

## Topic: Pegasus Counters – Service Desk

Dear All

When we have at least 2 flights for check in at the same, please start opening a dedicated Service Desk. The idea behind is to not block all counters in case of issues such as visa problems, payment issues, etc.; but send the passenger(s) to the service desk.

The colleague sitting at the service desk must have a phone to be able to communicate with GCC or Visa Team via WhatsApp. The service desk should be located in the middle between bag drop and regular check in.

Should there be no issues, the service desk shall call the passengers from the queue as well. Locating the service desk in the middle will allow the colleague to call passengers from both bag drop and regular check in, depending on how long the queue in front of the bag drop counters is.

Bag drop shall have priority over regular check in counters.

Please open the counters as follows (pictures about FIDS on the next page):

1 flight – 4 counters

- 1x Bag Drop
- 3x Regular Check In

2 flights – 8 counters

- 2x Bag Drop
- 1x Service Desk
- 5x Regular Check In

3 flights – 12 counters

- 4x Bag Drop
- 1x Service Desk
- 7x Regular Check In

**Bag Drop FIDS:**

|                |  |
|----------------|--|
| Airline Filter | PGT - PC   |
| Banner         | PGT300, Pegasus Airlines, PC, PGT, Banner  |
| Inhalt         | FAG780, Freitext   |
| Vorschau       |  A preview of a Pegasus Airlines website page for Bag Drop. The page has a yellow header with 'PEGASUS AIRLINES' and a blue main content area with 'ONLINE CHECK-IN', 'BAG DROP', and '(WITH BOARDING PASS)'. |
|                | Texthintergrund<br>Blau  |
|                | Text<br>ONLINE CHECK-IN<br>BAG DROP<br>(WITH BOARDING PASS)  |

**Service Desk FIDS:**

|                |   |
|----------------|---|
| Airline Filter | PGT - PC  |
| Banner         | PGT300, Pegasus Airlines, PC, PGT, Banner   |
| Inhalt         | FAG780, Freitext  |
| Vorschau       |  A preview of a Pegasus Airlines website page for the Service Desk. The page has a yellow header with 'PEGASUS AIRLINES' and a blue main content area with 'SERVICE DESK'. |
|                | Texthintergrund<br>Blau   |
|                | Text<br>SERVICE DESK  |

**Regular Check In FIDS:**

|                |  |
|----------------|--|
| Airline Filter | PGT - PC   |
| Banner         | Ohne Banner  |
| Inhalt         | PGT010, Pegasus Airlines, PC, PGT, Logo  |
| Vorschau       |  A preview of a Pegasus Airlines website page for Regular Check In. The page has a yellow header with 'PEGASUS AIRLINES'. |