's extended hours back in May. "We've the largest London 2012 Shop and know that local West End hotels are already 97 per cent booked," said THSG member Elizabeth

Dunbar. Fellow THSG member Aleem Wadud added the extra hours of Sunday trade would deliver 'a huge figure'.



Make way for Mascots

LONDON 2012 Olympic and Paralympic Games Mascots Wenlock and Mandeville will be meeting and greeting John Lewis Oxford Street customers every day until September.

Olympic Mascot Wenlock will be making five daily appearances until Sunday 12 August, with Paralympic Mascot Mandeville taking over between Wednesday 29 August and Sunday 9 September, when the Games officially come to a close. Don't miss 'em!

PARTNERS across the shop are being asked to be extra vigilant during the London 2012 Olympic and Paralympic Games, with thousands of extra shoppers expected to visit the West End.

"Please make sure you follow the swipe access guidelines and do not tailgate or prop open doors," says Business Protection (BP)

Department Manager Louise Lewis-Dowell. "It's vital Partners feel confident to challenge anyone they do not believe to be a Partner or a

visitor if they're not wearing a badge."

Call BP on extension 4666 to make a 'Q' call or to report a suspicious incident.



Be vigilant

erent Olympic Games, and Stoke the precursor of the Paralympic Games.

The Olympic Stadium is the lightest stadium ever built and will have a capacity of 80,000. Part of the roof structure is made of 2,500 tonnes of steel tubing.

"Audio & TV's amazing sales continued with demand for tablets and laptops still strong, meaning customers can keep up to date with London 2012 wherever they are..."

This week, Lingerie, Shoes and Hats Department Manager Caroline Byrne reviews trade between Sunday 15 and Saturday 21 July.

AS MOMENTUM was building for the London 2012 Olympic and Paralympic Games last week, customers were clearly enjoying our assortment of London 2012 products across the branch, helping us achieve an increase against budget of 1.6 per cent.

Winning the gold sales medal was Audio & TV. For those who won't be able to experience London 2012 themselves, the department's amazing sales continued with a 29.8 per cent increase. With demand still so strong for tablets and computers (+20 per cent), customers can keep up-to-date wherever they are.

Fashion Accessories was delighted to collect the silver sales medal, beating their

budget by 16.4 per cent, as premium watches continued to sell well. London 2012 bracelets from Links of London were a winner, plus there was an impressive single sale of a £4,000 pendant on Saturday.

It's fitting the fifth floor's London 2012 Shop was also on the sales podium, claiming the bronze medal with their uplift in trade, showing how much demand is growing. Sales are coming from clothing and the collectable ranges, including limited-edition coins. As you read this, Branch Forum Co-ordinator Percy Hutchful will have carried the Olympic Torch in Kingston and it will have passed Oxford Street yesterday (Thursday 26 July) – see p4.

Toys will be delighted with



SPORTS fans won't miss a second one of the hundreds who've bought from Audio & TV Selling Assistant

Top London 2012 Shop stuff!



Have a ball with the replica of the London 2012 Football, dubbed 'The Albert' – £9.99

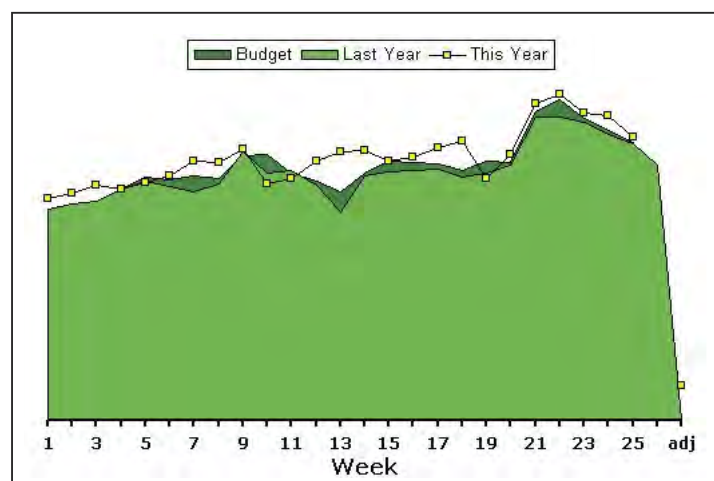


Success is in the bag with this colourful Team GB Adidas kit bag – £35



Light life with the official Olympic Torch

John Lewis Oxford Street's total catchment sales vs budget and last year





...nd of the Games' action if they're
...ught an iPad – up 20 per cent –
...nt Hack Hassanali.

