

Pedoman Standar Pelayanan **Garuda Indonesia Sales Office** **Mall Kota Kasablanka**



DAFTAR ISI

1. **Dasar Hukum dan Manual Kerja**
2. **Persyaratan Pelayanan**
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6. **Produk Pelayanan**
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12. **Jumlah Pelaksana**
13. **Jaminan Pelayanan**
14. **Jaminan Keamanan dan Keselamatan Pelayanan**
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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



2. PERSYARATAN

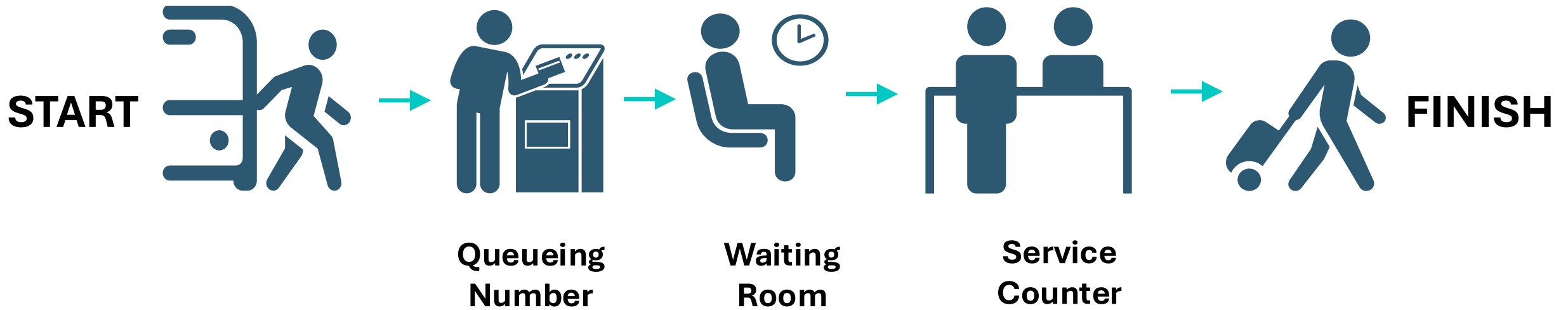
Persyaratan Dokumen Layanan GASO



- a. **Kartu Identitas Penumpang (KTP/SIM, Passport, KITAS)**
- b. **Alamat Email**
- c. **Nomor Handphone**
- d. **Surat Keterangan**
- e. **Bukti Keanggotaan GarudaMiles**
- f. **Boarding Pass**
- g. **Kode Booking**
- h. **Nomor Tiket**

3. SISTEM, MEKANISME & PROSEDUR

GASO Service 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

4. STANDAR WAKTU PELAYANAN

JAM OPERASIONAL

| Hari | Jam Operasional |
|-----------------------|-----------------|
| Senin – Jumat | 10.00 – 19.00 |
| Sabtu | 10.00 – 19.00 |
| Minggu dan Hari Libur | 10.00 – 19.00 |



4. STANDAR WAKTU PELAYANAN

GASO

| No | Jenis Layanan | Standar Waktu |
|----|-------------------------|---|
| 1 | Booking and Reservation | <ul style="list-style-type: none"> • FIT : 5 menit • Group: 15 menit |
| 2 | Issued Tiket | <ul style="list-style-type: none"> • Single Leg: 10 menit • Multi Leg : 15 menit |
| 3 | Reschedule | 15 menit |
| 4 | Reroute | 15 menit |
| 5 | Refund Tiket | 10 menit |
| 6 | Interline Ticket | 15 menit |
| 7 | Partnership | 15 menit |
| 8 | Ancillary Revenue | 15 menit |
| 9 | Tour Package | 15 menit |
| 10 | City Check-in | 5 menit |
| 11 | Ticket Information | 5 menit |
| 12 | GarudaMiles | <ul style="list-style-type: none"> • Enrollment: 15 menit • Redemption: 15 menit • Claim Mileage: 15 menit • Buy Mileage: 15 menit • Redeposit: 15 menit |
| 13 | Complain Handling | 30 menit |
| 14 | Product Promotion | 15 menit |



