



STANDARD OPERATING PROCEDURE_PAX00

Passenger Pre-flight Preparation

Version/Rev	Date	Section	Amendment
V1/R1	11.03.2024	Procedure Steps	Procedure steps added

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OBJECTIVE

The purpose of this SOP is to ensure that pre-flight preparation is performed consistently and assigned agents briefed with all required information prior to opening airport check-in.

APPLICATION

Passenger Services Department:
Customer Service Supervisor, Customer Service Lead Agent

ABBREVIATIONS & DEFINITIONS

DCS = Departure Control System

PNL = Passenger Name List

ADL = Additions and Deletions



PROCEDURE STEPS

Prepare check-in for flights in accordance with operating airline procedures prior to the opening of web or airport check-in. Verify that all necessary data has been correctly transferred into the check-in system.

Step	Action
1.	Review the booking status.
2.	For code-share flights with an active blocked space agreement, check the allotment to ensure the block of seats, as agreed, is guaranteed to the partner.
3.	Review the curtain version (cabin configuration) and adjust cabin capacity if applicable.
4.	Confirm that the passenger name list (PNL) and additions and deletions list (ADL) were properly transmitted and match the booking status.
5.	Block seats, if required, for security officers, crew, stretcher cases, weight and balance, and if seats are unserviceable.
6.	Confirm the seating plan is set according to the actual aircraft type and version.
7.	Review the flight remarks.
8.	Record the passenger status on the passenger name record (PNR), if applicable (e.g., ticket issued, frequent flyer status, revenue/non-revenue/industry travel).
9.	Review the boarding time, departure time, and gate. Brief staff about the reason for any delays.
10.	Apply payload restrictions, if any.
11.	Review the passenger list for special service requests (SSR) and all passengers requesting assistance (e.g., Wheelchair (WCH) assistance, unaccompanied minors (UM), service animals, special baggage) and preassign a seat as per operating airline procedures and the aircraft type.
12.	Review notifications and handling instructions, if pre-advised for specific passengers and/or baggage by the operating airline.
13.	Conduct a staff briefing for check-in agents.
14.	If not pre-reserved, prepare seating for families traveling with infants or children, as per operating airline procedures. Check total infants booked and order additional life vests, if needed.
15.	Where free/open seating is applied, inform the crew and passengers to ensure special category passengers have appropriate seats.

REFERENCE FOR FURTHER GUIDANCE

Airline GOM/GHM
DHS Job Cards