sales coming from their Team GB Lego range, with sales of the plastic figures reaching 2,500 units by the weekend.

Childrenswear also had great success with London 2012 clothing, especially within the boys' ranges.

The third floor's forward orders were medal-worthy, up 11 per cent, and as the sun has started to shine, I'm sure garden furniture will too. Furnishing Fabrics showed its competitive edge with a 33 per cent increase in forward orders, and Linens just beat budget as well.

Finally, a big thank you to everyone for helping achieve these results. We're about to experience an amazing event and welcome thousands of new shoppers, so please make sure you enjoy this sporty season and ensure customers do, too!

up your
with an
al mini
ea of the
pic
n – £9.99



London 2012
Paralympic
Games Mascot
Mandeville can
play a key
role – £4.99



You'll be flying
the flag and
looking good in
this Adidas Team
GB men's running
shirt – £35



TOP OF THE SHOPS

Which departments in the Flagship
have seen their sales soar this week?



SPECIAL London 2012 bracelets by Links of London were a winner for Fashion Accessories, where sales rose 16.4 per cent. Section Manager Sue Evans even bought one!



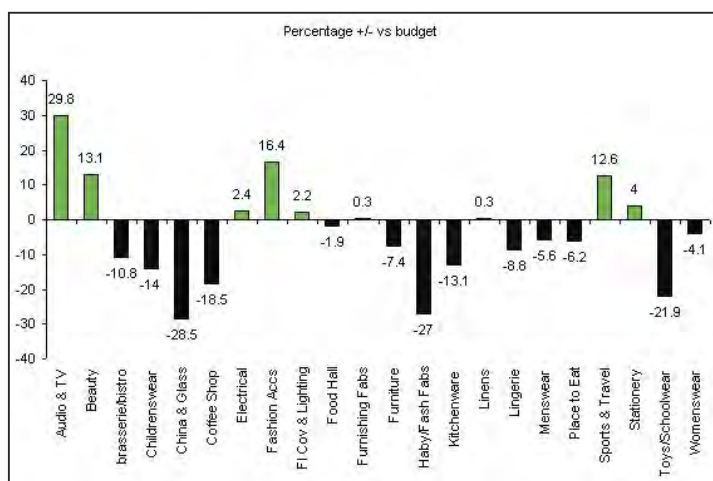
SUMMER temp Alex Donnelly says it's ball, sorry, all about the London 2012 Shop in Sports and Travel Goods. The team recorded a 12.6 per cent rise against budget.

year

As part of John Lewis's ambition to become the nation's favourite multi-channel retailer, each department store is measured against total catchment sales. Total catchment sales include sales from clicks (online at johnlewis.com from customers who spend most of their money at John Lewis Oxford Street) and bricks (sales made in store at the flagship branch).

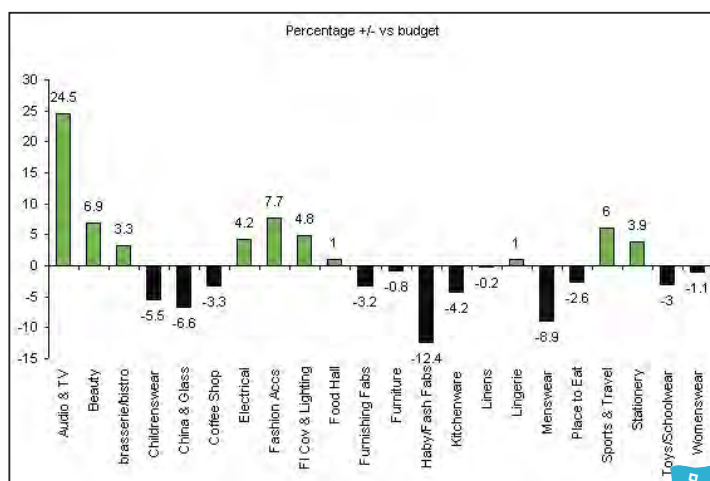
Weekly sales (including Foodhall)

