

MSPA Queue Survey 2008



MSPA Queue Survey 2008

- **Mystery visits to designated trade types**
- **Conducted in April 2008 by members of MSPA Europe**

MSPA Queue Survey 2008

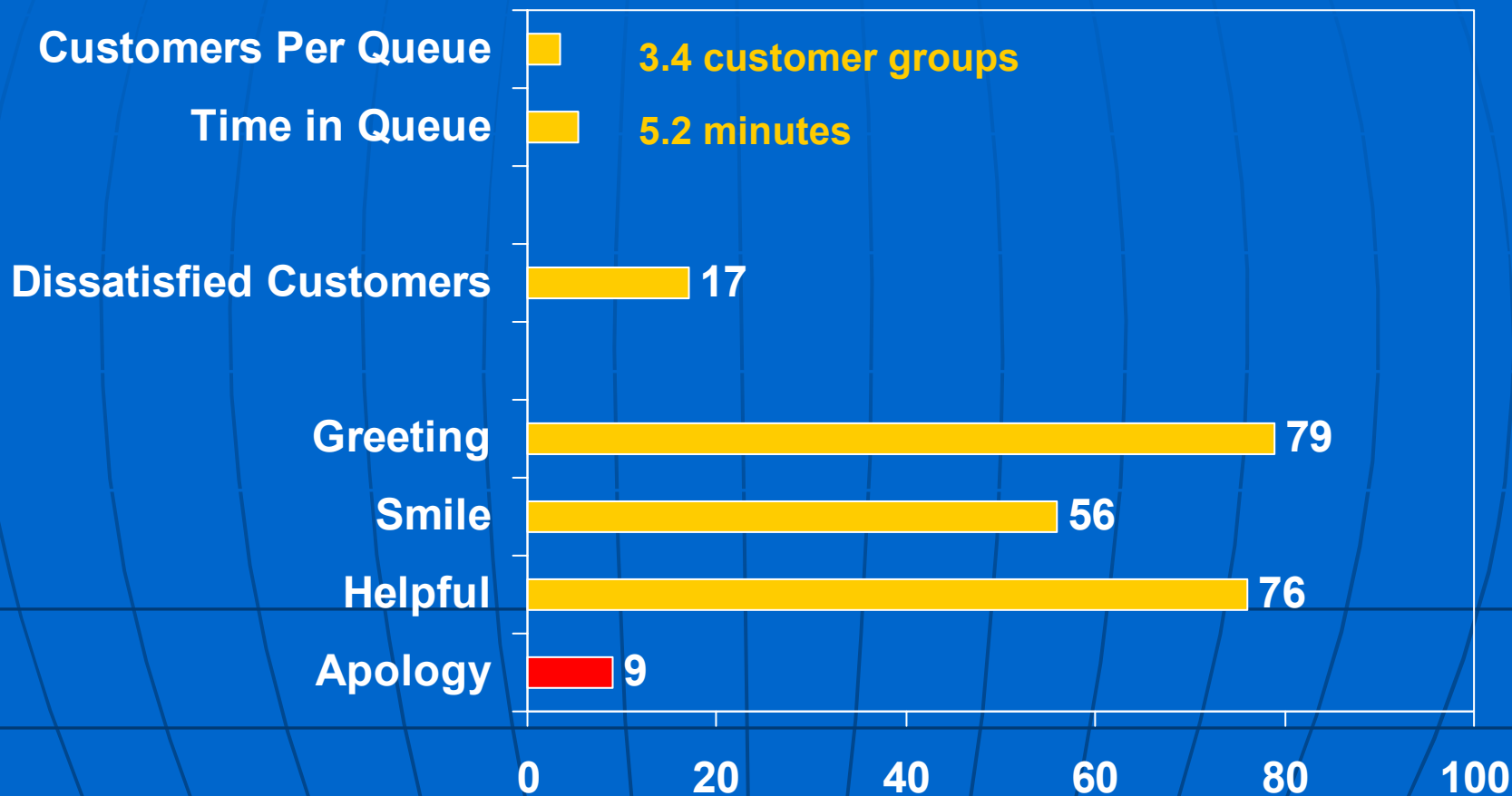
- Bank
- Post Office
- Grocery Supermarket
- Convenience Store
- Pharmacy/Drug Store
- Liquor Store
- Clothing Store
- Department Store
- Fast Food
- Bus Station
- Train Station

