



Topic: Pegasus Check-In in Hall G, GAEX Collection

Dear All

To help you with the material for Hall G, a plastic box has been introduced. For Hall G you may also use the trolley which we are using for Oman Air in the evenings.

After finishing the check-in please kindly put the material back into the plastic box in a neat way, so it can be grabbed and taken directly to the check-in counters the following day.





GAEX Collection

The GAEX collection is a very important revenue source for both Pegasus Airlines and DHS; and it is good customer service treating all passengers equally. The respective rules of Pegasus Airlines are there for every passenger to follow.

Coordinators,

most of you have already seen a Pegasus gate in Terminal 3. As you have experienced as well, it is very important that you are at the gate early enough.

Most of the gates are manned with 4 people, which means that 2 colleagues are dealing with the gate bag collection only.

Coordinators, should there be only 3 people at the gate, please support the colleague who is doing the lining by taking the payments. Just because some gates are manned with 3 people only (due to operational reasons), it does not mean that handbags don't need to be checked. The colleague who is doing the lining is already prefiltering as many passengers for no visa check as possible, so please support them by taking the payments.

Thank you for your cooperation!

Norbert