

Terms of Reference

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| JOB TITLE/POSITION | : | Passenger Service Agent |
| DEPARTMENT/SECTION | : | Ground Operations Division |
| PLACE OF POSTING | : | Gelephu |
| REPORTS TO | : | Station Manager |

RESPONSIBILITIES

- Ensure that all pre-flight check-in activities are completed prior to opening of the check-in counter.
- Check-in passengers and baggage on to flights and issue boarding pass and baggage tags.
- Ensure to check all travel documents including passports, visa and any other documents required for entry into the destination country.
- Collect payment for any overweight baggage.
- Enquire and ensure that passenger's baggage/unattached baggage comply with DGR.
- Smooth flow of passengers and baggage are maintained at the check-in counters.
- Inform the facilitation staff regarding any passengers with specified need, such as disabled, visually impaired, elderly passengers, UM, patients, VVIP and CIP.
- Provide proper and correct up-to-date information about flight to the passengers.
- Making boarding announcement prior to boarding of passengers.
- Keep passengers informed, assist in the possible way with boarding and ensure the continuous information is given during delays.
- Assist passengers in delayed flight, including arrangement of refreshment, meals, accommodation, and transportation to hotels and connecting flights.
- Issue tickets to GO SHOW passenger at airport.
- Follow SOP's as set in the GOM and Airport SOP's.
- Ensure to send all the post flight messages as required on daily basis.
- Any other duties as delegated by the Station Manager.

SKILLS REQUIREMENT

- High School diploma or Class XII.
- Excellent written and Verbal communication skills.
- Ability and Willingness to work at a flexible schedule including weekends and holidays.