MSPA Queue Survey 2008

2552 completed assessments

- 266 Banks
- 189 Post Offices
- 631 Grocery Supermarkets
- 197 Convenience Stores
- 170 Pharmacy/Drug Stores
- 88 Liquor Stores
- 327 Clothing Stores
- 182 Department Stores
- 276 Fast Food
- 108 Bus Stations
- 118 Train Stations

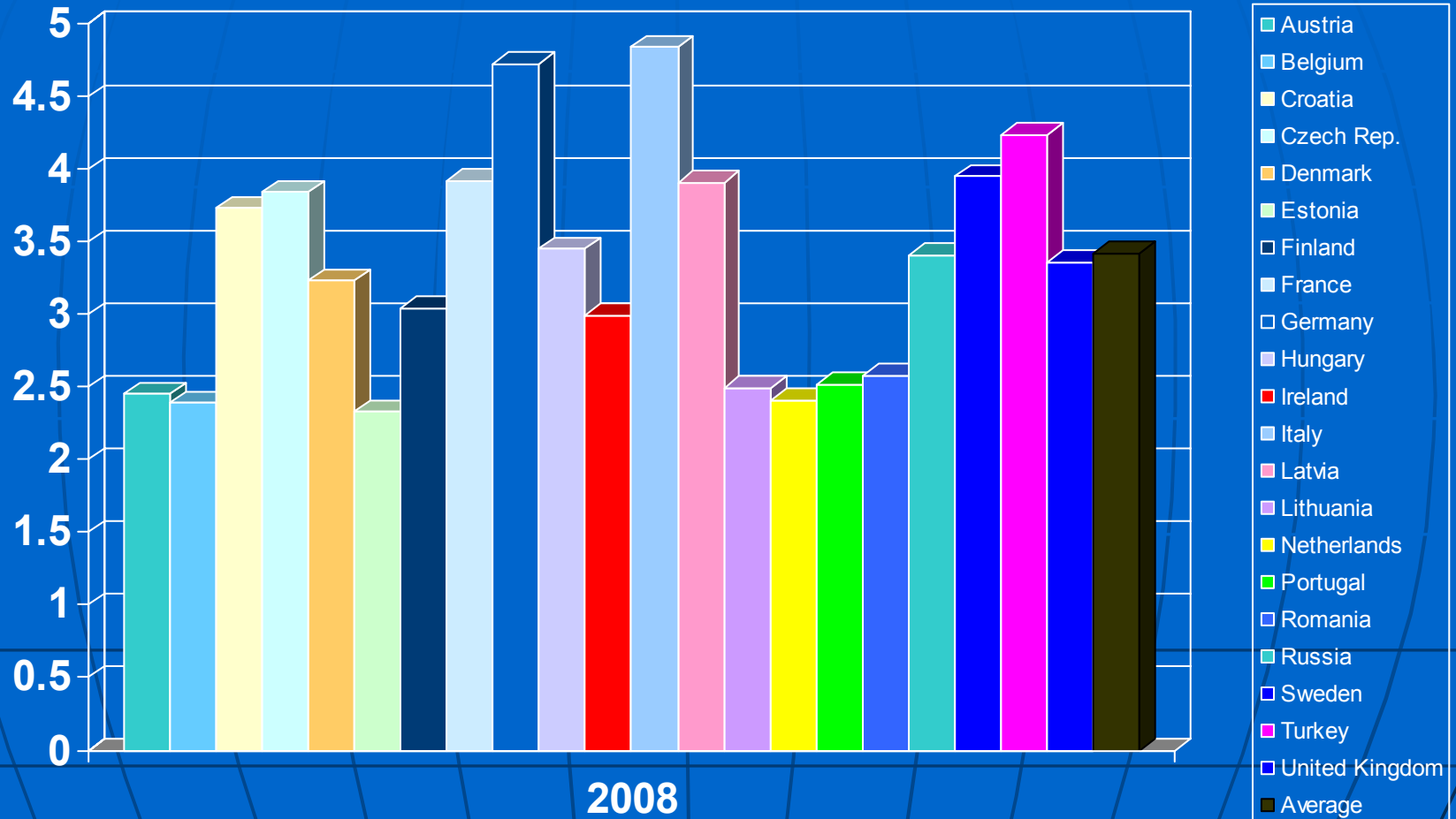
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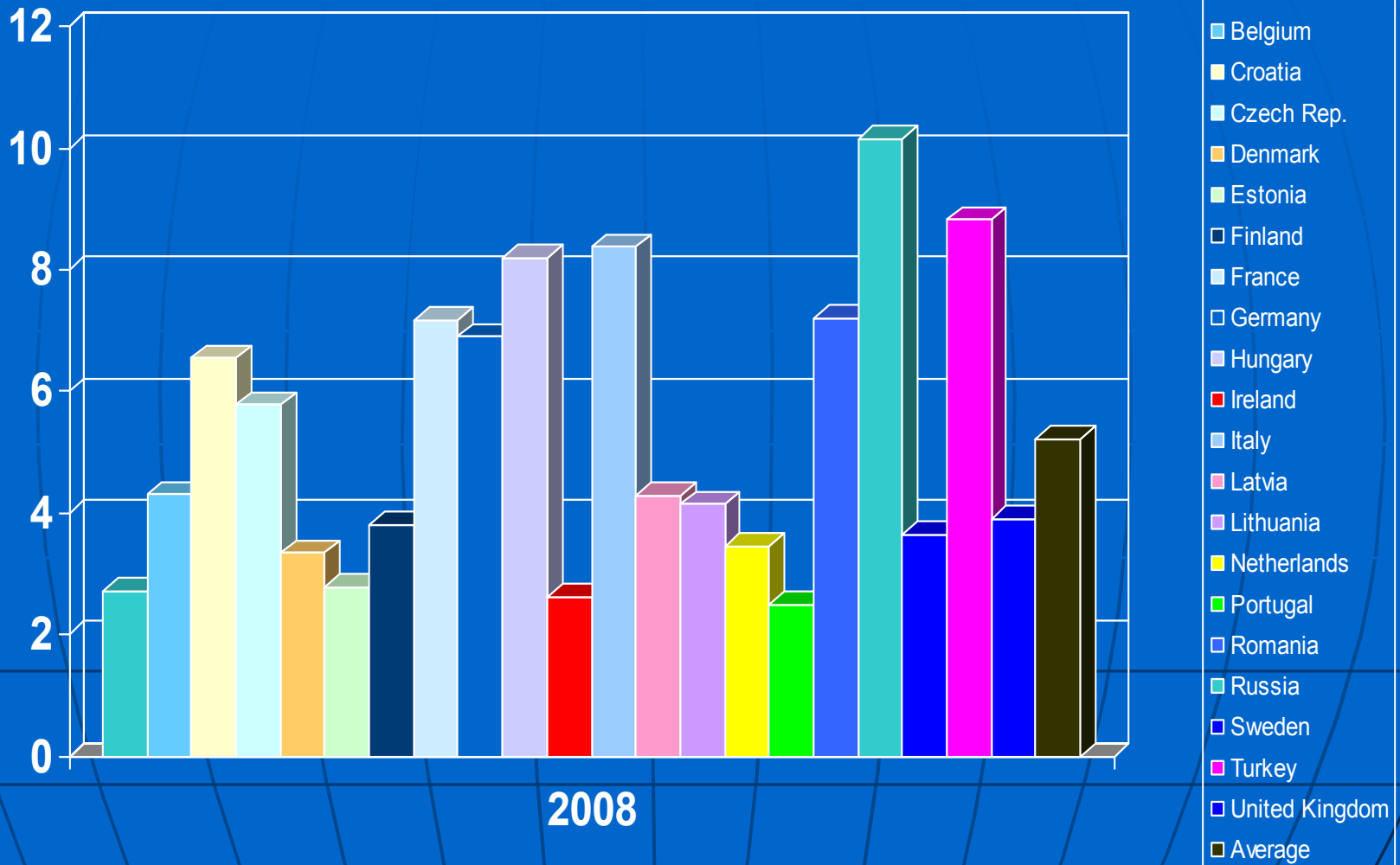
MSPA Queue Survey 2008

