

SPECIFICATIONS

**PROVISION OF SERVICE CREW FOR CABIN SERVICES AT SATS INFLIGHT CATERING
CENTRE 1 AND 2 FROM 1 SEPTEMBER 2022 TO 31 AUGUST 2025
(WITH AN OPTION FOR 2 MORE YEARS)**

The tender for the supply of Service Crew/Lead Service Crew covers the following operational areas:

S/No	SICC1 AND SICC2	
1	Service Crew / Lead Service Crew	Encompass the following duties: 1) Aircraft Handling 2) Outbound Bay Staging 3) Waste Cart/Bin 4) Chiller Room 5) Cart Transport System 6) Lounges delivery 7) Outhouse event

JOB SPECIFICATIONS**1 AIRCRAFT HANDLING**

- 1) Load and unload meal carts and containers into/from aircraft
- 2) Collect dry stores and amenities items from Stores for staging at the Outbound Bay
- 3) Collect the waste carts/bins and ice to be placed in ice bins
- 4) Stage all carts, containers, dry stores and amenities items at the Outbound Bay.
- 5) Load and unload meal carts and containers to and from ICC.
- 6) Marshall hi-lift at aircraft site
Travel to and from the aircraft in hi-lifts (trucks)
- 7) Perform any other duties as specified by Cabin Services

2 OUTBOUND BAY STAGING

- 1) Assemble the set required for the flight-and stage them accordingly to the allotted staging space
- 2) Load and unload the carts/containers/trolleys into the assigned hi-lifts
- 3) Perform any other duties as specified by Cabin Services

3 WASTE CART/BIN

- 1) Push the clean and serviceable waste carts and bins from Inbound Washwash area to Outbound bay according to schedule when necessary.
- 2) Equip each flight with the required waste bins and trash bag.
- 3) Check to ensure that waste carts and bins are in good condition and are cleaned.
- 4) Highlight to the Staging Officers any damaged bins and carts so that they can be sent for repairs.
- 5) Inform the Staging Officer if there is insufficient bin are available for the flights
- 6) Perform any other duties as specified by Cabin Services

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4 CHILLER ROOM

- 1) Retrieve carts and trolleys which arrive via the Cart Transport System
- 2) Push carts and trolleys into the designated Chiller Room
- 3) Ensure that the Chiller Room doors are closed at all times
- 4) Stage the carts and transit trolleys in the Chiller Rooms according to flights
- 5) Place dry ice into the meal carts according to the Dry Ice Loading Schedule
- 6) Retrieve Last Cart Form and fill up the time when Form is received
- 7) Return the Form to Cabin Services Duty Room at the end of the shift.
- 8) Highlight any discrepancies to the Staging Officer
- 9) Perform any other duties as specified by Cabin Services

5 CART TRANSPORT SYSTEM (FOR SICC1 ONLY)

- 1) Operate the CTS at Outbound by retrieving/charging meal carts and trolleys to the Chiller Rooms at the Outbound Bays
- 2) Fill in the Time of charging on the Last Cart Form
- 3) Push carts manually to Outbound Bay when required.
- 4) Perform any other duties as specified by Cabin Services

6 LOUNGES DELIVERY

Delivery of food and other items to various lounges.

7 OUTHOUSE EVENT

Delivery of food and other items for outside events.

LEAD SERVICE CREW (In addition to above Points 1-7)

