



TENSATOR®

Shopping Centre Brochure

About Us

With decades of industry experience, Tensator is the world's leading provider of queue management and customer guidance solutions, delivering tailored systems designed specifically for shopping malls and food courts. We specialise in innovative products that streamline customer flow, enhance safety, and optimise operational efficiency in high-traffic dining and retail environments.

As the inventor of the original retractable barrier, the Tensabarrier® sets the global standard for crowd control and queue management. In bustling food courts and retail spaces, our solutions go beyond traditional queue systems—we offer customised electronic queuing, in-queue merchandising, wayfinding signage, and access control solutions to create a seamless and engaging customer journey.

At Tensator, we understand the unique challenges of food courts and shopping malls, where efficient crowd management directly impacts customer satisfaction and revenue. Our tailored solutions help businesses reduce wait times, maximise foot traffic, and enhance the overall dining and shopping experience.

Discover how Tensator can transform your food court and retail space into a safer, more organised, and customer-friendly environment.

Tensabarrier®

Tensabarrier® is a globally recognised queue management solution, trusted for its superior safety and durability. Designed with an originally patented braking system, it ensures controlled webbing retraction, significantly reducing the risk of accidents. For over 50 years, the Tensabarrier® has been a favourite in retail environments, offering an easy, flexible, and safe way to manage customer flow. Unrivalled Safety, Accessibility & Efficiency.

- **Patented Safe Braking System** – Prevents sudden retraction, reducing potential hazards.
- **Lowest Leading-Edge Base** – Ensures smooth navigation for all customers, including those using mobility aids or pushchairs.
- **Seamless Queue Integration** – Pairs perfectly with In-Queue Merchandising and Electronic Call Forwarding (ECF) to optimise customer experience.



360 Degree Rotating Head

This Cassette head allows for a full 360 degree rotation allowing for easy and fast reconfiguration of your queue without moving the barrier.



RollabARRIER Bases

Easily move up to 3 posts at a time without lifting. Save up to 50% more space with the nesting option.



Vinyl Wrapping

Completely customise your posts with vinyl wrapping. Update it as often as you please without having to replace the whole barrier.

Wall-Mounted Tensabarrier®

For locations where floor space is limited, wall-mounted Tensabarrier® units provide a compact, space-saving alternative to traditional barriers.

These retractable barriers offer the same safety and reliability, effectively restricting access to out-of-use areas, such as escalators under maintenance, or isolating hazards like spillages - helping to keep shoppers safe and minimise disruptions.

Designed for seamless crowd control, they provide clear route definition while preventing unauthorised access.

With options for semi-permanent or permanent installation, they can be fixed to most surfaces, making them a versatile solution for any area of your shopping centre.



With our wall mounted units you can customise them:

Mounting Option



Body Type



Tape End



Webbing



In-Queue Merchandising

Tensator's In-Queue Merchandising (IQM®) system transforms queuing areas into structured, efficient spaces that enhance customer flow and create additional retail opportunities. Designed as a modular, customisable solution, IQM® helps retailers optimise store layouts, improve navigation, and engage waiting customers.

More Than Just Sales – A Smarter Queue

IQM® isn't just about boosting impulse purchases—it also helps create an organised, easy-to-follow queue system, reducing congestion and ensuring a smooth transition to checkout. By integrating guided pathways with strategic product placement, retailers can manage customer movement while simultaneously increasing engagement.

Key Benefits:

- **Optimised Store Navigation** – Helps structure single-line queues, reducing walkways by up to 90% and preventing bottlenecks.
- **Increased Revenue** – Capture impulse sales with strategically placed high-margin items, increasing last-minute purchases by up to 400%.
- **Enhanced Customer Experience** – Keeps customers engaged, reducing perceived wait times and improving overall satisfaction.
- **Flexible & Scalable** – Modular components allow for seasonal merchandise swaps and adjustments.
- **Seamless Integration** – Easy installation with no drilling required, adaptable to any store environment and branding requirements.



Electronic Queuing Solution

eQ™ Electronic Queuing – Faster, Fairer, Smarter

Tensator's eQ™ system enhances queue management by directing customers to the next available service point in a first-come, first-served order. This reduces wait times, improves efficiency, and enhances the customer experience—particularly in high-traffic areas where speed and organisation are essential.

