

NEWS

Four Stars for the Waiting Room

A review of the stay—where no one else writes reviews.

7 September 2026, Tobias Engl



I'm usually sent to restaurants, occasionally to hotels. This time, the assignment was different: Review a waiting room. More specifically, the service center of a municipal utility where people re-register meters and sort out contracts in other words, one of those places you rarely visit of your own free will. I went in with low expectations. I came back surprised.

Even the reception area takes away that usual sense of confusion. A screen right at the entrance shows you where to go, gives you a number, and tells you the approximate wait time down to the minute. No lines, no chaos with slips of paper, no counter where you have to ask where to ask.

The waiting room itself keeps you entertained without being intrusive. Your number appears silently on the display; no names are called out across the room, which is discreet and pleasant. A second screen displays information on fees and deadlines, presented calmly and legibly, and also in Turkish and English for those who need it. For those with poor eyesight, the text can be enlarged.

Orientation ★★★★★

Discretion ★★★★★

Sense of anticipation ★★★★★

Atmosphere ★★★★★

All in all, that's the best thing you can say about a place like this: You don't notice the technology; you just notice how easy it is. Behind the calm facade, ScreenWay is hard at work, both locally and across Europe. Four out of five stars and the one missing is solely because it's still, after all, a trip to the government office.