How departments did against budget last week



Cumulative sales (including Foodhall)

How departments are doing against budget, this half-year



That's a wrap!

Taking the word 'flagship' to a new level is our glorious London 2012 Union flag wrap, which will envelope the branch for eight weeks. We think it's so glorious that we've made it a centre-page pull-out poster for you to marvel at. Enjoy!



London
2012 wrap
poster!





Jo Ryde, Admin Home

I've got tickets to... the Paralympic Games for the Swimming event from the Partnership ballot, and the Olympic Games for Athletics from the 'first come first served' offer, after having missed out in the original public ballot. I'm looking forward to seeing the venues and the atmosphere, and – of course – Team GB delivering on medals!



Robin Bailey, Sports

I'm going to the Opening Ceremony of the Olympic Games... which I got through the Partnership ballot – it was obviously my first choice! I'll be in the audience when Partners are reading this, but it still hasn't hit home that I'm going to see this once-in-a-lifetime event at the Olympic Stadium. I don't know much about what will be in the show – apart from sheep and horses!

Lee Edmonds, Business Protection



I've got tickets to... the Women's Olympic Football semi-final at Wembley!

Sanjay Joshi, Stock Management

I was chosen by Managing Director Simon Fowler... to be given tickets to the Games for my work in the London 2012 Shop. I was over the moon when I heard I was going. I've got tickets to Women's Hockey and I'm taking my daughter. She's more interested in seeing the world's biggest McDonald's!



Philip Bish, Linens

I've got tickets to... Basketball, Table Tennis, Beach Volleyball, Athletics, Football, Volleyball and Handball! I'm looking forward to having a wonderful time and seeing Team GB win many medals!



Diana Tran, Floor Coverings

I've got tickets to... Taekwondo. I'm a sporty person, but the Games is something that I can't wait to see my grandkids to see!



Lizzie Keohane, Womenswear

I've got tickets to... the Equestrian Dressage event in Greenwich for the Olympic Games. I applied for it because my daughter loves animals, and we're both so excited. I'm taking my Ireland flag with me and I've got a Paul Costelloe dress earmarked for the event! I've not been to an event like this before, so I'm looking forward to it.

I
k
the



*Whether you're watching, performing
Partners are getting involved in the London 2012
We caught up with as many of you as possible to find out what you'll be up to over the summer of sport!*



27 July 2012

Clare Hewitt, Manager

I've got tickets to... the Wimbledon tennis match. I'll pass through the Partners area around. I was lucky enough to get a ticket to Wimbledon, so that makes

m not a
s are
ell
went



NET

ERCONNECT



FACEBOOK.COM/CHRONICLEOXST



@CHRON_OXST



II
e
ere

or assisting, 001
ndon 2012 Games!
we could to find
a to during the
ports...



**Nadia Hassan,
Lingerie**

I've got tickets to... Tennis at the Olympic Games, as part of the 'lucky losers' who got a second chance to apply for tickets. I'm a huge tennis fan, so I'm really excited to go to Centre Court for the first time. I've got an outfit sorted out too: cream chinos and a navy blazer!



**Melissa Pessoa,
Lingerie**

I've got tickets to... Boxing and Football at the Olympic Games. I wanted Taekwondo as my husband is a black belt, but he's happy to go to the Boxing match instead. I'm glad I got tickets to the London 2012 Games cos my aim is to see these Games and the ones in my hometown in Brazil when we host in four years.



