

Pedoman Standar Pelayanan Garuda Indonesia Branch Office Soekarno-Hatta International Airport (CGK)



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1. Dasar Hukum dan Manual Kerja
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1. DASAR HUKUM

- a. Undang-Undang Nomor 1 Tahun 2009 tentang Penerbangan;
- b. Peraturan Menteri Perhubungan Nomor PM 25 Tahun 2008 tentang Penyelenggaraan Angkutan Udara;
- c. Peraturan Menteri Perhubungan Nomor PM 77 Tahun 2011 tentang Tanggung Jawab Pengangkut Angkutan Udara sebagaimana dirubah terakhir dengan Peraturan Menteri Perhubungan Nomor: PM 92 Tahun 2011 tentang Perubahan Atas Peraturan Menteri Perhubungan Nomor: PM 77 Tahun 2011 tentang Tanggung Jawab Pengangkut Angkutan Udara;
- d. Peraturan Menteri Perhubungan Nomor PM 89 Tahun 2015 tentang Penanganan Keterlambatan Penerbangan (*Delay Management*) pada Badan Usaha Angkutan Udara Niaga Berjadwal Di Indonesia;
- e. Peraturan Menteri Perhubungan Nomor PM 30 Tahun 2021 tentang Standar Pelayanan Minimal Penumpang Angkutan Udara;
- f. Keputusan Menteri Kesehatan Nomor HK.01.07/MENKES/328/2020



1. DASAR HUKUM

Manual Kerja

- a. SOP Pelayanan Badan Usaha Angkutan Udara Niaga Berjadwal
- b. Service Quality Manual
- c. Ground Service Manual
- d. Delay Management Manual
- e. Complaint Handling Manual
- f. Pedoman Umum Standar Pelayanan GASO



2. PERSYARATAN

Dokumen Terbang

PENERBANGAN DOMESTIK

- a. Boarding Pass
- b. Kartu Identitas Penumpang (KTP/SIM, Passport, KITAS)

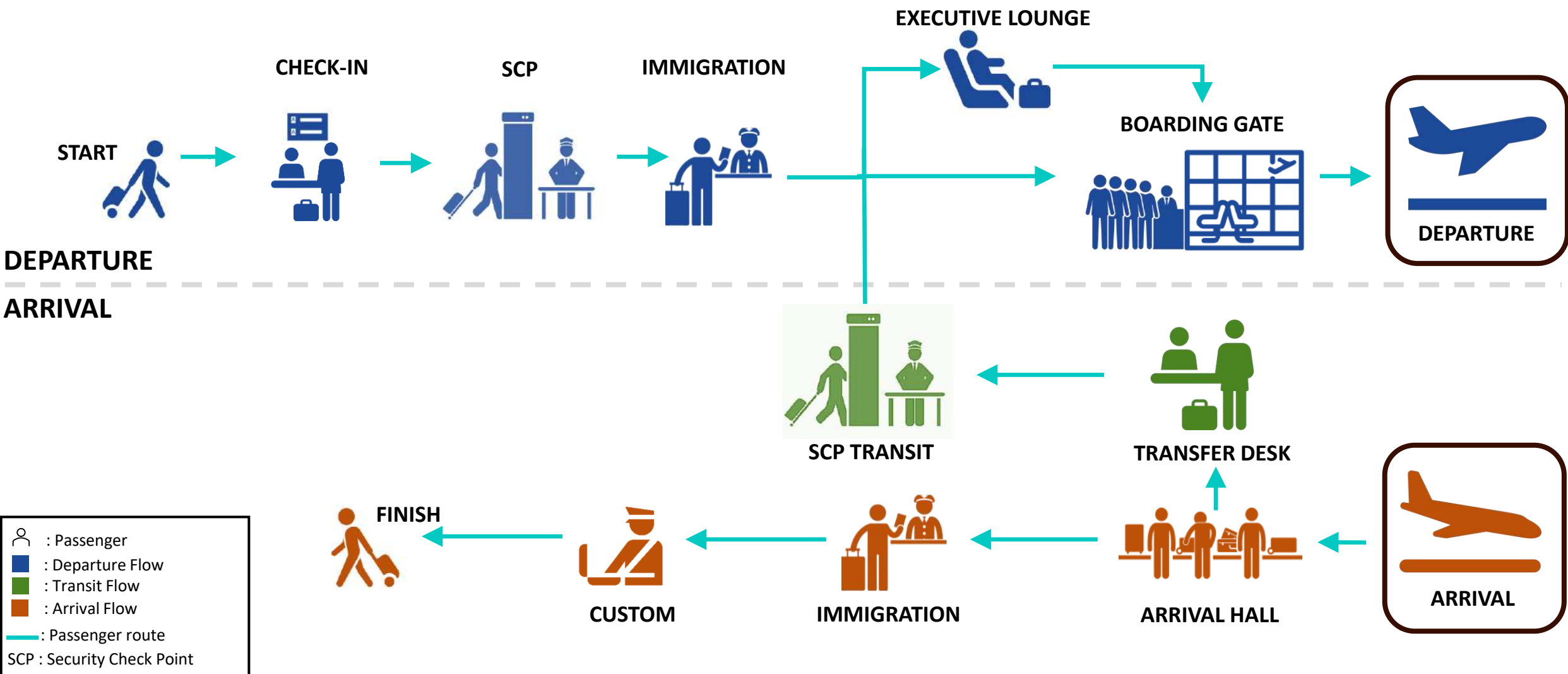
PENERBANGAN INTERNASIONAL

- a. Boarding Pass
- b. Kartu Identitas Penumpang (KTP/SIM, KITAS)
- c. Passport (Valid tidak kurang dari 6 bulan)
- d. Visa