No change since 2005

Average Number of Customers per Queue



Average Time Spent per Queue

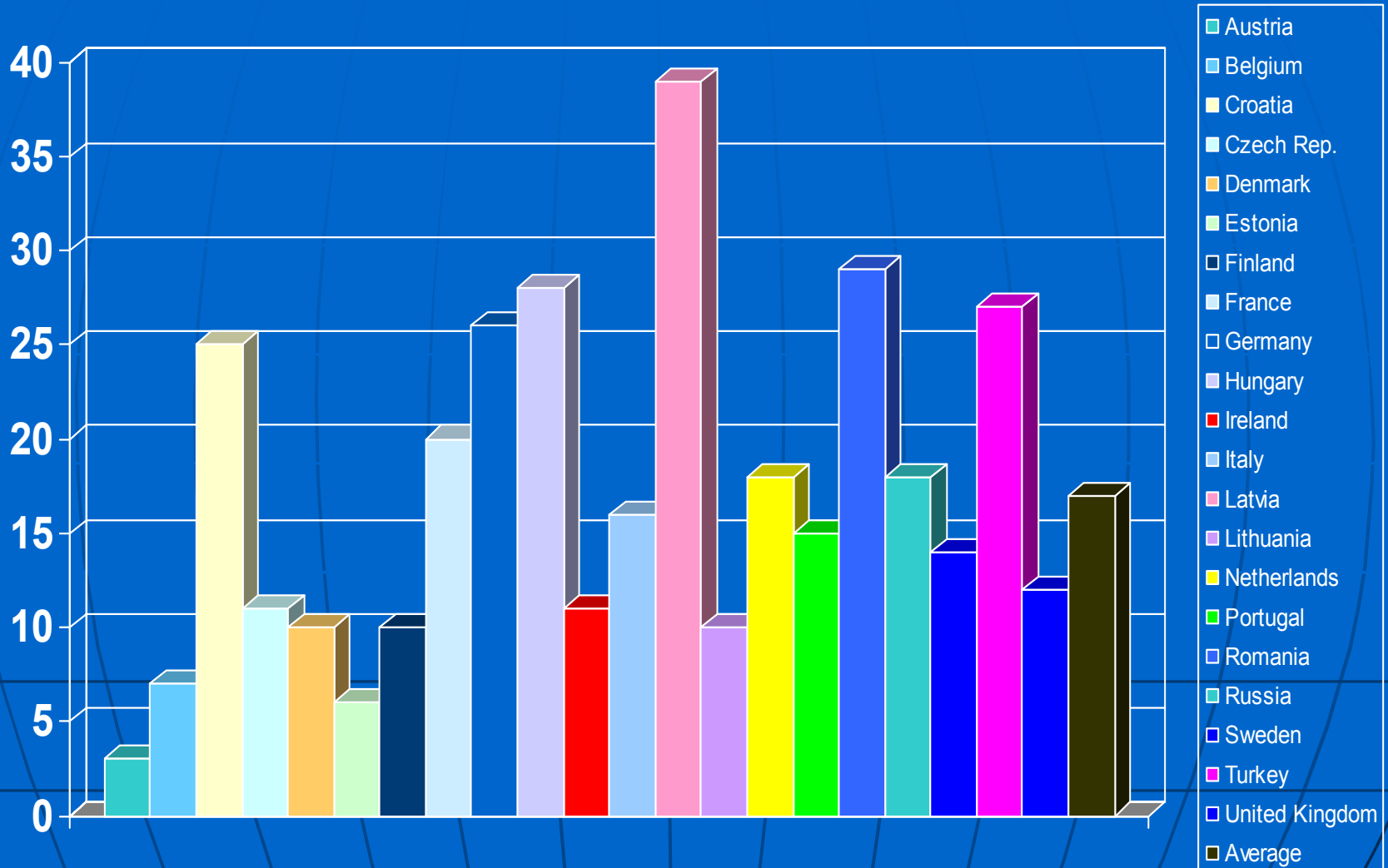