**Christine Pitt,
Management Office**

I've got tickets to... the Paralympics with a day of the Partnership ballot. It'll be fun to look forward to getting tickets to the women's final at the end of the Games tickets!



**Chris Vero,
Systems Support**

I've got tickets to... Women's Volleyball. I chose all Volleyball events with the Partnership ballot and got tickets to one. Why did I choose this event? To see the women's beautifully crafted... skills! We're going to make a day of it with dinner after the event.



**Julia Rich,
Foodhall**

I'm offering customer service at Wembley Stadium... as part of my stewarding role, which I've done for five years. I'll be helping customers, dealing with lost children, tickets, property etc.

**Ricardo Vasquez,
Stock Management**

I've got tickets to... Women's Volleyball for the Olympic Games. I'm seeing two matches on the day, and I got my tickets through the Partnership ballot after I saw it advertised in the Chronicle. I'm excited because the last sports event of this scale I'd seen is the Paramerican games in Venezuela in the '70s, which is like the American Olympics. Volleyball will be interesting to watch as it's quite a fast-moving sport. It'll be amazing, I'm sure!



**Athik Choudhury,
Toys**

I'm performing in the Opening Ceremonies of both Olympic and Paralympic Games... I'll be part of the NHS group in the Olympic Games Opening Ceremony as I'm a student nurse. I have always volunteered from a young age and I thought it would be an amazing experience to be part of the London 2012 Games - I cannot wait for the big day.



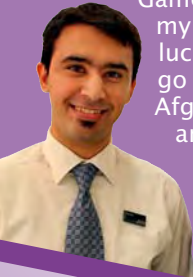


Joanne Tay, Menswear

I'm performing in the Opening and Closing Ceremonies of the Olympic Games... and I've been in loads of rehearsals so far, which was daunting at first, but I've met a lot of great people, and Danny Boyle the director is really down to earth and friendly. I'm very excited to be taking part in such a huge London event!

Osman Ahmadi, Floor Coverings

I've got tickets to... Football quarter-finals, Badminton, Judo, Athletics and Women's Boxing at the Olympic Games! We went a bit crazy and all of us in my family applied to get tickets, so we got lucky with loads of events. We wanted to go for events where my home country Afghanistan is playing, but didn't get any for those events. I have a ticket to a Team GB event, though!



Taufiq Zainal, Foodhall

I went to see... the test events earlier this year. Being in the Olympic Stadium was great – it's an impressive, spacious venue and the crowd was great.



Liliana Perez-Barrera, Customer Support

I've got tickets to... the Paralympics – I got a day pass, so I can see lots of different areas and walk around the Olympic Park. I've been to the Paralympics in Greece and other Olympic venues in Barcelona and Munich, so it'll be good to compare the sites.



Claire Georgallidou, Sports

I'm going to the Closing Ceremony of the Olympic Games... thanks to the Partnership Ballot. It feels like ages away, but I have less than a month to wait! I'm excited to see all the acts performing, as the Ceremony is all about music over 50 years. The whole thing will be brilliant – I can't wait!

Lee James, Womenswear

I've got tickets to... Women's Beach Volleyball. I've got an interest in the sport as I used to watch it in Miami, so seeing it at the Horse Guards Parade will be fun. I'm looking forward to the whole Olympic atmosphere in London.



Laura Watson, Womenswear

I've got tickets to... Team GB football at the Olympic Games. I'm excited to see them play at Wembley as I've never been before and I get to see some of the best matches.

**I
b
the**



There are just so many of the Games we couldn't fit on these pages! More from OOI's performers and he



27 July 2012

Eithne Doody, Admin Home

I've got tickets to the Olympic Games. I chose to go because I suggested it as a great experience, so I'm



ball in the
to go to
er been,
ee two
s.



PARTNERCONNECT



FACEBOOK.COM/CHRONICLEOXST



@CHRON_OXST



II
e
ze

If you involved in
it all onto two
ticket-holders,
pers here...