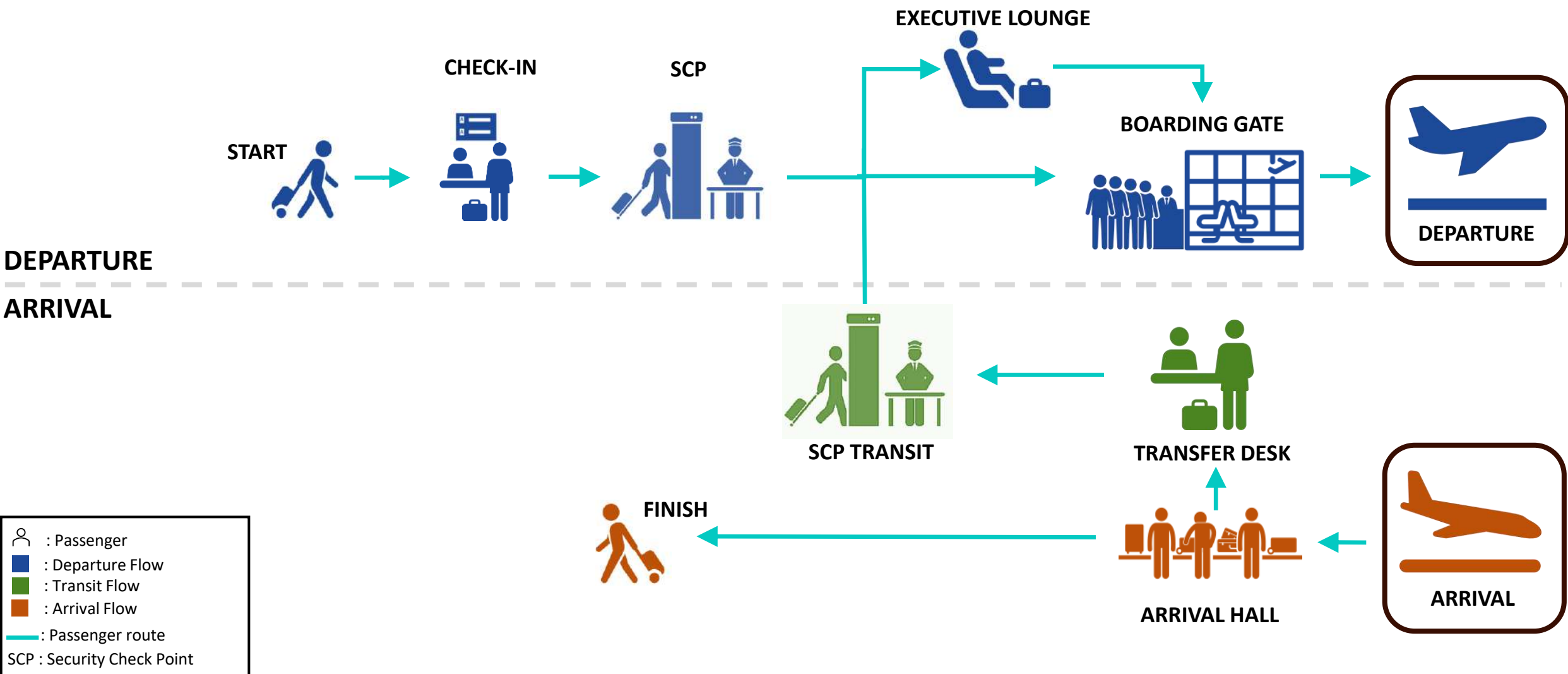
3. SISTEM, MEKANISME & PROSEDUR

Airport International Flow



3. SISTEM, MEKANISME & PROSEDUR

Airport Domestic Flow



3. SISTEM, MEKANISME & PROSEDUR

Prosedur Layanan



- **Greet** adalah tahapan layanan dimana frontliner menyambut penumpang dengan senyum dan ramah.
- **Assist** adalah tahapan layanan dimana frontliner melakukan proses permintaan dan kebutuhan penumpang.
- **Thank** adalah tahapan layanan dimana frontliner melakukan penutupan layanan dengan ramah

3. SISTEM, MEKANISME & PROSEDUR

Mekanisme Alur Layanan *First Class*

First Class Journey

PRE-JOURNEY



Special line number is provided. Special request is accepted



Limousine pick up services (CGK & DPS)



First Class Assistant pick up the guest at drop off point.



First Class Assistant accompanies guest straight to the lounge



First Class Assistant looks after baggage & immigration process



Luxurious first class lounge



Free baggage allowance 50 kg (Int'l)/40 kg (Dom)



Special Lane immigration



Priority boarding

EMBARK



Friendly GA greetings and welcome every guest by addressing their name and using service language with warm smiles



Personalize welcome beverage



Entire crew engage with guest

INFLIGHT



Use guest name during flight, respect privacy



Discuss and deliver special and personalize dish



Offer service without waiting to be asked to anticipate guest need



Offer to prepare private suites and changing room



Minimize noise by working, talking, and walking quietly



Tidy up personal effects when guests leave



Personal farewell

DISEMBARK



Smile warmly, address by name and make eye contact with each guest when bidding farewell using GA hand gesture and a warm, engaging tone

POST JOURNEY



Limousine pick up services (CGK & DPS)



First Class Assistant Picks up and Accompany guest at the airport



Special Lane immigration



First Class Assistant helps transfer process



Priority baggage collection



First Class Assistant assists until guest leaves the airport

Notes :








First Class Assistant (FAST) only serving in CGK & HUB are CGK, DPS, SUB, KNO, BPN

3. SISTEM, MEKANISME & PROSEDUR




Mekanisme Alur Layanan *Business Class*

Business Class Journey


PRE-JOURNEY

-  Web or mobile check-in
-  Premium Check-In area (HUB)
-  Free baggage allowance 40 kg (Int'l)/30 kg (Dom)
-  PRO accompanies guest to the Lounge
-  Special Lane immigration
-  Warm business class lounge
-  Priority boarding


EMBARK

-  Friendly GA greetings with warm smiles and use every guest name while interacting
-  Offer a choices of welcome beverage
-  Self introduction




INFLIGHT

-  Use guest name during flight, respect privacy
-  Discuss and deliver special and personalize dish
-  Offer service without waiting to be asked to anticipate guest need
-  Offer to prepare private suites and changing room
-  Minimize noise by working, talking, and walking quietly
-  Tidy up personal effects when guests leave
-  Personal farewell

DISEMBARK

-  Smile warmly, address by name and make eye contact with each guest when bidding farewell using GA hand gesture and a warm, engaging tone

POST JOURNEY

-  Special Lane immigration
-  Priority line for transfer process
-  Priority Baggage Collection (HUB)

3. SISTEM, MEKANISME & PROSEDUR

Mekanisme Alur Layanan *Economy Class*

Economy Class Journey

PRE-JOURNEY



Web or mobile check-in



Kiosk Check In Only in AMS, CGK, KNO, DJB, PKU, PGK, YIA, DPS and other selected airport



Premium check-in area for GarudaMiles Platinum members (HUB)



Free baggage allowance 30 kg (Int'l)/20 kg (Dom)

EMBARK



Friendly GA greetings with warm smiles and recognize high value guests



Boarding management to ensure pax comfort and orderly boarding

INFLIGHT



Identify GarudaMiles Platinum and SkyTeam Elite Plus Frequent Flyers, using their names



Cabin crew to appear calm, move and act speedily when necessary



Cabin and lavatory clean to be kept clean



Personal farewell

DISEMBARK



Smile warmly, make eye contact with guest when bidding farewell using GA hand gesture and a warm, engaging tone

