

WORK SPECIFICATIONS FOR SERVICE CREW AT SATS LOUNGES

1 General

- 1.1 The Service Crew should preferably be female and they must be healthy and medically fit. They must be of good character and shall comply with the rules and regulations of SATS Airport Services Pte Ltd (SAS).
- 1.2 All service crew must be in black uniform with anti-slip shoes (provided by service provider)
- 1.3 All service crew must be presentable and practice good hygiene
- 1.4 All service crew must be able to speak and read basic English.
- 1.5 Training is to be conducted by the vendor and training materials must be approved by SATS Premier Lounge. All new Service Crew must complete 5 days x 8 hours OJT before going solo on ground. OJT is to be signed off by Premier Lounge Manager
- 1.6 If the Contractor wishes to provide Service Crew of foreign nationalities, prior approval must be sought from SAS.
- 1.7 Service Crew performing cleaning /housekeeping works in the lounges are NOT to handle food. Separate Service Crew are required for food handling.
- 1.8 Roster may be amended to meet changes in peak timings and operating hours. Contractors are to propose suitable roster.

2 Contractor's Obligations

- 2.1 The Contractor shall provide Service Crew on a daily basis including Sundays and Public Holidays in accordance with the requirements as directed by SAS. This includes the provision of chemicals, detergents, tools, materials and supplies necessary to ensure smooth execution of the Contract.
- 2.2 The Contractor shall at all times observe and comply with all regulations and directives of SAS pertaining to the management, administration and execution of the Contract.
- 2.3 For airport security purpose, the Contractor shall provide SAS with the personal particulars of his foreman, supervisors and Service Crew such as their names, addresses, NRIC numbers, nationality, gender and age.
- 2.4 The Contractor shall, at his own cost, be responsible for the application of work permit and airport pass and for the provision of wearing apparel of the Service Crew.
- 2.5 The Contractor shall be deemed to have visited and examined SATS Lounges at Singapore Changi Airport and satisfied himself as to the local conditions, accessibility, the full extent and character of the operation, the supply and conditions affecting labour and materials, transportation of labour, materials etc and the execution of the Contract generally, as no claim on the ground of lack of knowledge in this respect shall be entertained.

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2.6 The Service Crew shall be employed exclusively for the execution of the Contract and shall not be deployed for any other job(s) or contractor(s) either within the buildings or any other buildings.

2.7 The Service Crew are required to report promptly to SAS's representative for instructions and allocations of duties prior to the start of shift duties.

2.8 The Contractor shall have one experienced and competent English speaking Foreman who shall liaise closely with SAS or its authorized representative.

2.9 The Foreman shall be deemed to have full authority from the Contractor and any instructions given to the Foreman by SAS shall be deemed to have been given to the Contractor.

2.10 The Foreman shall maintain written records as required, showing the report for work by each Service Crew and such records shall be made available to SAS for inspection at any reasonable time.

2.11 The time of work and number of service crew for each lounge shall be as stated in the "Deployment of Cleaners" as well as in the "Pricing" files

2.12 The charges for Service Crew on overtime work shall be quoted separately on a per hour basis.

3 Uniforms

3.1 The Contractor shall provide, at its own cost, uniform and shoes for his Service Crew. Uniform and shoe designs must be proposed and approved by SAS. Uniform provided shall be distinct in colour from the contractor's other workers employed by other organizations at the airport. Since SATS Lounges are very special areas, uniform for the workers must be in presentable conditions.

3.2 The Contractor shall provide nametags or other identification badges, which must be acceptable to SAS, to his Service Crew.

4 Industrial Safety

4.1 The Contractor shall at all times observe and comply with all prevailing laws and regulations relating to safety now and hereafter in force and shall bear all costs connected with the compliance.

4.2 The Contractor shall be responsible to take all safety precautions to eliminate danger to his workers, the general public and the property of others.

5 Periodic Cleaning

5.1 The Schedule for areas to be cleaned is to be shared with SATS Premier Lounge at least 3 days in advance. Completion of job is to be checked against check list provided by SATS Premier Lounge and it has to be signed off by Duty Manager.