Paul Edwards,
Audio & TV

I've got tickets to... Men's Team GB Football at Wembley in the general ballot last year, and then when they went on sale in May I got Beach Volleyball and Archery tickets, too! I'm quite lucky, but not as lucky as one of my friends, who is going to the men's 100m final!



Andrew Firth,
Catering

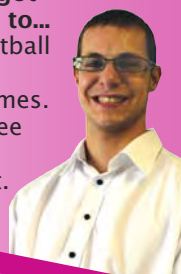
I've got tickets to... Gymnastics Artistic at the O2. It's one of the top events, even if it wasn't my first option, but I'm still pleased to go to one of the Olympic Games in my home city. I'm glad the Partnership did a ballot, as the tickets are cheaper and I probably couldn't have afforded it otherwise.



Mark Bradford,
Leisure Benefits
Co-ordinator

I've got tickets to... Athletics at the Olympic Games. The highlight will be seeing my father's face when the Games are on because he's a huge sports fan and he won't be able to see these events again in his lifetime - it'll be great fun for both of us.

Saul Charkham,
Catering



I've got tickets to... the Basketball finals at the Paralympic Games. It'll be great to see the athletes put themselves to the test.

Vanessa Bessant,
Customer Support

I'm an Ambassador to the Games... meaning I promote the capital and London 2012, as well as providing assistance to the organisers. I completed three modules about London 2012 and customer service training for when I'll help with security at King's Cross. I've got a special outfit, and as one of 700 Ambassadors, I get to have a tree planted with a plaque that has my name on it!



Agnes John,
Fashion Accessories

I'm a Gamesmaker with the Events Service Team at the Paralympic Games... which means I'll be offering customer service, ushering, checking tickets etc. I just turned sweet 64, and I'm still curious and want to take every chance to test my endurance. Bring it on!



How to *Survive* the Games

Love it or loathe it, the London 2012 Games jump over the potential hurdles, including,

How to help a foreign customer

A) You're on the shopfloor, ready to offer top service to a customer who's approached you, but it's proving difficult as they hurtle requests at you in French. *O non! Aider!*

B) Don't panic! Here's what you do: Call Resource Management on extension 5040 to request a Partner from the Interpreters' List who can speak French.

C) *Et voila!* As if by magic, a French-speaking Partner appears to interpret for the customer after the resourceful, er, Resource Man team locates a Partner for the job. *Merci!*

1



3



How to promote our London 2012 Shops

A) A Union-flag waving customer spots some signage about our amazing London 2012 Shops. You overhear him mumble something about wanting to see more...

B) In you step, charm'n'all, pointing him to our huge London 2012 Shop on the fifth floor - and you mention that it's the largest London 2012 Shop in the West End!

C) Impressed, the customer races to the fifth, where he makes untold purchases of London 2012 memorabilia to take away with him as souvenirs. You're good, you!

...es will have an impact on our branch, so here's a quick guide to how you can
g helping foreign shoppers and avoiding the crowds on your daily journeys...

A) The shop's buzzing with customers, most of whom will be spending their hard-earned cash with us. But you spot a sneaky-looking so-and-so who's pocketed a product.

B) Get on the blower straight away to Business Protection on ext 4666 to make a 'Q' call, as you've spotted something suspicious, and explain what you've seen.

C) Hurrah! Business Protection comes to the rescue, calling over the police – who just happened to be patrolling the local area – to deal with the pesky thief. You're nicked!

How to be vigilant during the Games



A) It's been a manic day. I mean *manic*! The phone's ringing off the hook, customers have asked you 2,012 questions and you're worried about your crowded journey home. Noo!

B) Finally, it's break time! You head straight for the Partners' Dining Room to grab some lunch and unwind with a host of entertainment – table tennis, pool, TV and internet. Score!

C) Ah, that's better. You're rested and restored after 45-minutes of fun thanks to the games-filled PDR, and you're ready for battle once more: bring on the busy-ness!