POST JOURNEY



Wayfinding signage to Baggage Claim Area



Baggage claim area at the airport

4. STANDAR WAKTU PELAYANAN

AIRPORT (1)

| No | Jenis Layanan | | Standar Waktu |
|--------------------------|----------------------------------|----------|---|
| Transfer Desk | | | |
| 1 | Waktu Mengantri | | F Class/C Class/SkyPriority: max 5 menit Y Class : max 15 menit |
| 2 | Open Desk | Transfer | DOM : 120 menit sebelum STD INT : 180 menit sebelum STD MEA : 240 menit sebelum STD |
| 3 | Closing Desk | Transfer | DOM : 30 menit sebelum STD INT : 30 menit sebelum STD MEA : 45 menit sebelum STD |
| Penanganan Bagasi | | | |
| 1. | Waktu Penyerahan Bagasi Pertama | | Ketentuan Station: Narrow Body maks 15 menit Wide Body maks 20 menit Ketentuan PM 178 Tahun 2015: Maks 20 menit |
| 2. | Waktu Penyerahan Bagasi Terakhir | | Ketentuan Station: Narrow Body maks 25 menit Wide Body maks 35 menit Ketentuan PM 178 Tahun 2015: Maks 40 menit |



4. STANDAR WAKTU PELAYANAN

AIRPORT (2)

| No | Jenis Layanan | Standar Waktu |
|-----------------|----------------------------|--|
| Check In | | |
| 1 | Check In Process | F Class: max 5 menit C Class: max 3 menit Y Class: -DOM : max 2 menit -INT : max 3 menit |
| 2 | Open Check In Time | DOM : 120 menit sebelum STD INT : 180 menit sebelum STD MEA : 240 menit sebelum STD |
| 3 | Closing Check In Time | DOM : 45 menit sebelum STD INT : 60 menit sebelum STD MEA : 60 menit sebelum STD |
| 4 | Max Check In Queueing Time | Max 20 menit |
| Boarding | | |
| 1. | Pre-Boarding | 777 : 40 menit sebelum STD A330 : 35 menit sebelum STD 737 : 25 menit sebelum STD |
| 2. | Boarding | 777 : 35 menit sebelum STD A330 : 30 menit sebelum STD 737 : 20 menit sebelum STD |



5. BIAYA / TARIF

| No | Jenis Layanan | Biaya/Tarif |
|----|-------------------------|--|
| 1 | Layanan Penerbangan | Mengikuti ketentuan pemerintah terkait tarif (Keputusan Menteri Nomor KM 106 Tahun 2019 beserta perubahannya) |
| 2 | Booking and Reservation | Gratis |
| 3 | Issued Ticket | Gratis |
| 4 | Interline Ticket | Gratis |
| 5 | Partnership | Gratis |
| 6 | Ancillary Revenue | Gratis |
| 7 | Tour Package | Gratis |
| 8 | Ticket Information | Gratis |
| 9 | GarudaMiles | <ul style="list-style-type: none"> • Enrollment: Gratis • Redemption: Rp 50.000 admin fee • Claim Mileage: Gratis • Buy Mileage: Rp 333.000 / 1000 miles • Redeposit: Penalty 20% |
| 10 | Complain Handling | Gratis |
| 11 | Product Promotion | Gratis |



5. BIAYA / TARIF

| No | Jenis Layanan | Biaya/Tarif |
|-----------------------------------|--|---|
| PREFLIGHT SERVICES | | |
| 1 | Check In | Gratis (include dalam Ticket) |
| 2 | Self Service Check In | Gratis (include dalam Ticket) |
| 3. | Customer Service | Gratis (include dalam Ticket) |
| 4. | Garuda Indonesia Lounge Services | Platinum Member: free Non Member : IDR 349.000 |
| 5. | Baggage Handling Service | Gratis (include dalam Ticket) |
| POST FLIGHT SERVICES | | |
| 1. | Transfer & Transit Services | Gratis (include dalam Ticket) |
| 2. | Baggage Services | Gratis (include dalam Ticket) |
| MANAGE IRREGULARITIES | | |
| 1. | Delay Management | Gratis (include dalam Ticket) |
| 2. | Denied Boarding Compensation | Gratis (include dalam Ticket) |
| 3. | Baggage Handling Irregularity | Gratis (include dalam Ticket) |
| 4. | Force Majeure | Gratis (include dalam Ticket) |
| 5. | Other Irregularity | Gratis (include dalam Ticket) |
| SPECIAL PASSENGER HANDLING | | |
| 1. | High Value Customer/Premium Customer | Gratis (include dalam Ticket) |
| 2. | Penanganan Penumpang dengan Kebutuhan dan Perhatian Khusus | Gratis (include dalam Ticket) |