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 & tax • Claim Mileage: Gratis • Buy Mileage: Rp 333.000 / 1000 miles • Redeposit: Penalty 20% |
| 10 | Complain Handling | Gratis |
| 11 | Product Promotion | Gratis |



5. BIAYA / TARIF

Ketentuan Layanan Reschedule

| Seat Class | Before Flight | | After Flight |
|------------|----------------------------|----------------------------|--------------|
| | ≥ 4 Hours before Departure | < 4 Hours before Departure | |

DOMESTIC ROUTES

| | | | |
|----------------------|------|------|-----|
| First Class Flexible | FREE | FREE | 10% |
| First Class Promo | FREE | 10% | 10% |
| Business Flexible | FREE | 10% | 20% |
| Business Promo | 25% | 50% | 50% |
| Eco Flexible | FREE | FREE | 50% |
| Eco Affordable | 10% | 60% | 60% |
| Eco Promo | 15% | 80% | 80% |
| Special Promo | 20% | 90% | 90% |

**valid for day of issued on/after 25 Mar 24 – until further notice*

**valid for non-corporate FIT (Free Independent Traveller) only*

**not valid during peak season*



5. BIAYA / TARIF

Ketentuan Layanan Reschedule

| Seat Class | Before Flight | | After Flight | |
|------------|---------------|--------------------|--------------|--------------------|
| | ID (IDR) | ID-MEA Route (IDR) | ID (IDR) | ID-MEA Route (IDR) |

INTERNATIONAL TICKET

| | | | | |
|-----------------------------|-------------|-------------|-----------|-----------|
| First Class Flexible | FREE | FREE | 1.500.000 | 1.500.000 |
| First Class Promo | 300.000 | FREE | 2.000.000 | 1.500.000 |
| Business Flexible | FREE | FREE | 1.500.000 | 1.500.000 |
| Business Promo | 500.000 | 2.000.000 | 2.000.000 | 3.500.000 |
| Eco Flexible | FREE | FREE | 1.500.000 | 1.500.000 |
| Eco Affordable | 200.000 | 1.000.000 | 1.500.000 | 2.500.000 |
| Eco Promo | 200.000 | 1.500.000 | 2.000.000 | 3.000.000 |
| Special Promo | 500.000 | 2.000.000 | 2.000.000 | 3.500.000 |

**valid for non-corporate adult FIT (Free Independent Traveller) only*

**not valid during peak season*



5. BIAYA / TARIF

Ketentuan Layanan Refund

| Seat Class | Before Flight | | After Flight |
|------------|----------------------------|----------------------------|--------------|
| | ≥ 4 Hours before Departure | < 4 Hours before Departure | |

DOMESTIC ROUTES

| | | | |
|-----------------------------|-----|-----|-----|
| First Class Flexible | 5% | 5% | 35% |
| First Class Promo | 20% | 40% | 40% |
| Business Flexible | 10% | 40% | 40% |
| Business Promo | 25% | 90% | 50% |
| Eco Flexible | 15% | 15% | 70% |
| Eco Affordable | 20% | 70% | 90% |
| Eco Promo | 25% | 90% | 90% |
| Special Promo | 25% | 90% | 90% |

**valid for day of issued on/after 25 Mar 24 – until further notice*

**valid for non-corporate FIT (Free Independent Traveller) only*

**not valid during peak season*



5. BIAYA / TARIF

Ketentuan Layanan Refund

| Seat Class | Before Flight | | After Flight | |
|------------|---------------|--------------------|--------------|--------------------|
| | ID (IDR) | ID-MEA Route (IDR) | ID (IDR) | ID-MEA Route (IDR) |

INTERNATIONAL TICKET

| | | | | |
|-----------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| First Class Flexible | 1.500.000 | 1.500.000 | 2.600.000 | 2.600.000 |
| First Class Promo | 2.000.000 | 1.500.000 | 3.000.000 | 1.500.000 |
| Business Flexible | 1.500.000 | 1.500.000 | 2.600.000 | 2.600.000 |
| Business Promo | NON-REFUNDABLE | 2.500.000 | NON-REFUNDABLE | 4.000.000 |
| Eco Flexible | 1.500.000 | 1.500.000 | 2.600.000 | 2.600.000 |
| Eco Affordable | 1.500.000 | 2.000.000 | 2.600.000 | 3.100.000 |
| Eco Promo | 2.000.000 | 2.500.000 | 3.000.000 | 4.000.000 |
| Special Promo | NON-REFUNDABLE | NON-REFUNDABLE | NON-REFUNDABLE | NON-REFUNDABLE |

