

SPECIFICATION

PROVISION OF SERVICE CREW FOR SATS ASIA-PACIFIC STAR PTE LTD (ON-BOARD RETAIL OPERATIONS) AT SATS INFLIGHT CATERING CENTRE 2 FROM 1 MAY 2022 TO 30 APRIL 2025 (WITH AN OPTION FOR 2 MORE YEARS)

Scope of Work

1. F&B Catering Operations

1.1 Packing for TR

- 1.1.1 Packer is required to pack F&B items based on TR's packing list
- 1.1.2 The packing is done one day before the flight
- 1.1.3 The correct quantity of items must be packed
- 1.1.4 Packer must ensure to look out for the expiry date to ensure no expired items are packed
- 1.1.5 Packer is also to ensure no damaged items are packed

1.2 Packing for 3K

- 1.2.1 Packer is required to pack F&B items based on 3K's packing list
- 1.2.2 The packing is done one day before the flight
- 1.2.3 The correct quantity of items must be packed
- 1.2.4 Packer must ensure to look out for the expiry date to ensure no expired items are packed
- 1.2.5 Packer is also to ensure no damaged items are packed

1.3 Packing of Amenities

- 1.3.1 Amenities consist of about 5 to 7 items
- 1.3.2 The packing is done one day before the flight
- 1.3.3 The correct quantity of items must be packed
- 1.3.4 Packer must ensure no items are left out
- 1.3.5 The quantity will be based on flight and aircraft type

1.4 Clear Trash & Cleaning

- 1.4.1 Service Crew will be required to clear trash daily
- 1.4.2 Clearing trash will be periodically done daily which could be required to be done more than once
- 1.4.3 The trash collected will have to be disposed in the compactor not very far from APSOR office
- 1.4.4 Service crew will be required to clean the office premises

1.4.5 Necessary tools such as vacuum cleaner will be provided

1.5 Bar Cart Preparation

- 1.5.1 Packer is required to prepare alcoholic beverages for in-flight use
- 1.5.2 Similar to F&B packing, they too will be required to be packed one day before the flight
- 1.5.3 As it involves duty unpaid products, the packing will be done separately at the BCRA area
- 1.5.4 Quantity of alcoholic beverages will be based on respective airline's packing list

1.6 Supply Man

- 1.6.1 Supply-man is a loader who loads carts on board aircraft
- 1.6.2 The carts are to be loaded at specific position on board the flight
- 1.6.3 The loading will be done up to 2 hours before the Schedule Time of Departure
- 1.6.4 Supply-man will be assisted by a Loading Assistant from APS who's main job is to drive the Hi-Lift
- 1.6.5 Apart from loading the carts, the supply-man will also be required to do marshaling of the Hi-Lift
- 1.6.6 Training will be provided by us

1.7 Cart Pusher

- 1.7.1 Service crew will be required to push arrivals carts from the in-bound bay back to Ops Area
- 1.7.2 Similarly, they will be required to push departure carts to the outbound bay
- 1.7.3 Apart from carts, there will also be containers
- 1.7.4 As this requires physical effort, only men are preferred
- 1.7.5 Carts should not be open in midway while pushing

1.8 Oven Rack Washing

- 1.8.1 Oven racks are to be washed periodically
- 1.8.2 It should either be done at OR's washing bay or at Satscat washing bay
- 1.8.3 Necessary gloves will be required to be worn when using strong solution
- 1.8.4 Gloves will be provided by APSOR

2 Warehouse

2.1 WAREHOUSE (Main Store)

- 2.1.1 Receive stocks from suppliers and ensures that the product specifications and quantities match the description indicated in the Purchase Order (PO).

- 2.1.2 Ensure that the suppliers in the queue for goods receiving should not exceed five (5) at any one (1) time.
- 2.1.3 Retrieve the PO details in the SAP (S4HANA) system and performs data entry to confirm goods receipt.
- 2.1.4 Operate warehousing machinery (pallet walker, reach-trucks and forklifts) to store the received stocks on the shelving racks.
- 2.1.5 Organize and manage stocks in an easily retrievable manner and utilize warehouse space efficiently. (FIFO)
- 2.1.6 Prepare the stocks in the requisition list and issues to Issue Store and Operations packing area before 1000 hours daily.
- 2.1.7 Ensure all Requisition form is signed off after the complete handover during issuance.
- 2.1.8 Perform data entry into SAP (S4HANA) system after completing the issuance process.
- 2.1.9 Ensure that all data entry relating to receiving, storage and issuing is completed within the same day.
- 2.1.10 Perform physical stock at least once a week and ensures that any stock variances can be reconciled within the next working day.
- 2.1.11 Participate fully in the stock take organised by APS Onboard Retail (monthly, quarterly and annually) and ensures that there is Contractor representation in every counting team.
- 2.1.12 Maintain the cleanliness and order in every storage location assigned under APS Onboard Retail.
- 2.1.13 Perform other Warehouse-related activities as instructed by the Warehouse Managers, DMs and Skippers.