5.2 There should be a separate team to conduct periodic cleaning. The scope of work includes:

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1. Dusting of all high areas in the lounge, including decorative fixtures
2. Carpet shampooing
3. Scrubbing of non-carpeted floor area in the lounge
4. Maintaining the cleanliness of furniture

5.3 The above cleaning specifications shall read in conjunction with those in Appendix C - A1.

6 Pest Control

6.1 Provision of pest control to the entire lounge.

6.2 Perform spraying of insecticide and laying of baits to deter pest and prevent breeding.

6.3 Maintenance and cleaning of Electric Flies Killer.

6.4 Submission of monthly service report.

6.5 The above pest control specifications shall be read in conjunction with those in Appendix C – A2.

7 SAS Rights

7.1 SAS shall be at liberty to object and require Contractor to remove forthwith from the buildings, compounds or any site in the airport compound any person employed by the Contractor, who is in the opinion of SAS, has misbehaved himself, or is incompetent or negligent in the proper performance of his duties, or whose employment is otherwise considered by SAS to be undesirable. Any person so removed from the works shall be replaced as soon as practicable by a competent substitute approved by SAS.

7.2 SAS may employ Service Crew elsewhere and recharge the total costs thereof to the Contractor if the Contractor fails to perform the work satisfactorily or supply the Service Crew as specified. Alternatively, it may impose liquidated damages on the Contractor.

7.3 The service crew is required to pass a basic conversation test with 10 scenarios conducted by the SATS Duty Manager. To pass the test, the service crew has to score 7/10. The test would include the following:

1. Basic greeting to passengers
2. Permission to clear used plates from table
3. Ability to understand food and beverage offerings in the lounge
4. Manage the queue for toilets and shower rooms
5. Basic courtesy

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8 Service Crew Category & Work Scope

8.1 Food Handler

8.1.1 They are required to meet and greet passengers

8.1.2 They have to maintain the buffet area of the lounge and ensure that all food items are topped up, buffet area is clean and to heat-up and replenish food items promptly

8.1.3 They have to receive and account for food inventory during delivery.

8.1.4 Attend to ad-hoc top-up orders as and when required.

8.1.5 The Contractor shall at its own cost, have the food-handlers trained and certified under the WSQ Food & Hygiene Course.

8.1.6 All Food Handlers must complete 168 hours (21 days x 8 hours) of on-job-training before being deployed.

8.1.7 Any substitution or replacement of service crew must also be smartly dressed in uniform and pre-trained before start of duty.

8.1.8 **MEDICAL REQUIREMENTS :**

TYPES OF MEDICAL SCREENING	FREQUENCY	MEDICAL TECHNICAL SPECS (EG WHAT & HOW TO CHECK, WHAT TO USE, ETC)
CHEST X-RAY	ONCE A YEAR (FOR THOSE FOOD HANDLERS ≥ 45 YEARS OLD); ONCE IN 2 YEARS FOR THOSE FOOD HANDLERS ≤ 45 YEARS OLD)	1) Tests to be conducted by SATS approved panel of medical doctors. 2) Details will be provided by Hygiene Section, Food R&D dept.
Medical Check-Up including physical fitness, eyesight testing and hands skin condition	ONCE A YEAR	

Note:

- a) All food handlers are required to attend and successfully completed the Basic Food Hygiene conducted by WSQ.
- b) Please note that medical requirements may be different in the future.

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8.2 Lounge Helper

8.2.1 They are required to meet and greet passengers.

8.2.2 They have to ensure that the overall cleanliness of the lounge is maintained and shall carry out daily sweeping, vacuuming, mopping of floor, carpet, walls, ceiling, doors and windows, including all fixtures.

8.2.3 They are to clear plates and used items from passengers' tables politely and promptly and promptly clean all tables, chairs and sofa after guests have vacated the area.

8.2.4 They are to ensure that no chipped crockeries or glassware is being used.

8.2.5 They have to sort out used newspapers and magazines and restore them neatly at designated display or storage areas.

8.2.6 Replenish all coolers and bar counters with drinks and groceries and assist in collecting and stacking up of dry stores and amenities stores.

8.2.7 The above should be read in conjunction with the checklist provided by SATS Premier Lounge and Appendix C – A1.

8.3 Dish Washer

8.3.1 Carry out washing and drying of cookeries, glasses and cutlery.

8.3.2 Maintaining overall cleanliness of pantry along with proper storage practices.

8.3.3 Washing and replenishment of all dishes and utensils

8.3.4 Carry out cleaning of electrical appliances. Dismantling of electrical appliances for cleaning is not required.

8.4 Toilet Cleaner

8.4.1 Ensure that all toilet and shower room amenities are replenished and available at all times

8.4.2 To maintain cleanliness of the toilets at all times and also clean up the toilets and shower rooms after each use.

8.4.3 Toilet floors and sinks are to be kept dry at all times. Toilet bowls and urinals are to be free of stains at all times.

8.4.4 The above cleaning scope should be read in conjunction with Appendix C – A1, Para 14.

8.4.5 There must be a sanitary towel disposal service and the details are found in Appendix C – A1, Para 15.