*valid for non-corporate adult FIT (Free Independent Traveller) only

*not valid during peak season



6. PRODUK LAYANAN

GASO

PRE-JOURNEY



FLIGHT INFORMATION

Layanan informasi seluruh produk dan penerbangan Garuda Indonesia.



RESCHEDULE

Layanan perubahan jadwal tiket



REROUTE

Perubahan rute dan/atau perubahan lain yang membutuhkan penerbitan kembali tiket pelanggan.



REFUND

Pembayaran kembali kepada pembeli, baik semua atau sebagian dari ongkos, tarif atau biaya untuk layanan yang tidak atau belum digunakan.



BOOK AND RESERVATION

Pemesanan, pembelian tiket (FIT/Group) penumpang sesuai dengan rute yang dipilih



TICKET ISSUED

Layanan penerbitan tiket atas rute yang dipilih



PREPAID BAGGAGE

Layanan pembelian bagasi dimuka



6. PRODUK LAYANAN

GASO

POST-JOURNEY



COMPLAIN HANDLING

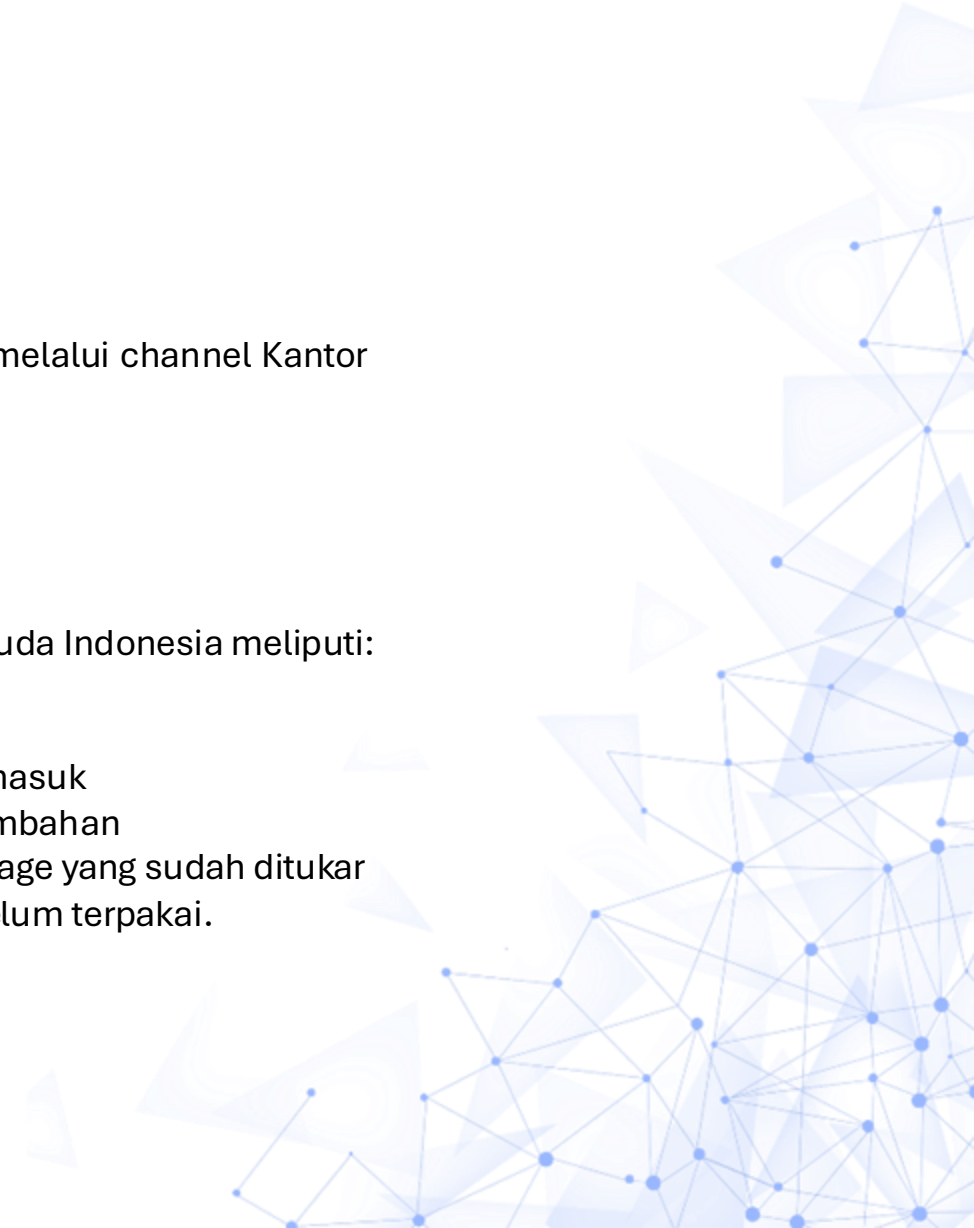
Layanan penanganan complain yang masuk melalui channel Kantor Penjualan