6. PRODUK LAYANAN

PREFLIGHT



CHECK-IN



PREMIUM CHECK-IN



KIOSK CHECK-IN



6. PRODUK LAYANAN

PREFLIGHT



BAGGAGE DROP



Airport Ticketing Office

6. PRODUK LAYANAN

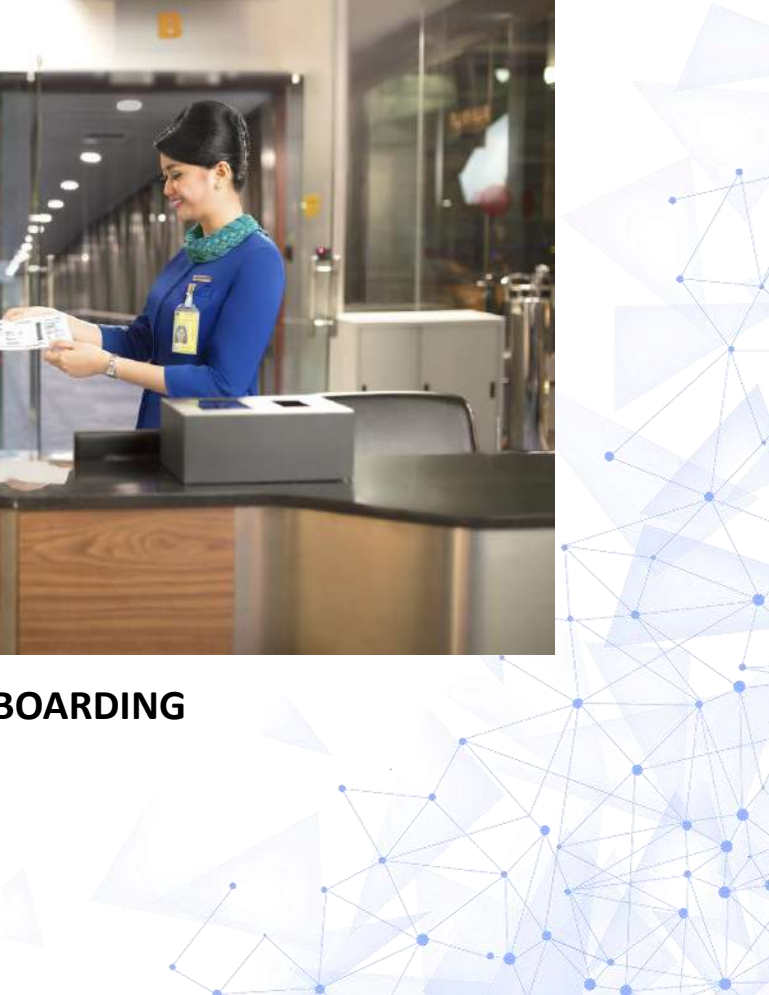
PREFLIGHT



LOUNGE



BOARDING



6. PRODUK LAYANAN

INFLIGHT



FIRST CLASS
Seat Type : Private Suites



BOEING 777-300ER
8 Seats



6. PRODUK LAYANAN

INFLIGHT



BUSINESS CLASS

Seat Type : Diamond and Minipod



BOEING 777-300ER
38 / 26 seats



AIRBUS A330-300
36 / 24 / 42 seats



BOEING 737-800NG
12 / 8 seats



AIRBUS A330-200
36 / 18 seats



AIRBUS A330-900neo
24 seats

6. PRODUK LAYANAN

INFLIGHT



ECONOMY CLASS

Seat Type : Comfort Leg Room



BOEING 777-300ER
268 / 367 seats



AIRBUS A330-300
215 / 263 / 360 seats



BOEING 737-800NG
150 / 153 seats



AIRBUS A330-200
186 / 242 seats



AIRBUS A330-900neo
277 seats

6. PRODUK LAYANAN

INFLIGHT



Aircraft Facility Headphone



Food & Beverage



Air Crew

6. PRODUK LAYANAN

POST FLIGHT



Transfer Desk



Baggage Claim

6. PRODUK LAYANAN

POST FLIGHT



Premium Baggage Collection



Baggage Cushion

6. PRODUK LAYANAN

ANCILLARY SERVICES



Kelebihan Bagasi?
+ Prepaid Baggage Solusinya

 
SCAN DI SINI

 5-STAR AIRLINE

*Syarat dan ketentuan berlaku

Prepaid Baggage



Garuda Indonesia 
The Airline of Indonesia

Bawa Banyak Bagasi?
Tak Perlu Khawatir
Kelebihan Bagasi Sekarang Lebih Hemat

 
SCAN DI SINI

 5-STAR COVID-19 AIRLINE SAFETY RATING

*Syarat dan ketentuan berlaku

Excess Baggage



Garuda Indonesia 
The Airline of Indonesia

Dapatkan **Kursi Favorit Anda!**
di Penerbangan Internasional

 Pilih Lebih Awal

 Extra Leg Room



 5-STAR AIRLINE

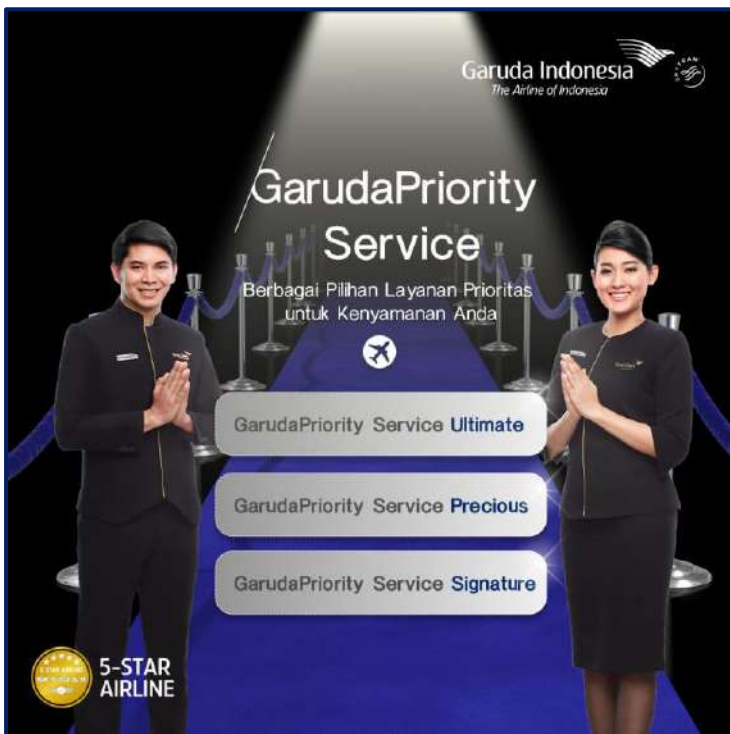
 FlyGaruda App  garuda-indonesia.com/seatselection  0804 1 807 807

