

Case Study

WH Smith, Glasgow Airport

Client: WH Smith
Location: Glasgow
International Airport
Value: £350,000
Timescale: Seven weeks



Challenge

Pacific had to construct and fit out to an extremely tight deadline a brand new store for high street favourites WH Smith in the departure area at Glasgow International Airport. The shop – the flagship at the airport – is one of a number located in airside and landside locations.

Approach

Liaison with the airport was key, in order to minimise disruption to neighbouring trade and to the passenger experience. And Pacific's huge experience of working on projects large and small at airports came into play, as the company exploited the benefits of having an office close to the airport perimeter and having staff who have the knowledge, experience and clearance to work in landside, airside, aircraft-manoeuving and security- sensitive areas.

The company have stores and kiosks all over the UK – in the high street as well as at airports and railway and bus stations – so the finished article had to match up to the standards in place at other locations. The project involved laying floor tiles; installing the suspended ceiling; sprinklers, ventilation and alarms; lighting, signs and decoration; joinery work; installation of side bulkheads; refrigeration; installation of shelving and other units.

Results

Passengers are enjoying using the WH Smith store, which acts as a one-stop shop for all travel' essentials, including snacks, music, books and magazines. WH Smith reported their satisfaction with the completed work and were also happy to inform us that their first two days of trading from the new store returned record takings.