GARUDA MILES

Layanan bagi keanggotaan penumpang Garuda Indonesia meliputi:

- *Enrollment*, pendaftaran keanggotaan
- *Redemption*, penukaran poin/mileage
- *Claim*, klaim poin/mileage yang tidak masuk
- *Buy Mileage*, membeli poin/mileage tambahan
- *Redeposit Mileage*, pengembalian mileage yang sudah ditukar dengan produk GarudaMiles namun belum terpakai.



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

GarudaPriority Service

Berbagai Pilihan Layanan Prioritas untuk Kenyamanan Anda

- GarudaPriority Service Ultimate
- GarudaPriority Service Precious
- GarudaPriority Service Signature

 5-STAR AIRLINE

Garuda Priority Service



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

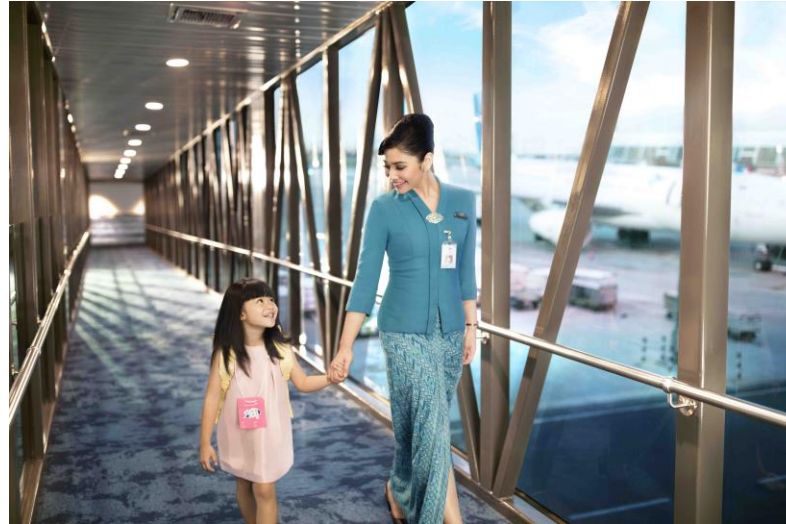
**Seat Selection &
Extra Leg Room**

6. PRODUK LAYANAN

PENUMPANG BERKEBUTUHAN KHUSUS



Wheelchair



Unaccompanied Minor



Expectant Mother

7. INOVASI PELAYANAN

Whatsapp Service



Jadwal Operasional Kantor Penjualan Garuda Indonesia Jakarta dan Tangerang

We Understand You #BecauseYouMatter

Kunjungi Kantor Penjualan Garuda Indonesia terdekat:

| Kantor Penjualan | Jam Operasional (Setiap Hari) | Hotline 24/7 (Whatsapp Service) |
|--|-------------------------------|---------------------------------|
| Hotel Borobudur | 10.00 - 18.00 | 0811 8 614 614 |
| Senayan City | 10.00 - 18.00 | |
| Pondok Indah Mall | 10.00 - 18.00 | |
| Kota Kasablanka | 10.00 - 19.00 | |
| Emporium Pluit | 10.00 - 18.00 | |
| Living World | 10.00 - 18.00 | |
| Bandara Soekarno-Hatta: Internasional Domestik | 24 Jam | |