*Syarat dan ketentuan berlaku

Seat Selection &
Extra Leg Room

6. PRODUK LAYANAN

ANCILLARY SERVICES



GARUDA PRIORITY SERVICE



PRIORITY BAGGAGE TAG

6. PRODUK LAYANAN

PENUMPANG BERKEBUTUHAN KHUSUS



Wheelchair



Unaccompanied Minor



Expectant Mother

7. INOVASI LAYANAN



COMPLIMENTARY HYUNDAI X GIA



HYUNDAI X GARUDA INDONESIA

8. SARANA DAN PRASARANA

AIRPORT CGK



AREA PARKIR MOBIL



AREA PARKIR MOTOR

8. SARANA DAN PRASARANA

AIRPORT CGK



OUTDOOR SMOKING AREA



DROP ZONE

8. SARANA DAN PRASARANA

AIRPORT CGK



CHECK IN COUNTER



PREMIUM CHECK-IN COUNTER



GROUP CHECK IN COUNTER

8. SARANA DAN PRASARANA

AIRPORT CGK



KIOSK CHECK IN



HELP DESK COUNTER/CASHIER



Customer Service

8. SARANA DAN PRASARANA

AIRPORT CGK



SPECIAL NEEDS CHECK IN COUNTER



WHEELCHAIR

8. SARANA DAN PRASARANA

AIRPORT CGK



BAGGAGE DROP



OVERSIZE BAGGAGE

8. SARANA DAN PRASARANA

AIRPORT CGK



BOARDING WAITING ROOM



COUNTER BOARDING/BOARDING GATE

8. SARANA DAN PRASARANA

AIRPORT CGK



VERTICAL SIGNAGE



BOARDING LANE

8. SARANA DAN PRASARANA

AIRPORT CGK



FIRST CLASS LOUNGE



BUSINESS CLASS LOUNGE

8. SARANA DAN PRASARANA

AIRPORT CGK



MUSHOLA



SMOKING AREA

8. SARANA DAN PRASARANA

AIRPORT CGK



TOILET DIFABEL



TOILET UMUM

8. SARANA DAN PRASARANA

AIRPORT CGK



CAFÉ/RESTAURANT



AVIOBRIDGE

8. SARANA DAN PRASARANA

AIRPORT CGK



COWORKING SPACE



SIGNAGE

8. SARANA DAN PRASARANA

AIRPORT CGK



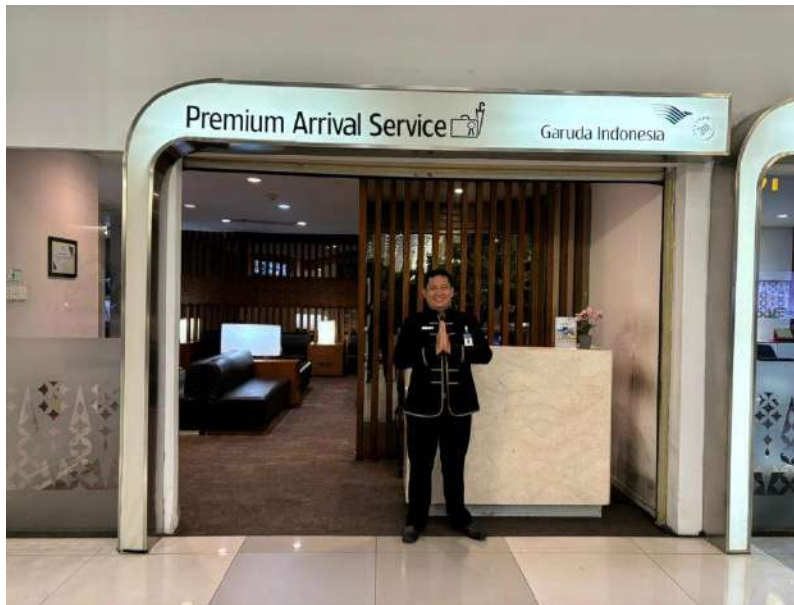
TRANSFER DESK



BAGGAGE SERVICE

8. SARANA DAN PRASARANA

AIRPORT CGK



PREMIUM ARRIVAL SERVICE LOUNGE



BAGGAGE CLAIM AREA



PRIORITY BAGGAGE

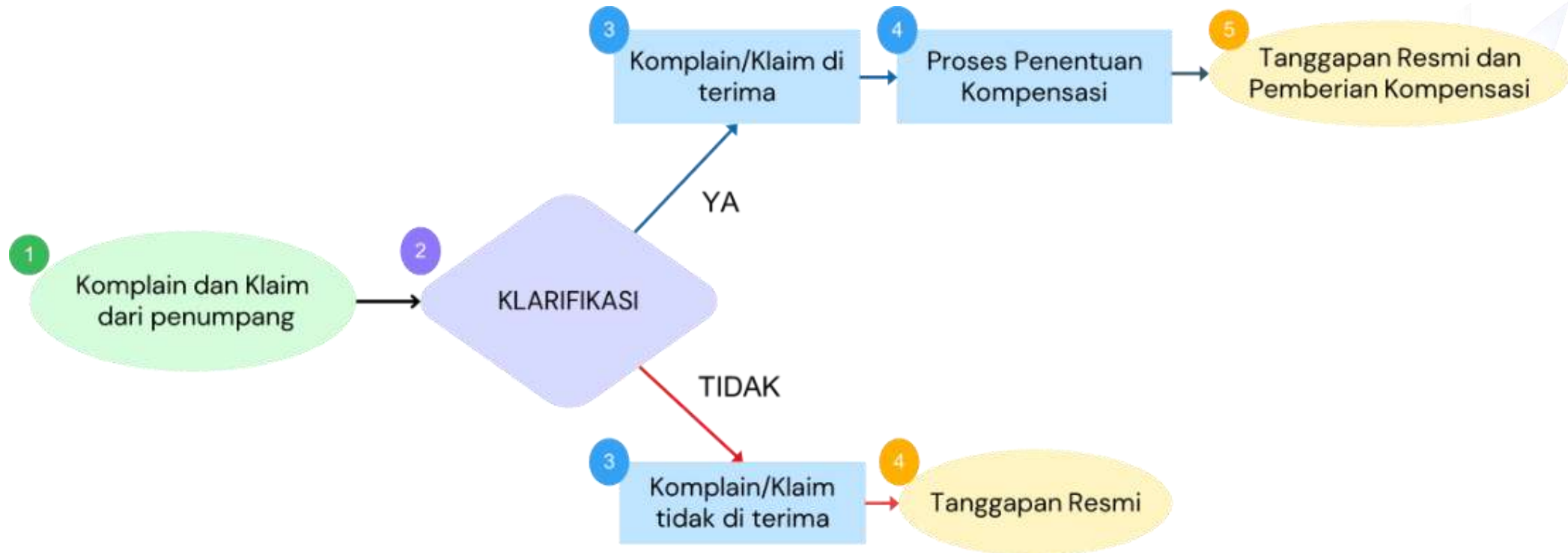
9. PENANGANAN PENGADUAN, SARAN DAN MASUKAN

Customer Voice (CVOMS)



