

Susan Fishwick
Sales and Retailing Manager
Southampton Central Station
Blechynden Terrace
Southampton
SO15 1AL

19 August 2010

Dear Mr Black

The Western Esplanade booking hall and ticket office at Southampton Central are not equipped to deal effectively with the large influx of passengers which we see on the days when cruise ships arrive into Southampton dock.

As a result, we would request your taxi drivers deliver all cruise ship passengers to the Blechynden Terrace entrance of Southampton Central railway station. The larger booking hall and new ticket office make this the ideal place to deal with the numerous travel and ticket enquiries which accompany cruise passengers and will ensure that they are able to proceed to their trains in a more timely manner. There are lifts to all platforms and luggage trolleys are available.

Obviously if a customer particularly requests the Western Esplanade entrance, we would not object, however our concern is that customers receive the best possible service from us. This is best achieved through the facilities which are accessible from Blechynden Terrace.

I would be grateful if you could pass this request on to the taxi drivers.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'S Fishwick', written in a cursive style.

Susan Fishwick
Sales and Retailing Manager