5-STAR AIRLINE

FlyGaruda App | garuda-indonesia.com | 0804 1 807 807

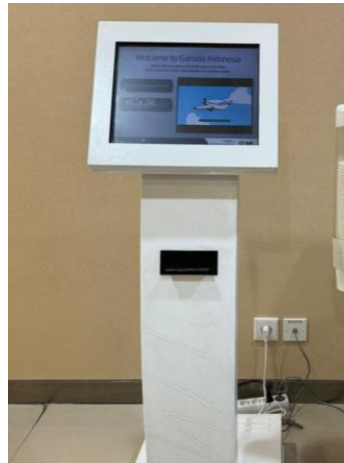
Sebagai bentuk peningkatan pelayanan guna memudahkan akses pelanggan, Garuda Sales Office di Jakarta dan Tangerang memberikan layanan Hotline 24/7 melalui *Whatsapp*

8. SARANA DAN PRASARANA

GASO



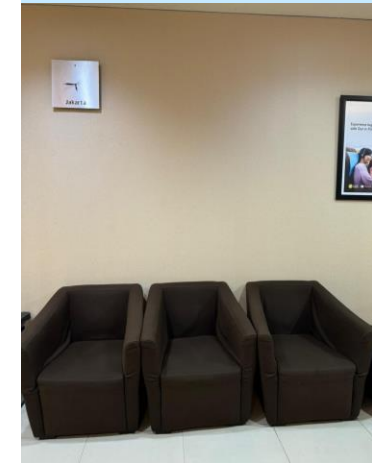
RUANG TUNGGU



QUEUEING SYSTEM



READING MATERIALS



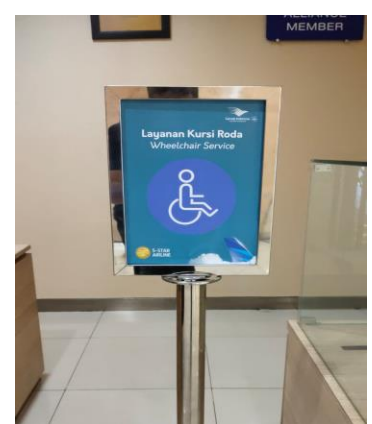
SOFA



BEVERAGES



TELEVISI



SIGNAGE WHEELCHAIR