2.2 WAREHOUSE (Issue Store – 3K)

- 2.2.1 Receive stock from Main Store into Issue Store and ensures that the product specifications and quantities match the description indicated in the requisition list before releasing to Ops.
- 2.2.2 Organize and manage stocks in Issue Store in an easily retrievable manner, clearly labelled and utilize store space efficiently. (FIFO)
- 2.2.3 Ensure all Requisition form is signed off after the complete handover during issuance to Ops.
- 2.2.4 Ensure that all forms relating to receiving and issuing are properly filed and completed within the same day.
- 2.2.5 Perform physical stock count at least once a week and ensures that any stock variances can be reconciled within the next working day.
- 2.2.6 Ensure all de-carton boxes are disposed off timely and neatly.

- 2.2.7 Participate fully in the stock take organised by APS Onboard Retail (monthly, quarterly and annually) and ensures that there is Contractor representation in every counting team.
- 2.2.8 Maintain the cleanliness and order in every storage location assigned under APS Onboard Retail.
- 2.2.9 Perform other Warehouse-related activities as instructed by the Warehouse Managers, DMs and Skippers.

2.3 WAREHOUSE (Issue Store – TR)

- 2.3.1 Receive stock from Main Store into Issue Store and ensures that the product specifications and quantities match the description indicated in the requisition list before releasing to Ops.
- 2.3.2 Organize and manage stocks in Issue Store in an easily retrievable manner, clearly labelled and utilize store space efficiently. (FIFO)
- 2.3.3 Ensure all Requisition form is signed off after the complete handover during issuance to Ops.
- 2.3.4 Ensure that all forms relating to receiving and issuing are properly filed and completed within the same day.
- 2.3.5 Perform physical stock at least once daily – start of shift and end of shift. To ensure that any stock variances can be reconciled within the next working day.
- 2.3.6 Ensure all de-carton boxes are disposed off timely and neatly
- 2.3.7 Participate fully in the stock take organised by APS Onboard Retail (monthly, quarterly and annually) and ensures that there is Contractor representation in every counting team.
- 2.3.8 Maintain the cleanliness and order in every storage location assigned under APS Onboard Retail.
- 2.3.9 Perform other Warehouse-related activities as instructed by the Warehouse Managers, DMs and Skippers.

2.4 WAREHOUSE (Duty Free Store – TR & 3K)

- 2.4.1 Receive stock from external vendor into Duty Free Store and ensures that the product specifications and quantities match the description indicated in the Delivery Order (DO) before storing items into Duty Free Store.
- 2.4.2 Organize and manage stocks in Duty Free Store in an easily retrievable manner, clearly labelled and utilize store space efficiently.
- 2.4.3 Ensure all Requisition form is signed off after the complete handover during issuance to Ops and issuing of replenishment for flights are to be done in accordance to the request form or DUTY FREE system.

- 2.4.4 Ensure that all forms relating to receiving and issuing are properly filed, completed within the same day and to segregate the unserviceable/ damaged/expired items from the serviceable ones.
- 2.4.5 Perform physical stock at least twice a week and ensures that any stock variances can be reconciled within the next working day.
- 2.4.6 Ensure all de-carton boxes are disposed off timely and neatly
- 2.4.7 Liaise with Duty Free vendors for any last min / ad-hoc items to be uplifted on flights
- 2.4.8 Update records in the system after items are issued. Function requires a level of proficient computer literacy.
- 2.4.9 Participate fully in the stock take organised by APS Onboard Retail (monthly, quarterly and annually) or DUTY FREE vendors and ensures that there is Contractor representation in every counting team.
- 2.4.10 Maintain the cleanliness and order in every storage location assigned under APS Onboard Retail.
- 2.4.11 Perform other Warehouse-related activities as instructed by the Warehouse Managers and Store Officer.