An Electronic Call Forward (ECF) system works best with a Single Line Queue (SLQ), proven to be the fastest and fairest way to serve customers. By eliminating “wrong line” frustration and guiding customers smoothly to service points, shopping centres can reduce service times by up to 30% and serve 25% more customers per hour.

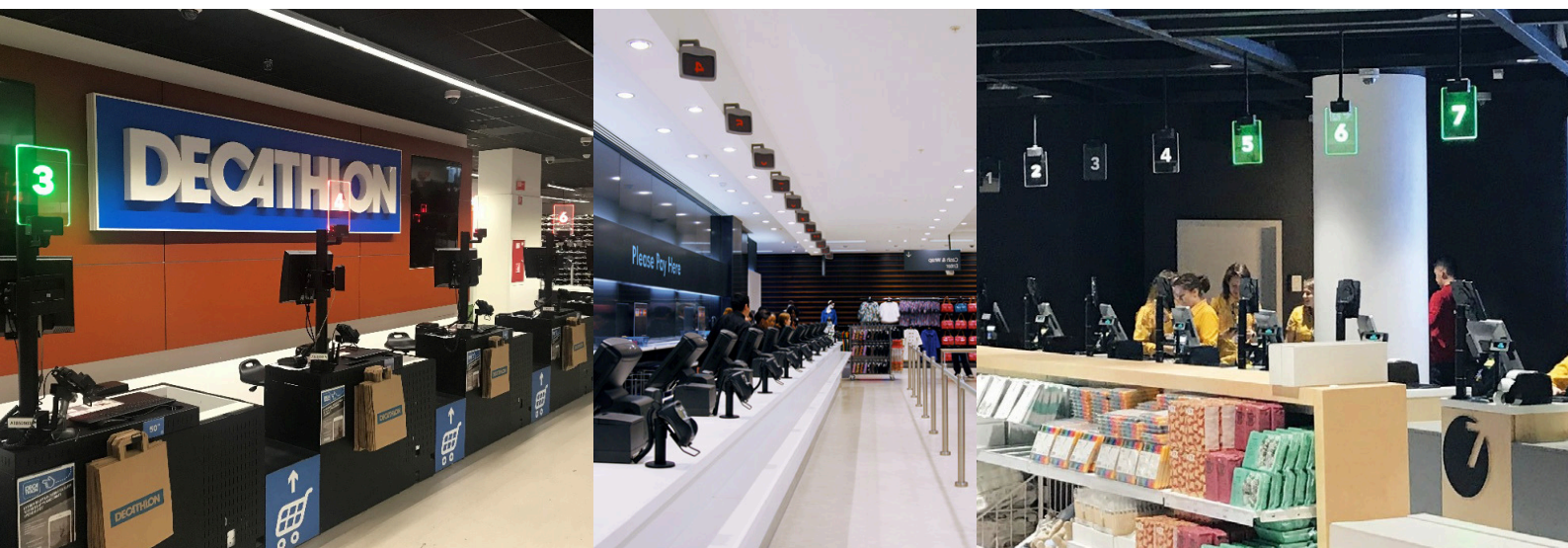
For shopping centres, this means:

- **Better Customer Flow** – Structured queues prevent bottlenecks and keep customers moving.
- **Optimised Operations** – Staff efficiency improves while wait times decrease.
- **Improved Customer Experience** – Clear guidance and fairness reduce frustration.
- **Higher Retention Rates** – Walk-aways decrease by up to 96%.

SLQ 4.0 – Our Most Advanced Call Forward System

Tensator's SLQ 4.0 further enhances queue efficiency with customisable audio prompts, high-definition LCD screens, and media integration. Designed for retail and shopping centres, it ensures smooth customer flow while maximising operational efficiency.

By implementing Tensator's eQ™ system, shopping centres can reduce congestion, enhance service efficiency, and improve queue engagement. Whether managing food court lines, event entry, or customer service queues, eQ™ and SLQ create a smoother, more organised experience for both customers and staff.



