

Ticket sellers' workstation redesign

Description

The management of the Seattle Mariners baseball team responded to employees' concerns about awkward postures at the ticket windows by making changes to the arrangement of computers and printers.



Before: Ticket sellers had to turn away from customers to use the computer, and there was a long reach down and to the side to get tickets from the printer.



After: Flat panel monitors and keyboards are on adjustable arms so that ticket sellers can face customers directly. This created space on the desks for the ticket printers to be placed within easy reach. New, adjustable chairs also improved employee comfort.