

Press release 9 August 2019

## ***London Transport Museum scoops Visitor Experience Team of the Year***



London Transport Museum, the world's leading museum of urban transport, won Visitor Experience Team of the Year at the Visitor Experience Forum Awards on 7 August 2019.

Organised by the national Visitor Experience Forum, this award recognises teams at museums, galleries and visitor attractions across the UK and Ireland that have delivered consistently excellent service, have sought to do things differently and support each other.

Over the last 12 months, London Transport Museum embarked on a period of upgrades which included the installation of Future Engineers, a new permanent interactive gallery for people to explore and enjoy.

During the refurbishment, the Museum's customer service team worked hard to deliver excellent customer service, helping to minimise disruption and make sure people continued to get the most out of their visit. Their teamwork saw the venue's customer satisfaction score increase, with visitors commenting on the friendliness and warmth of staff.

**Sam Mullins OBE, Director of London Transport Museum** said: "Our customer service team is at the heart of making sure our visitors enjoy a fantastic day out, whether they are visiting London Transport Museum in Covent Garden, going behind-the-scenes at our Depot in Acton, exploring a disused Underground

station or joining us for one of our heritage vehicle journeys. We are incredibly proud of all their hard work and thrilled to see them named Visitor Experience Team of the Year, and I know they are looking forward to welcoming visitors to our brand-new Hidden London exhibition later this year.”

#### Notes to Editors

- London Transport Museum’s Future Engineers gallery was delivered in partnership with Bombardier Transportation, DCMS Wolfson Museums and Galleries Improvement Fund, Luke Rees-Pulley Charitable Trust, Cubic Transportation Systems, Jacobs, Mastercard and Microsoft.

#### For media enquiries, images and interviews contact:

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#### In social media posts please tag:

- Twitter: [@ltmuseum](https://twitter.com/ltmuseum)
- Instagram: [@ltmuseum](https://www.instagram.com/ltmuseum)
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#### About London Transport Museum

- London Transport Museum’s purpose is to ignite curiosity to shape the future. The Museum is situated in the heart of Covent Garden and filled with stunning exhibits; the Museum explores the powerful link between transport and the growth of modern London, culture and society since 1800. Historic vehicles, world-famous posters and the very best objects from the Museum’s extraordinary collection are brought together to tell the story of London’s development and the part transport played in defining the unique identity of the city
- The Museum is a charity and the world’s leading museum of urban transport and a place for everyone to come to understand and enjoy the story of London’s journey. No other capital city is defined and shaped so much by its transport as London. Yet the scale of influence of transport can be invisible to those who use it every day. The Museum’s collections, together with its lively events and learning programme are a window into the past, present and future of how transport keeps London moving, working and growing, and makes life in our city better. The Museum’s charity number is 1123122
- London Transport Museum is supported by public funding from Arts Council England

#### Tickets for London Transport Museum

- Museum open daily from 10:00-18:00
- Cheapest tickets available online – kids go free!
- Tickets include unlimited daytime access to the Museum for a whole year – visit as many times as you like to enjoy new exhibitions and family fun activities

#### Travel to London Transport Museum

- Address: Covent Garden Piazza, WC2E 7BB
- The nearest stations to London Transport Museum are:
  - **Underground:** Covent Garden, Leicester Square, Charing Cross, Embankment, Holborn
  - **National Rail:** Charing Cross and Waterloo
  - **Boat:** Embankment or Westminster pier
  - **Bus:** Strand or Aldwych

#### Public information:

- For bookings, events and 24-hour information: +44 (0) 343 222 5000

[www.ltmuseum.co.uk](http://www.ltmuseum.co.uk)