9. PENANGANAN PENGADUAN, SARAN DAN MASUKAN

Alur Pengaduan

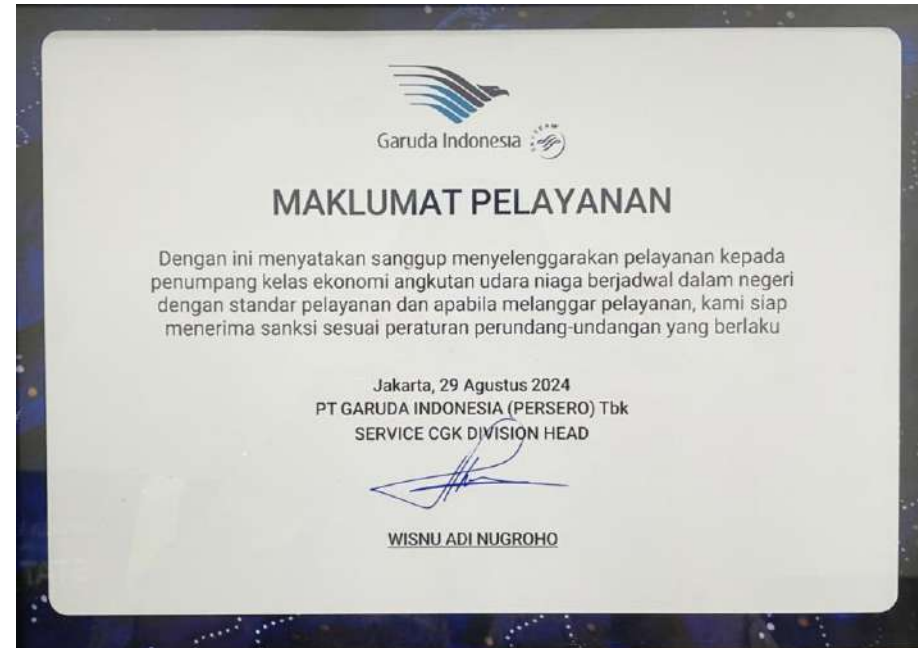


10. JAMINAN DAN PRINSIP PELAYANAN

Maklumat Pelayanan



Maklumat Pelayanan oleh Direktur Utama



Maklumat Pelayanan oleh Pimpinan Tertinggi Lokus

10. JAMINAN DAN PRINSIP PELAYANAN

Service Promise

First Class

An experience of luxury that is:

INTIMATE
AUTHENTIC
ENGAGING

Intimacy that provides the sense of “This is for me.. I’m the only person that matters right now”.

Authentic in behaviour and language

Engaging with guest through listening and discovery of guest needs



10. JAMINAN DAN PRINSIP PELAYANAN

Service Promise

Business Class

An experience of luxury that is:

ENERGETIC
AUTHENTIC
DYNAMIC

Energetic crew in serving to influence guests to feel energized

Authentic in behaviour and language

Dynamic experience from the diversity and connectivity of the crew



10. JAMINAN DAN PRINSIP PELAYANAN

Service Promise

Economy Class

An experience of luxury that is:

DYNAMIC
POSITIVE
WARM

Dynamic experience from the diversity and connectivity of the crew

Positive projection in interaction with the guests

Warm smile and greeting express genuineness



10. JAMINAN DAN PRINSIP PELAYANAN

AKHLAK



AMANAH

Memegang teguh kepercayaan yang diberikan



KOMPETEN

Terus belajar dan mengembangkan kapabilitas



HARMONIS

Saling peduli dan menghargai perbedaan



LOYAL

Berdedikasi dan mengutamakan kepentingan bangsa dan negara



ADAPTIF

Terus berinovasi dan antusias dalam menggerakkan ataupun menghadapi perubahan



KOLABORATIF

Membangun kerjasama yang sinergis

10. JAMINAN DAN PRINSIP PELAYANAN

GARUDA WAY OF LIFE



BECAUSE YOU MATTER.

As human beings, we all collect moments and experience. Here at Garuda Indonesia, we seek to give the best experience to everyone we meet.

And by "everyone", we mean our passengers, our business partners, our teams, our leaders, and also our peers.

I AM IN CHARGE.

No matter what your position or your job description is, everyone is accountable of Garuda Indonesia's future and sustainability.

We take action and make decisions. We tackle tough issues and proactively solve problems.



I AM WITH YOU.

Serving in the hospitality industry, Garuda Indonesia focuses on empathy and human touch. Our core is the "HEART". With that in mind, our "HEART" is the People. We mutually trust, respect, and look after each other.

Let's make Garuda Indonesia not only a great place to work, but also a great place to grow. Together.



10. JAMINAN DAN PRINSIP PELAYANAN

Pedoman Perilaku Insan Garuda



Bersikap sopan, menghargai dan menghormati tamu dalam melakukan pelayanan



Tidak membedakan suku, agama, ras, warna kulit dan status sosial



Kemudahan kenyamanan transaksi serta layanan pelaporan



Berterima kasih pada kritik dan saran yang diberikan penumpang



Menjaga kerahasiaan data pribadi dan informasi pelanggan



Memberikan informasi akurat & relevan mengenai pelayanan



Memenuhi ketepatan jadwal penerbangan & kelengkapan layanan



Melindungi keselamatan, kenyamanan & keamanan penumpang dan bagasi selama di dalam pesawat



DOs

10. JAMINAN DAN PRINSIP PELAYANAN

Pedoman Perilaku Insan Garuda



Melakukan tindakan diskriminasi, kekerasan fisik, & verbal, dan pelecehan



Menggunakan ucapan kotor, memaki, dan berkata tidak sopan



Membedakan suku, agama, ras, warna kulit dan status sosial



Merokok didalam ruangan ber-AC



Mengonsumsi, mengedarkan dan perbuatan lainnya yang berhubungan dengan NAPZA



Melakukan pemerasan, penipuan, pencurian, pemalsuan dan penggelapan uang



Menerima gratifikasi, hadiah, dan suap



Berjudi, mabuk, minum-minuman keras yang memabukkan di lingkungan kerja



DON'Ts

10. JAMINAN DAN PRINSIP PELAYANAN

Standar Penampilan

Standar Riasan Wajah



Standar Penampilan Rambut



Standar Seragam Frontliner



11. JAMINAN KEAMANAN

Jaminan Keselamatan dan Keamanan

| SERTIFIKAT OPERATOR PESAWAT UDARA AIR OPERATOR CERTIFICATE | | |
|---|--|--|
|  | REPUBLIC INDONESIA <i>Republic of Indonesia</i> | |
| | KEMENTERIAN PERHUBUNGAN DIREKTORAT JENDERAL PERHUBUNGAN UDARA <i>Ministry of Transportation Directorate General of Civil Aviation</i> | |
| AOC Number: 121 - 001 Expiry date: 11 June 2026 | PT GARUDA INDONESIA (PERSERO) Tbk Dba Trading Name : GARUDA INDONESIA Operator Address : Garuda Indonesia Building Jl. Kebon Sirih No. 46A RT. 011 RW. 002 Kelurahan Gambir, Kecamatan Gambir, Jakarta Pusat 10110 Indonesia Phone : +6221 231 1355 +6221 5591 5671 +6221 2560 1323 Fax : +6221 231 1223 +6221 5591 5673 Email : jktdoge@garuda-indonesia.com Business Permit: SIJAUJNB - 002 dated 11 November 2019 SIJAUJNTB - 037 dated 11 November 2019 | OPERATIONAL POINTS OF CONTACT Operation Control Center of PT Garuda Indonesia (Persero) Tbk. Email : oocgaruda@garuda-indonesia.com Phone : +6221 550 1014/1889 +6221 550 1628/1623 Fax : +6221 550 2152 Contact details of operational management that can be contacted without undue delay, are listed in Operation Manual Part A Chapter 3.2 |
| Pursuant to the Aviation Act Number 1 Year 2009 of the Republic of Indonesia, this certificate certifies that PT GARUDA INDONESIA (PERSERO) Tbk is authorized to perform commercial air transportation, as defined in the attached operations specifications, in accordance with the operations manual and the applicable Civil Aviation Safety Regulations. | | |
| Date of first issue: 31 December 1999 |  Jakarta, 11 June 2021 DIRECTOR GENERAL OF CIVIL AVIATION NOVIE RIYANTO R. | |