Access Control Solutions

Effectively managing entry and exit points is crucial for maintaining smooth operations and a secure environment in shopping centres. Tensator offers a comprehensive range of access control solutions, including automatic and manual gates, as well as fixed rail systems, designed to streamline customer flow while enhancing security.

Our solutions help reduce bottlenecks, minimise congestion, and improve queue efficiency, ensuring customers experience a seamless journey through access points. With customisable metal finishes and glazing options, these gates blend effortlessly into any shopping centre aesthetic while providing reliable entrance control.

The Benefits of Access Control Gates:

- **Reduce Bottlenecks** – Prevent congestion and frustration by ensuring customers move through queues quickly and efficiently.
- **Inform & Guide Customers** – Integrated signage educates visitors on gate usage, helping them navigate entry points with ease.
- **Enhance Security** – Restrict unauthorised access and deter security breaches with gates designed to admit only authorised individuals.



A Range of Access Solutions:

We offer a variety of access gates, including swing gates, speed gates, and turnstile gates, each designed to suit different operational needs.

Each gate comes with unique features such as:

- LED pictograms
- Simple configuration
- Acoustic signalling
- Sensor array and sound alarm
- Tailored entry permissions

With a range of access control options, Tensator ensures shopping centres can optimise security, efficiency, and customer experience.



Wayfinding and Signage

Wayfinding & Signage – Clear, Customisable, Effective

Enhance customer navigation and improve the shopping experience with Tensator's range of wayfinding and signage solutions. Designed to help visitors move through a space effortlessly, these products not only improve accessibility but also reinforce brand presence. Whether guiding customers to key areas or communicating important information, our signage solutions create a more organised and engaging retail environment.

Customisable Signage Options

- **Post Top Signage** – A versatile, high-visibility add-on for Tensabarrier® posts, ideal for queue guidance, safety information, or promotions. Signs can be easily swapped to update messaging as needed.
- **Fluted & Mobile Signage** – Lightweight yet impactful, these freestanding or barrier-mounted signs allow for directional messaging, customer guidance, or branded campaigns. Mobile signage provides flexible placement in high-traffic areas.
- **Tensaguide Beams & Infill Panels** – Improve queue organisation or define specific areas with printed media panels that can display branding, promotions, or third-party advertisements, even creating an additional revenue stream.

Supporting Every Area of a Shopping Centre

- **Customer-Focused Areas** – Guide visitors smoothly through busy retail spaces, helping them locate stores, amenities, and key facilities like restrooms and parking areas with ease.
- **Event & Promotional Spaces** – Use eye-catching signage to direct customers to seasonal events, pop-up stores, or promotional zones, ensuring they don't miss out on key attractions.
- **Back-of-House Operations** – Clearly mark staff-only areas, delivery routes, and restricted access points to improve operational efficiency and security.

By integrating Tensator's wayfinding and signage solutions, shopping centres can create a more intuitive and welcoming environment, improving customer flow while supporting both operational and promotional needs.



Lawrence® Metal Post & Rope

Elevate Shopping Centre Spaces with Elegant Queue Solutions

Lawrence® Metal post and rope stanchions provide a premium, sophisticated solution for guiding customers and managing queues in high-end shopping environments. With 140 years of craftsmanship, Lawrence® is recognised as the hallmark of quality in design, manufacturing, and customer service. Available in a variety of finishes and rope materials, these stanchions not only help with queue management but also enhance the aesthetic of any space.

Perfect for Key Shopping Centre Areas

- **VIP & Exclusive Areas** – Maintain an elegant, organised feel in high-end lounges, members-only sections, and premium service areas. Sphere and classic post styles add a refined touch.
- **Luxury Boutiques & High-End Retail** – Complement sophisticated retail spaces while guiding customers subtly and effectively.
- **Promotional & Event Spaces** – Create clear yet stylish barriers around special displays, exhibitions, or seasonal pop-ups to ensure smooth customer flow.