8. SARANA DAN PRASARANA

GASO



COUNTER UMUM



CUSTOMER SERVICE

8. SARANA DAN PRASARANA

GASO



KANTIN



MUSHOLA



RUANG LAKTASI

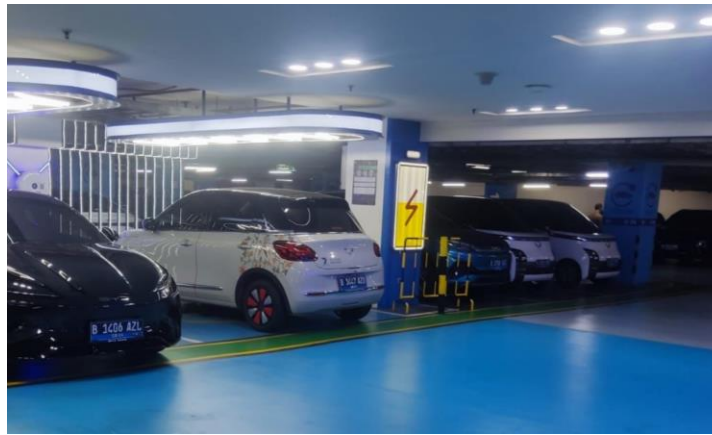


8. SARANA DAN PRASARANA

GASO



TOILET DIFABEL



AREA PARKIR MOBIL



AREA PARKIR MOTOR



TOILET UMUM



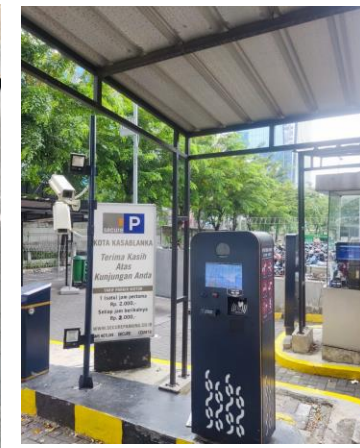
SIGNAGE



SMOKING AREA



RAMP WHEELCHAIR



MESIN TIKET PARKIR

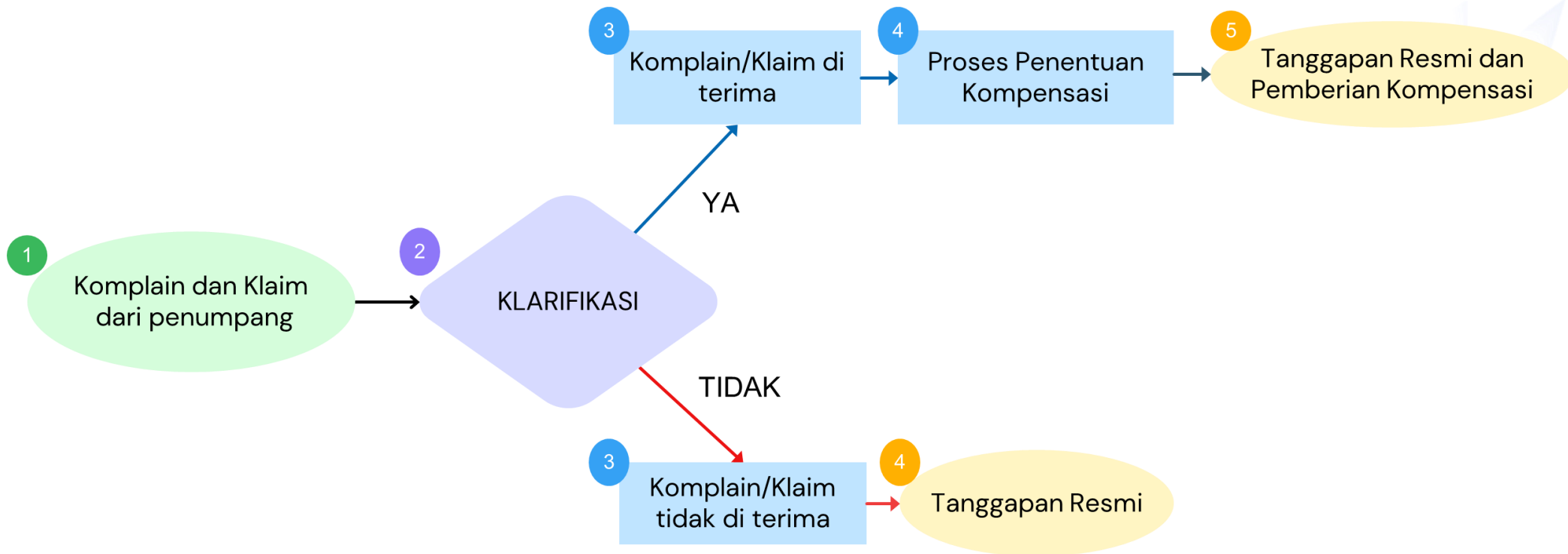
9. PENANGANAN PENGADUAN, SARAN DAN MASUKAN

Customer Voice (CVOMS)