Kementerian Perhubungan

Garuda Indonesia telah memiliki izin AOC (*Air Operator Certificate*) atau Sertifikat Operator Pesawat Udara yang dikeluarkan oleh Kementerian Perhubungan Direktorat Jenderal Perhubungan Udara Republik Indonesia sebagai bentuk pemenuhan standar keselamatan dan operasional bagi penerbangan sipil.

11. JAMINAN KEAMANAN

Jaminan Keselamatan dan Keamanan



IATA (International Air Airport Association)

Garuda Indonesia secara konsisten mengikuti Audit Keselamatan dan Keamanan yang dilakukan oleh *IATA Operational Safety Audit (IOSA)*, dan hingga saat ini PT Garuda Indonesia (Persero) Tbk telah memperoleh sertifikasi *IOSA Compliance*. Sehingga seluruh prosedur di Bandar Udara dipastikan sudah memenuhi aspek compliance dari IATA.

12. PENGAWASAN INTERNAL

AIRPORT

| Bentuk Pengawasan | Periode Pelaksanaan |
|------------------------------------|---------------------|
| Daily / Monday Briefing | Daily & Weekly |
| SLA Measurement Performance Report | Monthly |
| Fibag-Labag Performance Report | Monthly |
| Aviobridge Performance Report | Monthly |
| Lounge Visitor Report | Monthly |
| Ground Handling Penalty Report | Monthly |
| Delay Management Report | Monthly |
| Wasted Meal Report | Monthly |
| GSE Serviceability Report | Monthly |
| Operational Hazard Report | Monthly |
| Monthly Surveillance Program | Monthly |
| Internal Service Quality Audit | Per Semester |



12. PENGAWASAN INTERNAL

REWARD



Bukti Foto Penyerahan Reward

12. PENGAWASAN INTERNAL

COACHING

GDPS
Garuda Daya Prima Sejahtera

FORM COACHING & COUNSELING
PT Garuda Daya Prima Sejahtera

Nama :(a) Siharna M. S
No Pegawai :(b) 413130

Uraian Masalah :(c)
Meningalkan touch point pada tanggal - 12/10/2023
- 21/10/2023

Komitmen Pegawai :(d)
Berjanji tidak akan mengulangi kesalahan tersebut
dan akan bekerja lebih baik lagi

Rekomendasi Peringatan :(e)
 Verbal Warning
 Surat Peringatan I
 Surat Peringatan II
 Surat Peringatan III

Saran & Masukan :(f)

TTD Yang Bersangkutan
Kempens, 2 / 10 / 2023

TTD Coach / SM / VP
02-Nov 2023

Amotkg N. S / 413130

Form Coaching

13. KOMPETENSI PELAKSANA

Petugas Fungsional Airport Station



**Service Quality
Control**

Lingkup Kerja:

- Melakukan monitor dan pengawasan terhadap standar layanan SGHA
- Melakukan supporting atas pelaksanaan kegiatan operasional
- Melakukan pemeriksaan ketersediaan operational equipment
- Melakukan Pengelolaan data dan informasi kegiatan operasional
- Melakukan program deteksi dan penanganan *irregularities*
- Melakukan koordinasi dengan pihak eksternal untuk mendukung operasional

13. KOMPETENSI PELAKSANA

Petugas Fungsional Airport Station



Ground Service Officer

Lingkup Kerja:

- Penanganan keberangkatan, kedatangan, dan transit penumpang
- Melakukan pendampingan dan penanganan penumpang berkebutuhan khusus (WCHR, UM)
- Penanganan bagasi keberangkatan, kedatangan dan transit
- Penanganan Irregularity Bagasi



Ramp Officer

Lingkup Kerja:

- Melakukan persiapan dan kelengkapan kerja dan kesiapan alat sebelum pesawat tiba
- Memonitor kelancaran seluruh kegiatan yang berlangsung saat pesawat tiba
- Penanganan penumpang dengan kebutuhan khusus
- Melakukan koordinasi dan brief kepada *crew cabin* mengenai rencana penumpang
- Melaporkan data-data pesawat terkait kedatangan, dan delay

13. KOMPETENSI PELAKSANA

Petugas Fungsional Airport Station



Customer Service

Lingkup Kerja:

- Penanganan Flight dan Pax Irregularities
- Penanganan layanan pengaduan



Security Guard

Lingkup Kerja:

- Pengamanan pesawat udara
- Pengamanan penumpang
- Pengamanan bagasi
- Pengamanan ancaman keamanan
- Pengawasan/pengawasan bagasi dan kargo

13. KOMPETENSI PELAKSANA

Petugas Fungsional Airport Station



Front Office Lounge

Lingkup Kerja:

- Membuat laporan jumlah penumpang yang menggunakan fasilitas lounge.
- Mengisi dan membaca logbook.
- Greet and Farewell to passenger.
- Memonitor departure control system.
- Membantu layanan faximile.
- Memonitor ketersediaan reading material.



Waiter Lounge

Lingkup Kerja:

- Mengikuti daily briefing
- Melakukan pelayanan penumpang di Lounge sesuai dengan SOP
- Mengikuti program pelatihan berhubungan dengan profesi table manner, Service Excellent, Product knowledge

13. KOMPETENSI PELAKSANA

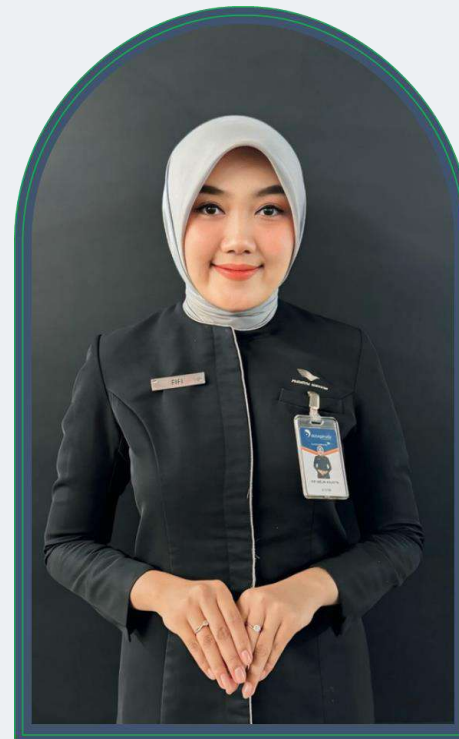
Petugas Fungsional Airport Station



First Class Assistance

Lingkup Kerja:

