



STANDARD OPERATING PROCEDURE_PAX03

Passenger Acceptance

Version/Rev	Date	Section	Amendment
V1/R1	11.03.2024	SOP Title	SOP Title changed from Passenger Check-in to Passenger Acceptance
V1/R1	11.03.2024	Procedure Steps	Procedure Steps revised
V1/R1	11.03.2024	Reference	Reference revised

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OBJECTIVE

The purpose of this SOP is to ensure that Passenger processing at Check-in is performed safely, consistently and efficiently.

APPLICATION

Passenger Services Department:

Customer Service Agents; Customer Service Supervisor

ABBREVIATIONS & DEFINITIONS

DCS = Departure Control System (Altea, I-Port etc.)

SSR = Special Service Request

**PROCEDURE STEPS**

Apply operating airline procedures with respect to acceptance.

When accepting a passenger:

Step	Action
1.	Welcome and greet the passenger.
2.	Ask for an itinerary/booking confirmation and an official travel document (e.g., passport), if necessary and verify validity (refer to GOM 1.1.5).
3.	Pay attention to any signs that the passenger might not be allowed to travel (e.g., unruly behavior, illness). Certain categories of passengers may be refused travel at the operating airline's discretion. Apply operating airline procedures with respect to acceptance.
4.	Identify the passenger in the check-in system, accept the passenger and assign a seat in line with operating airlines procedures (refer to IGOM 1.1.4.2) was not reserved in accordance with established rules (i.e. emergency seat restrictions).
5.	The acceptance of passengers on the waitlist is based on booking status and operating airline procedures.
6.	Update passenger and baggage information to add any SSR to the DCS, if required, and apply any related fees in line with operating airlines procedures.
7.	If required, apply irregularity handling in line with operating airlines procedures, (e.g., search for volunteers in case of over-sales).
8.	Observe through check-in or return check-in, if applicable, and issue all related boarding passes.
9.	Hand the boarding passes to the passenger and give information about the departure gate, boarding time and any flight irregularities, if applicable, in line with operating airline procedures.
10.	Say goodbye and show the direction to the boarding gate.

REFERENCE FOR FURTHER GUIDANCE

DHS GOM
Airline Ground Handling Manual
Job Card for the respective Airline