STANDARD OPERATING PROCEDURE_PAX01

Check-In Counter Requirements

Version/Rev	Date	Section	Amendment
V1/R1	11.03.2024	Procedure Steps	Wording revised
V1/R1	11.03.2024	Reference	Reference added

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OBJECTIVE

The purpose of this SOP is to ensure that Check-in counter requirements are met.

APPLICATION

Passenger Services Department:
Customer Service Agents; Check-in Coordinators

ABBREVIATIONS & DEFINITIONS

DCS = Departure Control System

PROCEDURE STEPS

Prior to opening the check-in counters:

Step	Action
1.	Start and test equipment.
2.	Ensure scales are functioning.
3.	Stock boarding card and baggage tag printers as per operating airline procedures.
4.	Ensure adequate stock of any other tags, handling forms, information on passenger rights and marketing material required by the operating airline.
5.	Display signage required by the operating airline, and mark counters per class, customer status and/or as baggage drop off, if applicable
6.	Ensure dangerous goods notifications are prominently displayed. as per the requirements of the authority responsible.
7.	Prepare check-in queues, stanchions, carpets, baggage gauges, podiums, etc., as per operating airline procedures.

REFERENCE FOR FURTHER GUIDANCE

DHS GOM
Airline Ground Handling Manual