Style & Function Combined

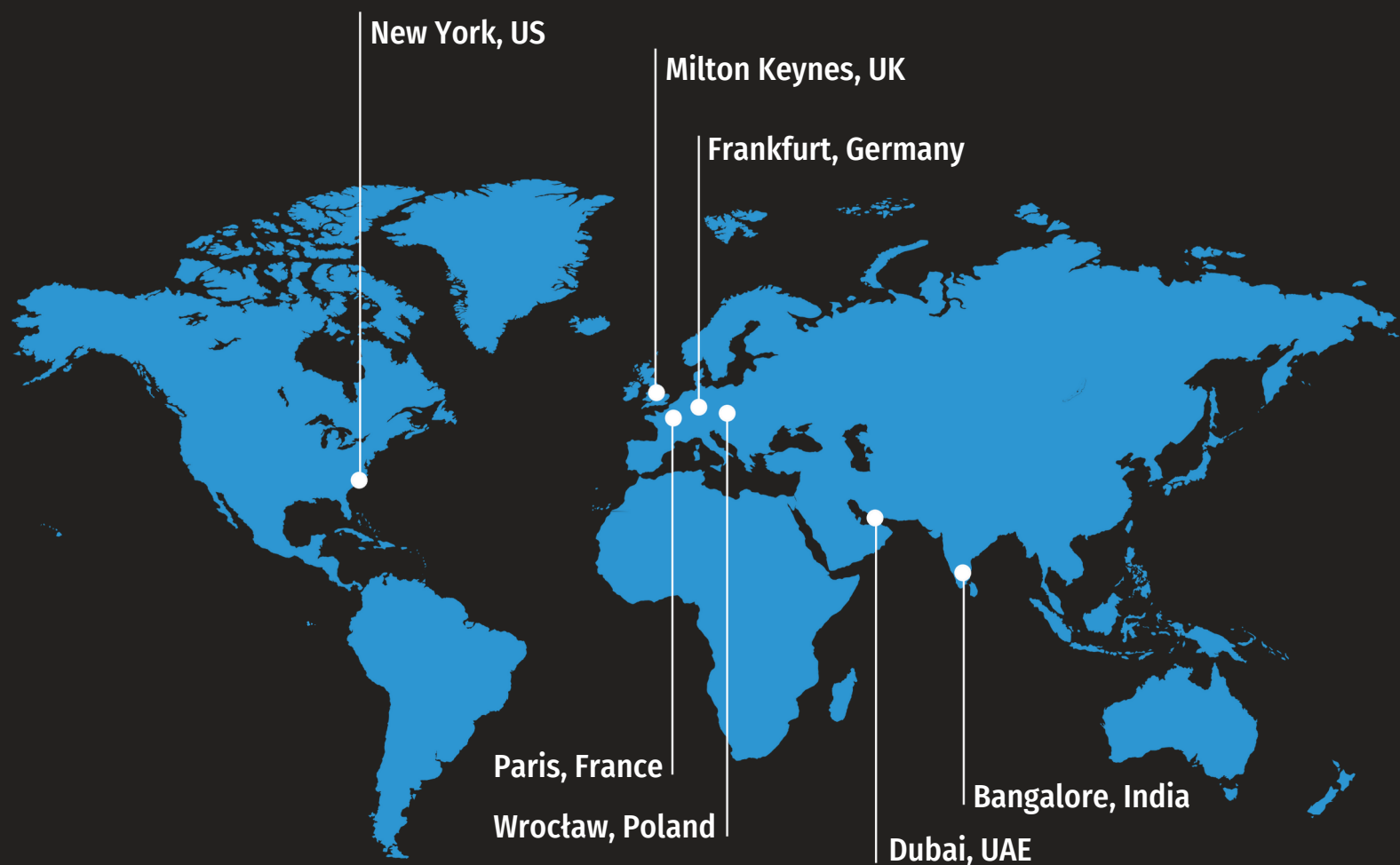
- **Post & Rope Options** – Choose from a variety of premium finishes and rope styles, including velour and velvet-like ropes for a luxurious touch.
- **Flexible Layouts** – Easily reconfigure queue layouts to adapt to changing needs.
- **Subtle Yet Effective Guidance** – Provide structure without intrusive barriers, maintaining an open, welcoming atmosphere.
- **Exceptional Durability** – Crafted from superior materials, ensuring long-lasting quality.

With Lawrence® post and rope solutions, shopping centres can create an inviting and well-organised environment that enhances the customer experience while reinforcing a premium brand image.



TENSATOR®

Your local service partner.



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150+ Countries covered

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