- 1) Supervise and oversee the work of Service Crew under his charge
- 2) Collect Supply Notes for standard uplift of dry stores
- 3) Supervise the collection of a) meal carts from the Chiller Rooms b) Dry Stores from the Stores c) Bulk equipment from the Outbound Bay d) Bar sets from BCRA
- 4) Ensure proper loading according to the Equipment Loading Plan
- 5) Place dry ice into meal carts about 3 hours before flight departure time
- 6) Adhere to Customs rules and regulations
- 7) Adhere to all safety requirements.
- 8) Ensure proper handover of meals (including special meals) to crew
- 9) Ensure additional meals ordered are delivered to the aircraft on time
- 10) Ensure that all the airlines requirements are met
- 11) Ensure proper handover of dry-stores and amenities carts /containers to Amenities Dry Store Replenishment Area.
- 12) Ensure Bar Sets are returned to BCRA on time.
- 13) Ensure equipment (eg: loading ramp, trolleys, carpet runners) are returned to the proper storage area.
- 14) Submit Handling / Service Report/ CCAO/Supply Notes to Officer in charge and record accordingly.
- 15) Report to Duty Supervisor for any discrepancies or incidents/ accidents.
- 16) Perform any other duties as specified by Cabin Services

QUALIFICATIONS

1 Lead Service Crew/Service Crew

- 1.1 Able to understand, communicate and write in English
- 1.2 Physically fit and able bodied
- 1.3 Able to carry at least 25 kg

TRAINING

- 1 The Service Provider will provide a Trainer.
- 2 SATS Trainer will train the Trainer.
- 3 All training of the serviced crew including the Lead Service Crew must be done by the Service Provider Trainer.
- 4 The duration of the training is according to the various work areas and there is a specific period for the training to be completed including on-the-job training.
- 5 After the training by the Service Provider Trainer, the SATS Trainer will certify if the service Crew or Lead Service Crew is competent to work alone.
- 6 Those who are certified not competent by the SATS Trainer will not be allowed to continue to work in SATS
- 7 SATS will not pay for the first 3 days (of the On-Job-Training) for the same Service Crew and first 7 days for Lead Service Crew

UNIFORMS

- 1 The Service Provider will purchase the Uniforms from SATS at cost price.
- 2 The Uniform includes the shirt, trousers, safety vest and safety shoes.
- 3 The Service Provider is not allowed to tailor its own uniform based on SATS' design.

CODE OF CONDUCT FOR SERVICE CREW (AIRCRAFT HANDLING TEAM)

All Service Crew and Lead Service Crew must:

- 1) Wear proper uniform while at work;
- 2) Do not remove or keep SATSCAT's or airline properties including food and drinks found on board or in the Inflight Catering Centre;
- 3) Do not gamble or consume any liquor or alcoholic drinks while on duty;
- 4) Prepare the sets for next assigned flight in between flights
- 5) Check the flight allocation immediately after signing in;
- 6) Handle flights as assigned by the Cabin Services;
- 7) Report to the Duty Supervisors/Officers after handling each flight;
- 8) Report to the Operations Assistant or Officer-in-charge immediately after being assigned a flight by the Duty Supervisors/Officers;
- 9) Check and latch meal cart doors before pushing the carts from the Chiller Room to the Outbound Bays. Do not push more than 2 carts at one time. If need to push more than 2 carts but fewer than 10 carts, use a rope to encircle the carts. Push with at least 2 service crew to control the movement of the carts;
- 10) Wear hairnets when entering the Chiller Room and Outbound demarcated areas requiring hairnets;
- 11) Do not rough-handle or damage SATSCAT or airline equipment;
- 12) Do not eat, drink, read magazines/newspapers and litter at the Outbound Bay;
- 13) Return tubular trolleys, transit trolleys, ice-bins and carpet runners to their original storage locations after use;
- 14) Do not open and close the hi-lift shutter door at the Outbound or Inbound Bay.
- 15) Do not lean against the side railings on the extension platform of hi-lift;
- 16) Ensure to check that the hi-lift is properly docked before starting to load/unload from aircraft or Outbound/Inbound Bay;
- 17) Push only one (1) cart at a time from hi-lift into aircraft or Outbound/Inbound Bay and vice versa through the loading ramp;

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- 18) Be courteous to all staff, cabin crew or airline representative all the time;
- 19) No smoking with the whole facility except for the permitted smoking area;
- 20) Consult the Duty Supervisors/Officers if there is any work problem; and