- Bersiap menyambut penumpang first class di drop zone area.
- Mendampingi penumpang melewati fast track security check point 1.
- Meminta izin untuk menangani proses *check in*, menimbang bagasi dan izin imigrasi
- Mengawal penumpang ke first class lounge selagi menunggu pesawat.
- Mendampingi penumpang sampai masuk ke dalam pesawat



**Passenger Relation
Officer**

Lingkup Kerja:

- Bersiap menyambut penumpang di drop off dengan melakukan greeting dan salam Garuda
- Melakukan proses *check in* untuk penumpang dan bagasinya
- Mengantar penumpang premium menuju Lounge
- Berkoordinasi dengan Petugas Lounge dan menjelaskan fasilitas Lounge
- Menyerahkan penumpang ke Petugas Lounge dan mengucapkan terimakasih dan menutup dengan Salam Garuda

13. KOMPETENSI PELAKSANA

Petugas Fungsional Airport Station



Concierge

Lingkup Kerja:

- Menangani proses bagasi VVIP/VIP/Business Class, Platinum, Elite Plus, Garuda Priority Service, Hyundai x GA, Prestige serta special handling.
- membantu proses bagasi penumpang baik di area keberangkatan dan kedatangan, memastikan bagasi penumpang tertangani dengan baik.
- Membantu mengantarkan dan mengambil bagasi penumpang di OOG (Out of Gouge)



Cashier

Lingkup Kerja:

- Melakukan Reservasi, reschedule dan refund tiket pesawat Domestik dan Internasional.
- Memberikan informasi dan rekomendasi jam penerbangan serta promosi flight yang sedang berlangsung.
- Membuat laporan transaksi penjualan harian.
- Penerbitan tiket dan reschedule jadwal penerbangan.
- Menangani keluhan pelanggan.

13. KOMPETENSI PELAKSANA

Service Training Petugas Layanan Darat

Training Initial Uplifting Service diikuti oleh setiap Petugas Layanan Darat pada kesempatan pertama sebelum mulai bertugas

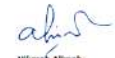



Garuda Indonesia Training Center
COURSE RESULT

Name / ID. No : AVICENNA SINDY NABILA / 202300332
Company : PT GAPPURA ANGKASA / BPN
Course Type : Initial Uplifting Service training for Ground Service Personnel
Training Period : 06-07 Maret 2024
Certificate No. : -

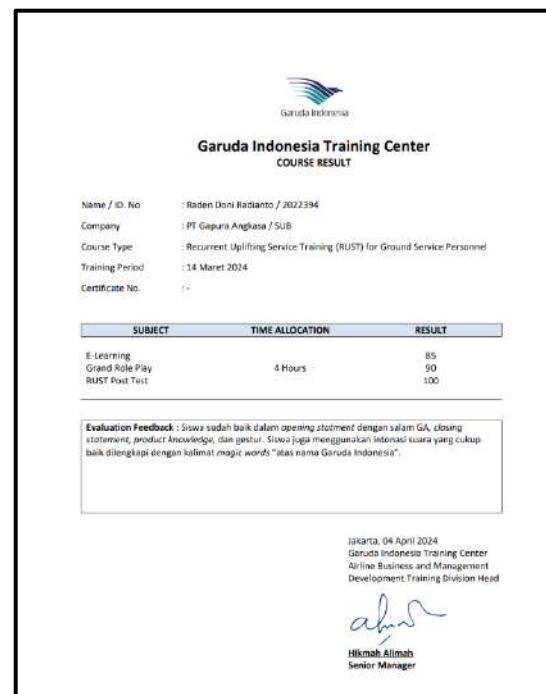
| SUBJECT | TIME ALLOCATION | RESULT |
|-----------------|-----------------|--------|
| E-Learning | | 55 |
| Grand Role Play | 16 Hours | 85 |
| ULS Post Test | | 100 |

Evaluation Feedback: Siswa mampu mendengarkan seluruh peting-peting. Perbaikannya, siswa perlu meningkatkan pemahaman mengenai product knowledge dan perlu lebih ekspresif dalam memberikan penjelasan.

Jakarta, 02 April 2024
Garuda Indonesia Training Center
Airline Business and Management
Development Training Division Head

Hikmah Alimah
Senior Manager

Course Result Initial ULS Training

Training Re-current Uplifting Service diikuti oleh setiap Petugas Layanan Darat dengan periode 2 tahun sekali sebagai refreshment terhadap *update* materi dan prosedur layanan.




Garuda Indonesia Training Center
COURSE RESULT

Name / ID. No : Raden Dani Radianto / 2022394
Company : PT Garuda Angkasa / SUB
Course Type : Re-current Uplifting Service Training (RUST) for Ground Service Personnel
Training Period : 14 Maret 2024
Certificate No. : -

| SUBJECT | TIME ALLOCATION | RESULT |
|-----------------|-----------------|--------|
| E-Learning | | 85 |
| Grand Role Play | 4 Hours | 90 |
| RUST Post Test | | 100 |

Evaluation Feedback: Siswa sudah baik dalam opening statement dengan salam GA, closing statement, product knowledge, dan gesture. Siswa juga menggunakan lencana suara yang cukup baik dilengkapi dengan kalimat magic words "atas nama Garuda Indonesia".

Jakarta, 04 April 2024
Garuda Indonesia Training Center
Airline Business and Management
Development Training Division Head

Hikmah Alimah
Senior Manager

Course Result Re-current ULS Training

14. JUMLAH PELAKSANA

AIRPORT

Berdasarkan Jabatan

| Jabatan | Jumlah |
|-----------------------------------|--------|
| First Class Assistance | 10 |
| Concierge | 14 |
| Passenger Relation Officer | 43 |
| Customer Service Officer | 25 |
| Cashier Officer | 3 |
| Lounge Staff | 72 |
| Ground Service Officer (Terminal) | 350 |
| Ground Service Officer (Ramp) | 83 |

| Jabatan | Jumlah |
|----------------------|--------|
| Security Officer GA | 11 |
| Security Officer GP | 126 |
| Security Officer ATO | 4 |



Terima Kasih