How to chillax during a hard day's work

All change, please

Four Partners reveal their best
tips to help with your journey



Chris Morgan

Be aware of what's around you, talk to people and visit the Get Ahead of the Games site.



Ben Hull

I take a Boris bike from King's Cross to work. It saves me £800 a year and I'm not stuck on a claustrophobic tube!



Komal Tailor

Make sure your Oyster card is topped-up and use a phone app to get up-to-date info on Tubes and buses.



Max Colomhage

Leave your house earlier and carry a bottle of water. Walking to some stations might be best when it's busy.

Walking between places doesn't take as long as many people think and in some cases is shorter than a Tube journey.



How to Survive the Games

How to plan your journey to and from work

Why not leave home (or work, if you can) at a different time to avoid the busiest travel periods?



You've seen the gazillion adverts warning you about travelling during the London 2012 Games. The gist of the message: it's gonna be proper busy. You might think it's a wee bit exaggerated or you won't be affected, but with the flagship based in the busiest area in London, it's best not to get caught out in case you end up waiting 40 minutes for a Tube from Victoria (just as a worst-case scenario). So, how can you get ahead of the Games? All manner of ways: walking, cycling, leaving home early and by checking the websites below to plan your journey and find out which hotspots to avoid. It's all here, along with Partners' tips on how to change your route for the next couple of months. Simple!



Use websites (listed below) to plan your journey and find out which areas will be most affected.

In the Partners' Dining Room: Noticeboards are up listing tube hotspots and potential wait times

In the Watchbox: a screen will be in place showing live service updates for the tube

Useful website links: www.getaheadofthegames.com



www.tfl.gov.uk



www.journeyplanner.tfl.gov.uk



Cycling can help you avoid travel congestion on public transport and might make your journey easier. Hop on a Boris bike!



@CHRON_OXST

**ONLINE
EXCLUSIVE**



Grand

Departments got in the Games spirit by each decorating Olympic Mascot Wenlock in a Partner competition – which are all displayed in the Partners' Dining Room. Which is your fave?



27 July 2012



ONLINE
EXCLUSIVE

The Hum

001's Percy Hutchful made the branch proud



Tuesday 24 July, 9.36am



Watch Percy videos

We've not missed a trick
Percy's once-in-a-lifetime
adventure: we've got video
the Torch AND an exclus

[Click here for run:](#)

[Click here for](#)

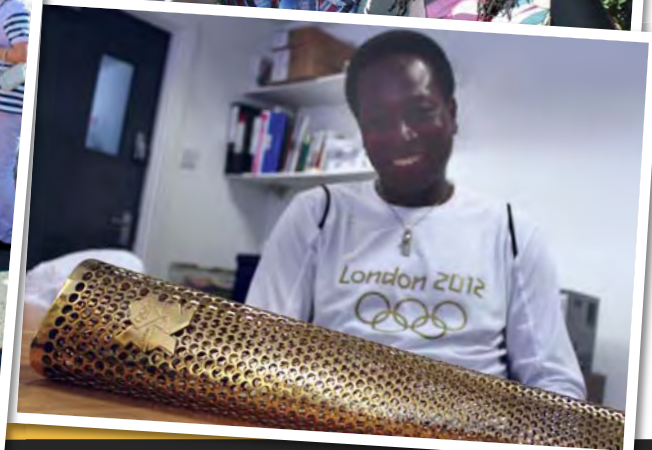


27 July 2012

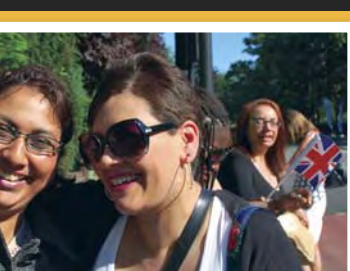


an Torch

by carrying the Olympic Torch this week...



, Kingston-Upon-Thames



in our coverage of
the Torchbearing
as of him running with
live video interview!