Queue time per Person

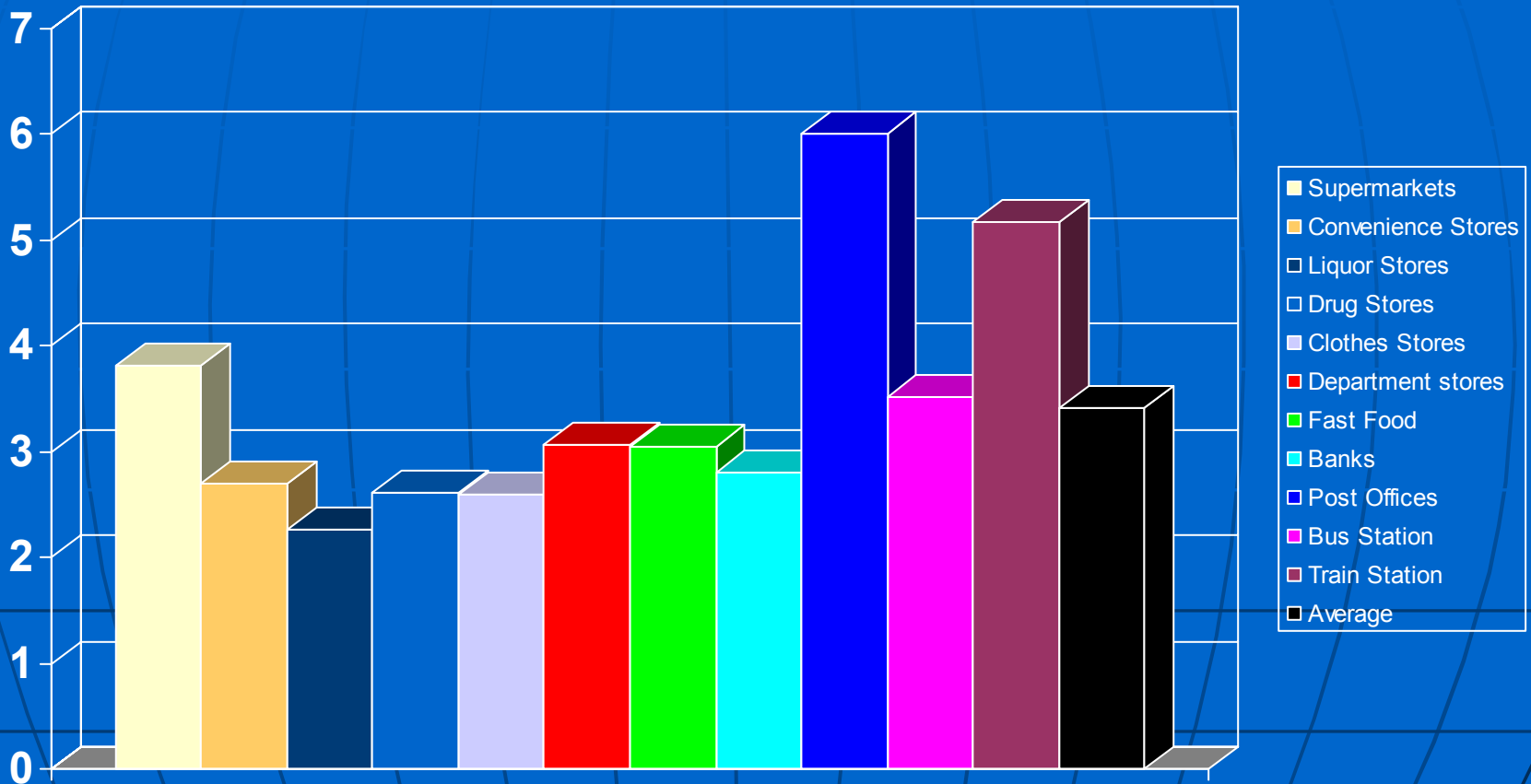
Slowest Queues : Russia,
Romania,
Hungary,
Turkey

