SPECIFICATIONS

PROVISION OF CUSTOMER SERVICE AGENTS FOR SATS ASIA-PACIFIC STAR PTE LTD FROM 01 JUNE 2022 TO 31 MAY 2025 (WITH OPTION FOR 2 MORE YEARS)

The Contractor shall render the following services during the term:

1 **Customer Service Agent**

- **At the check-in counters/triage, main duties include:**
  a) Check and ensure that flight tickets and travel documents (passports, visas, PCR certificates, vaccinations and other certificates) are valid for flight(s) for which passengers are presented
  b) Perform check-in for passenger
  c) Weigh and/or measure (as applicable), tag passengers' check and unchecked baggage, and effect the transportation of checked baggage from the baggage check-in position to the baggage sorting area
  d) Make out excess baggage charge(s) and detach applicable excess baggage coupons, direct passengers to service desk for payment
  e) Process and issue boarding passes for passengers' initial and subsequent flights, ensure correct boarding pass is issued in accordance with the passengers' name in passport and provide departure information to passengers. (Inform passengers about time of departure of aircraft and time of gate boarding)
  f) When requested, assist passengers with special needs (e.g. pushing disabled passengers with wheelchair to departure gate, arrange for special equipment, facilities and specially trained personnel for passengers requiring ambulatory lift, etc)
  g) Assist passenger at the Self Check-in Kiosks and Auto Bag Drops
  h) Manage the queue at the Auto Bag Drop Kiosks

- **At the self-service kiosks and auto bag drops, main duties include:**
  a) Concierge duty to direct passengers towards the Automated Check-In Kiosks within the self-service zone.
  b) Perform Gate Keepers duties to control the entrances to the FAST Assistance queue.
  c) Assist and guide passengers on the use of Automated Check-In Kiosks with regards to check-in, boarding pass printing, baggage tag printing and other relevant queries.
  d) Direct passengers who cannot complete the FAST process on Kiosks to FAST Assistance queue.
  e) Direct passengers with baggage who has completed the FAST process on Kiosks to Bag Drop queue.
  f) Manage queue at FAST kiosks area.
  g) Performing "Clean as you go' policy for kiosks after every passenger checked in at kiosks (cleaning up area, removing used stickers for baggage tags, etc.).

- **At the departure boarding gates, main duties include:**
  a) Duties before boarding passengers include printing flight load and flying time, activating GMID (Gate Management Information Display), switching on BGR (Boarding Gate Reader) and ensuring that BGR bins are empty
  b) Ensuring that all passengers' names on passports tally with boarding passes for the departing flight. Check flight details such as flight number and flight date, to ensure that passengers are on the correct flight
  c) Retrieving passengers' boarding passes and understanding/rectifying boarding prompts e.g. seat changes, passenger already boarded etc.

d) Carry out boarding pass stubs count upon embarkation. (Count to be compared with aircraft document to ensure that the numbers tally)
e) Direct passengers to the aircraft when necessary
f) Assisting passengers with special needs (e.g. disable passengers, etc)
g) Escorting last passenger to ensure that no passengers left in holding gate or toilet
h) Assist with proper offloading procedure of passenger(s) at the gate
i) Assist with the mandatory gate sweep

- **Attending to arriving passengers, main duties include:**
  a) Being at the gate at minus 15 minutes prior to arrival. Meeting and greeting passengers at arrival gates, and being visible to crew-in-charge when aircraft docks in
  b) Direct passengers disembarking from aircraft to the relevant places (immigration and baggage collection belts, arrival boarding gate to connecting flight's gate, transfer counter, etc)
  c) Providing arrival or flight connection information to passengers
  d) To assist passengers with special needs (e.g, disabled passenger, blind, etc.)

- **At the transfer counter inside transit area:**
  a) Assisting passenger who are transiting in Singapore to next destination.
  b) Check and ensure that flight tickets and travel documents (passports, visas, PCR certificates, vaccinations and other certificates) are valid for flight(s) for which passengers are presented
  c) Process and issue boarding passes for passengers' initial and subsequent flights, ensure correct boarding pass is issued in accordance with the passengers' name in passport and provide departure information to passengers. (Inform passengers about time of departure of aircraft and time of gate boarding)
  d) To send Telex messages to baggage unit if passenger have baggage

- **Handling flight disruptions:**
  a) At the check-in counter, facilitate:
     i. Transfer and re-check in passengers onto other flights/carriers
     ii. Hotel transfers/accommodation
     iii. Documentation for refunds/re-bookings
     iv. Issuance of meal vouchers:
  b) At the gate:
     v. To provide latest information on affected flight delay
     vi. Attend to passengers' needs
     vii. Facilitate transfer/re-bookings
     viii. Issuance of meal vouchers
     ix. Assist with CIQ, duty free bond of alcohol/cigarettes for hotel bound passengers

- **Other Miscellaneous**
  a) Daily printing of arrival and departure General Declaration
  b) Daily printing of arrival passenger manifest

2. Requirement of Supervisors and Workers

- Minimum GCE 'O' level (or equivalent) with a credit in English;
- Presentable and well-groomed;
- Positive attitude, with excellent customer service skills;
- Good communication skills and culturally sensitive;
- Possess mental alertness and meticulous;
- Possess basic computer skills; and
- Contractor to provide on-site supervisor for all shifts.

3. Service Level Agreement

In addition to the standard liquidated damages in the agreement, the following are additional clauses:

S/N	Description	Amount of Damages
3.1.	Any incidence of security violations: a) Wrongful Boarding Pass Issuance to Passenger b) Wrongful Acceptance of Passenger at Boarding Gates c) Security Breaches (which may or may not result in a flight delay) e.g. unaccompanied baggage on flight, slip through of passenger at gates, etc.	All fines incurred by the Company arising from the security violations will be recharged to the Contractor
3..2	Acceptance of Passenger with invalid/improper travel documents or passport	50% of the fines incurred by the Company

4. Other Requirements

4.1 Transport cost for starting and ending shift between 2330 – 0600 for all Contract Workers at, regardless of shift timings, are borne by the Contractor

4.2 All Contract Workers' Requirement information stated in Point Two (2) of **Appendix I** is to be submitted to the Company no later than seven (7) days prior to the training start date to ensure proper qualification and competency with the applicable qualifications.

4.3 Contractors to be responsible for the application of security passes as necessary.

5. Schedule and Requirements.
The schedule and requirement are as follows:

5.1 Terminal 1 – Airline A

Shift Hours (including 1 hour break)	No. of Staff per day
0400 - 1300	8
0600 - 1500	10
1200 - 2100	10
1300 - 2200	9
2000 - 0500	4
2200 - 0700	3
TOTAL	**44**

Note: Applicable Rates exclude break time period.

5.2 Terminal 1 – Airline B

Shift Hours (including 1-hour break)	No. of Staff per day
0300 - 1200	6
0800 - 1700	5
1400 - 2300	5
2100 - 0600	4
TOTAL	**20**

Note: Applicable Rates exclude break time period.

5.3 Terminal 3

Shift Hours	No. of Staff per day
0800 – 1700	4
TOTAL	**4**

Note: Applicable Rates exclude break time period.

5.4 The number of service crew required and shift timings are subject to change from time to time due to operational requirements. Shift timings and staffing level will be reviewed every 6 months and contractor must be able to supply sufficient manpower to meet the staffing levels.

5.5 Contractor to provide ramp up plans to meet the staffing requirements.