



Topic: Service Desk At Pegasus Check-In

Dear All

Those of you, who are with us since 2022/2023 may remember that during Summer '23 we had a Service Desk at Pegasus Airlines.

We would like to bring this back, and effective from **Friday (04.04.2025)** we will have it again.

The purpose of this is to have all the passengers, where the check in process would take longer, at one counter so we are not blocking multiple or all counters if more passengers decide to argue about the excess baggage or have visa problems.

So, in case a passenger

- decides to discuss about a payment
- or have visa issues

please stop the check-in process and send the customer to the service desk.

If a passenger decides to discuss at the service desk, and because of this they would miss the flight, **it is their own fault!** Should that happen, please inform the supervisor about the reason and the PNR, so the report can be sent accordingly to Pegasus Airlines. But the other guests who just would like to drop off their bags or collect the boarding pass should not miss the flight because some passengers decide to block all our counters.

Please make a separate lining in front of these counter(s), where the passengers can queue up.

The group of passengers for the service desk:

- Passengers deciding to discuss about payments
- Passengers with visa issues
- Passengers with reduced mobility (WCHR/WCHS/WCHC)
- Passengers with infants

The colleague who is sitting at the service desk should have a duty phone, so visa issues can be clarified with the Visa Team.

In AvBIS this duty is going to be assigned as SVC-C.



And finally, the setup:

The service desk(s) should always be the last counter(s). So, first bag drop, then regular, and then service desk.

In case only 1 flight is open, we will have only 1 service desk.

2x Bag Drop Counter with free text for the FIDS: "Online Check-In Bag Drop Bagaj Teslim"
1x Regular Counter with free text for the FIDS: "All Flights Alle Fluege Tum Ucuslar"
1x Service Desk with free text for the FIDS: "Service Desk Service Schalter Danisma Masasi"

In case 2 flights are open at the same time, we will have 2 service desks next to each other.

4x Bag Drop Counter with free text for the FIDS: "Online Check-In Bag Drop Bagaj Teslim"
2x Regular Counter with free text for the FIDS: "All Flights Alle Fluege Tum Ucuslar"
2x Service Desk with free text for the FIDS: "Service Desk Service Schalter Danisma Masasi"

In case 3 flights are open at the same time, we will have 3 service desks next to each other.

6x Bag Drop Counter with free text for the FIDS: "Online Check-In Bag Drop Bagaj Teslim"
3x Regular Counter with free text for the FIDS: "All Flights Alle Fluege Tum Ucuslar"
3x Service Desk with free text for the FIDS: "Service Desk Service Schalter Danisma Masasi"

And in between regular flight check-in times when we have only 1-2 counters open, we will have 0 service desk.

In case there are no passenger in the front of the service desk(s), please invite the passengers from the regular queue.

Thank you!

Norbert