Fastest Queues : Denmark,
Portugal,
Sweden,
Ireland

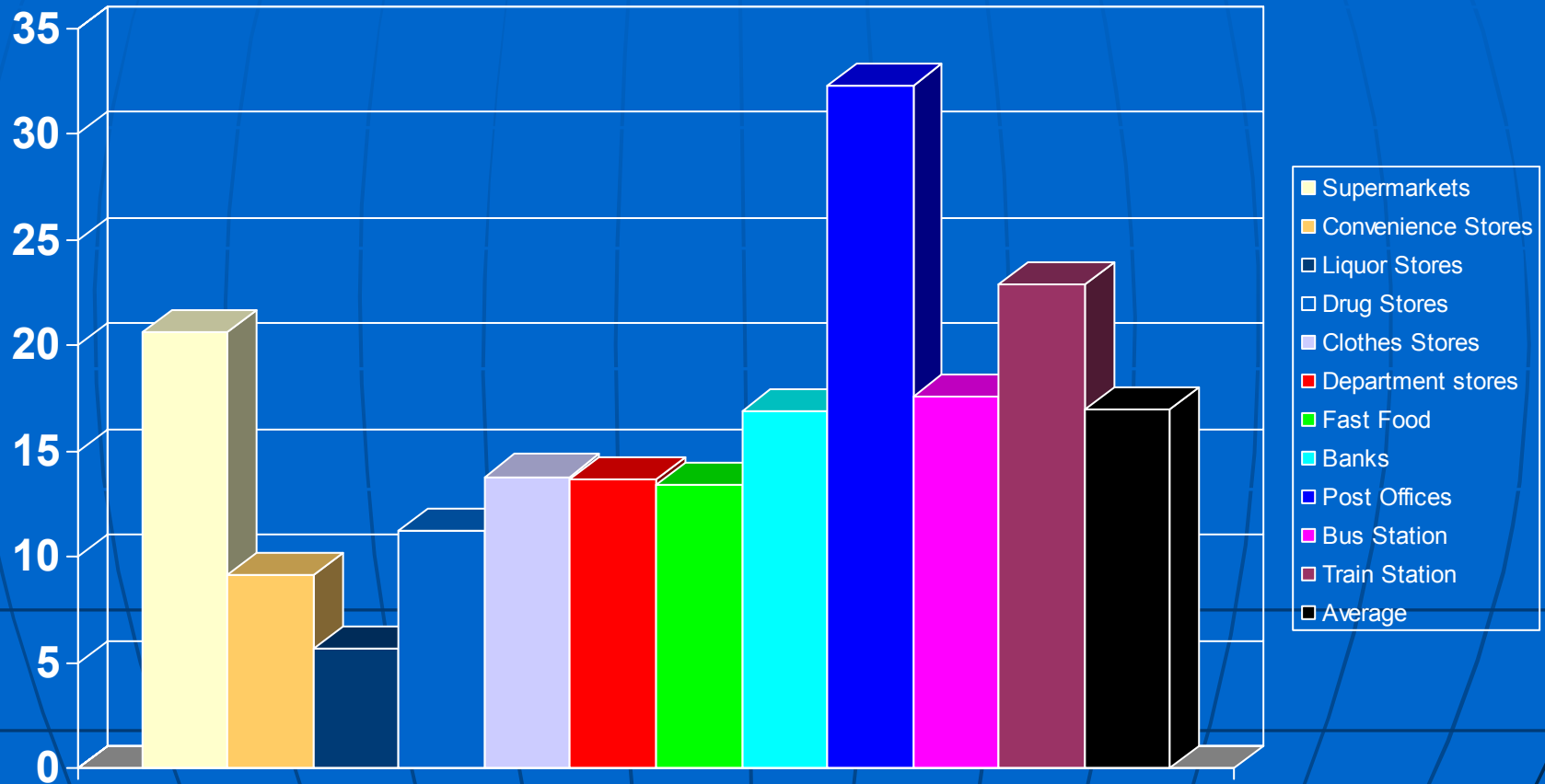
% of Queues with Dissatisfaction



Average Number of Customers per Queue



% of queues with Dissatisfaction



MSPA Queue Survey 2008

The Worst Queue in Europe, 2008 ?

No. of customers : Train Station

Time Taken : Train Station

Saturday April 5th : 12.15.

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The Worst Queue in Europe, 2008 ?

No. of customers : Train Station

Time taken : Train Station

Saturday April 5th : 12:15.

Trenitalia MILAN.
118 customers.
1 hour and 50 minutes

MSPA Queue Survey 2008

Which nation gives the 'best' service to queuers ?

United Kingdom



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