2.5 Duty Free (Packer – TR & 3K)

- 2.5.1 Retrieve flight list from Duty Manager (DM) for cart packing daily and arrange the carts in the respective Airline DUTY FREE packing area.
- 2.5.2 Receive all duty free carts and containers from returning hi-lifts in Ops area and arrange them by flights level back in to duty free packing area for replenishment. Any unlock carts must be reported to DM immediately.
- 2.5.3 Opens duty free carts and check seals are not tampered with, seal number matches the seal-forms in the cart. Report to DM if either of this is not in order.
- 2.5.4 Correctly scan each item to retrieve the item data from the system.
- 2.5.5 Count each item quantities including damaged/expired/delisted and detailed the information into the system.
- 2.5.6 Report to DM any damaged/expired item before removing from the carts and submit items to Duty Free Store for processing/exchange.
- 2.5.7 Request for replenishment from Duty Free storemen. Check replenished items are in good condition and correctly issued before placing them into the carts.
- 2.5.8 Check expiry dates for any duty free item with expiry date.
- 2.5.9 Ensure all carts are packed properly for all Outbound flights. Ensure it is packed in accordance to the flight list provided by DM.
- 2.5.10 Lock carts and containers for all the departure flights after the final level of checks.
- 2.5.11 Assemble carts and push to Operations area according to flights for DM to merry up / staging according to the timing stipulated by DM and loading team

- 2.5.12 Perform other duty free flight cart replenishment-related activities as instructed by Store Manager / Store Skipper.

3 Scope of Work for PBS and POS Room Functions

3.1 Backroom Data Entry Staff

- 3.1.1 Consolidate return packing list for keying in of return count for Buy-on-board and Prepaid F&B carts.
- 3.1.2 Keying in of return count into MORS (Meal Ordering and Reconciliation System) in a timely and accurate manner.
- 3.1.3 Keying in sales from manual sales form into POS devices accurately and completely.
- 3.1.4 Preparation and upload of sales details for billing and depletion purposes.
- 3.1.5 Perform other duties as assigned by PBS.

3.2 Packer – POS and other devices

- 3.2.1 Retrieve POS devices (tablets and credit card terminals) and Wifi boxes, POS containers and carts returned to APSOR. Record down POS devices and Wifi boxes returned.
- 3.2.2 Sync and charge POS devices and Wifi boxes. Ensure settlement carried out for credit card terminals.
- 3.2.3 Check and ensure that POS devices and Wifi boxes are fully charged and ready for uplift. Ensure that tablets and credit card terminal are paired.
- 3.2.4 Pack and label the flights/ loading positions for POS containers, carts and devices as required. Record down the devices uplifted for each flight.
- 3.2.5 Prepare, replenish, pack POS containers/ carts and their items. These include Wifi Cards, manual sales form, Halal certs, gloves, mittens, aerosol sprays, security seals, sanitizing wipes, equipment etc. Ensure that manual sales form and packing lists, menu etc uplifted are current and up to date.
- 3.2.6 Perform other POS room packing related functions as instructed by PBS.

4 LIQUIDATED DAMAGES

	NON-COMPLIANCES	LIQUIDATED DAMAGES
4.1	Receives stocks which are not in accordance to the specifications in the Purchase Order (PO).	SGD \$10.00 per incident.
4.2	Results in a queue of more than five (5) suppliers at any one (1) time during receiving.	SGD \$10.00 per incident.
4.3	Incorrect data entry in system and impact on inventory status.	SGD \$50.00 per item.
4.4	Data entry for current day's transaction not posted in system completely.	SGD \$10.00 per item.
4.5	Unauthorized consumption of stocks.	SGD \$50.00 per incident.
4.6	Prepares administrative documents with errors resulting in incorrect uplift and/ or system posting.	SGD \$20.00 per incident.
4.7	Uplifts expired items on flights – Internal audit.	SGD \$50.00 per item.
4.8	Uplifts expired items on flights – Airline CCVR.	\$50 per item.
4.9	Late completion of flight preparation – No flight delay.	SGD \$50.00 per flight
4.10	Late completion of flight preparation – With flight delay.	\$150 per flight
4.11	Damaged items are not identified and/ or not keyed into system and/ or not removed from carts to be handed over to Duty Manager.	SGD \$20.00 per item.
4.12	Rough handling of items resulting in damages.	SGD \$20.00 per item
4.13	Not in proper uniform and personal protection equipment (PPE).	SGD \$50.00 per incident.
4.14	Contributes to flight departure delay due to reasons other than that specified in # 6.10	\$150 per flight
4.15	Failure to fulfill minimum manning level at specific workstations for headcount option.	Weekdays: 100% of the handling rate. Weekends/ Public Holidays: 150% of the handling rate.
4.16	Failure to clear rubbish and/or maintained a clean corridors and working areas	SGD \$50.00 per incident