**CODE OF CONDUCT FOR SERVICE CREW
(OUTBOUND BAY STAGING, WASTE BIN, CHILLER ROOM & CTS)**

All Service Crew must:

- 1) Wear proper uniform while at work;
- 2) Do not remove or keep SATSCAT's or airline properties including food and drinks found on board or in the Inflight Catering Centre;
- 3) Do not gamble or consume any liquor or alcoholic drinks while on duty;
- 4) Do not rough-handle or damage SATSCAT or airline equipment;
- 5) Do not eat, drink, read magazines/newspapers and litter at the work place;
- 6) Handle flights as assigned by the Duty Supervisors/Officers;
- 7) Reporting lines are as follows:

S/No	Area	Report To
1	Service Crew / Lead Service Crew	Staging Officer / Cabin Supervisor

- 8) Check and latch meal cart doors before pushing the carts from the Chiller Room to the Outbound Bays. Do not push more than 2 carts at one time. If need to push more than 2 carts but fewer than 10 carts, use a rope to encircle the carts. Push with at least 2 service crew to control the movement of the carts;
- 9) Return tubular trolleys, transit trolleys, ice-bins and carpet runners to their original storage locations after use;
- 10) Wear hairnets when entering the Chiller Room and Outbound demarcated areas requiring hairnets;
- 11) Ensure to check that the hi-lift is properly docked before starting to load/unload from Outbound Bay;
- 12) Push only one (1) cart at a time from Outbound bay into hi-lift through the loading ramp;
- 13) Be courteous to all staff, cabin crew or airline representative all the time;
- 14) No smoking with the whole facility except for the permitted smoking area;
- 15) Consult the Duty Supervisors/Officers if there is any work problem;

Shift Timing & Daily Service Crew Requirements – Cabin Services SICC1/SICC2

SHIFT TIMINGS	Mon	Tue	Wed	Thu	Fri	Sat	Sun	NO. OF SERVICE CREW REQUIRED DAILY
Service Crew								
2300-0700	5	5	5	5	5	5	5	5
0530 - 1330 hrs	5	5	5	5	5	5	5	5
0700 - 1500 hrs	8	8	8	8	8	8	8	8
1500 - 2300 hrs	8	8	8	8	8	8	8	8
1700 - 0200 hrs	10	10	10	10	10	10	10	10
TOTAL	36	36	36	36	36	36	36	36

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Shift Timing & Daily Lead Service Crew Requirements – Cabin Services SICC1/SICC2

SHIFT TIMINGS	REQUIREMENT	AREA
0530-1330	2	Lead Service Crew
1300-2100	2	Lead Service Crew
1400-2200	2	Lead Service Crew
1500-2300	2	Lead Service Crew
TOTAL	8	

Ramp-up of manpower

Shift Timings	Year 1 Aug 2022	Year 1 Sep 2022	Year 1 Oct 2022	Year 1 Nov 2022	Year 1 Dec 2022	Year 2	Year 3	Year 4 (Option)	Year 5 (Option)
A) CABIN SERVICES 1/2									
Service Crew									
2300 – 0700 hrs	5	5	10	10	15	15	15	15	15
0530 - 1330 hrs	5	5	10	20	25	25	25	25	25
0700 - 1500 hrs	8	10	15	15	20	20	20	20	20
1500 - 2300 hrs	8	10	15	15	20	20	20	20	20
1700 - 0200 hrs	10	15	15	20	25	25	25	25	25
Lead Service Crew									
0530 - 1330 hrs	2	3	4	5	6	6	6	6	6
1300 - 2100 hrs	2	3	4	4	5	5	5	5	5
1400 – 2200 hrs	2	3	3	3	6	6	6	6	6
1500 - 2300 hrs	2	3	4	6	8	8	8	8	8
Total	44	57	80	98	130	130	130	130	130