9. PENANGANAN PENGADUAN, SARAN DAN MASUKAN

Alur Pengaduan

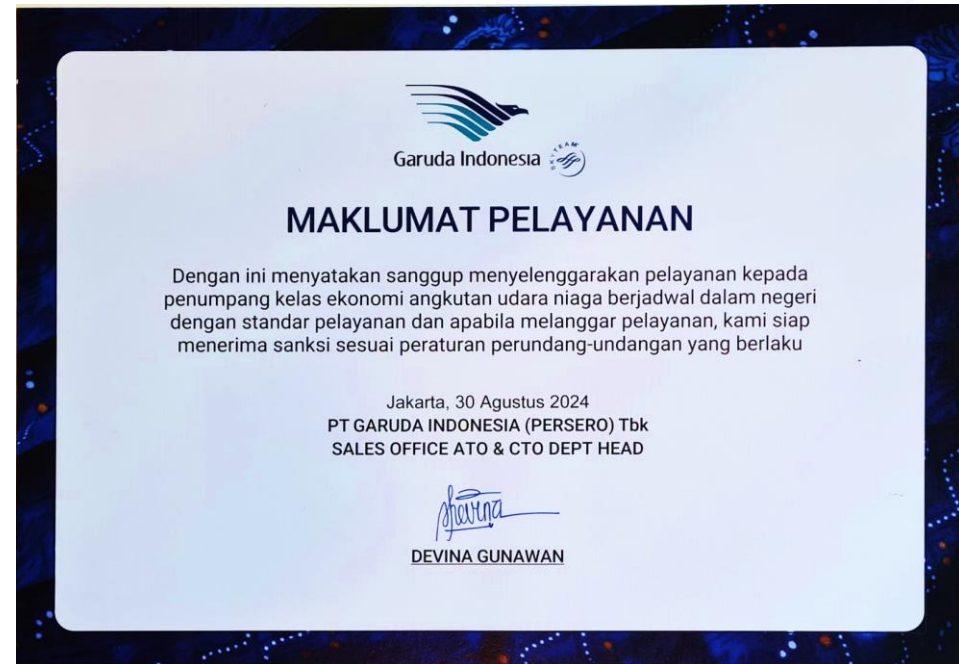


10. JAMINAN DAN PRINSIP PELAYANAN

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

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 | | |
|---|---|--|
|  | REPUBLIK 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 : jktdog@garuda-indonesia.com Business Permit: SIJAU/NG – 002 dated 11 November 2019 SIJAU/NTB – 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


GASO

| Bentuk Pengawasan | Periode Pelaksanaan |
|--------------------------------|-------------------------------|
| Daily Briefing | Setiap hari |
| Daily Report Performance | Setiap hari |
| SLA Report Performance | Setiap bulan |
| Periodical Monitoring | Setiap bulan dan Per Triwulan |
| Internal Service Quality Audit | Per Semester |
| CCTV | Selama Jam Layanan GASO |
| Security | Selama Jam Layanan GASO |







12. PENGAWASAN INTERNAL

COACHING





Garuda Indonesia
COACHING RECORD
Uplifting Services

Brilliant Name : CVC
Employee No : 032191167
Coaching Topic(s) :
Date of Event : -
Date of Coaching : 12 - Jul - 2024

| REF & RECOMMENDATION | DETAIL OF COACHING |
|--|---|
| Sop Handling | <ul style="list-style-type: none"> - adanya miss informasi perhitungan miles sehingga membuat foreks - kurang teliti dalam membaca rules pada tiket sehingga menimbulkan complain |
| Coached by : Fanny Mulyani  | Brilliant : Mitha Anggraini  |
| Acknowledge by : Fanny Mulyani  | |
| Note From Councilor (*Required): | |


Garuda Indonesia
COACHING RECORD
Uplifting Services

Brilliant Name : CVC
Employee No : 032409031
Coaching Topic(s) :
Date of Event : -
Date of Coaching : 30 - Jul - 2024

| REF & RECOMMENDATION | DETAIL OF COACHING |
|--|---|
| Sop Handling | Melakukan Refund credit card dari gaso lain yang membuat koreksi tanpa konfirmasi dan melakukan pengecekan terlebih dahulu. |
| Coached by : Fanny Mulyani  | Brilliant : Alifah w.s  |
| Acknowledge by : Fanny Mulyani  | |
| Note From Councilor (*Required): | |

Bukti Coaching Form

13. KOMPETENSI PELAKSANA

Pejabat Fungsional GASO / ATO



Supervisor on Duty

Lingkup Kerja:

- Bertanggung jawab atas seluruh aktifitas operasional GASO dalam pengecekan layanan, penjualan dan performa pelaksana.
- Bertugas sebagai *Customer Service Associate* pada jam layanan. Fungsi ini wajib selalu ada dan dapat dilakukan bergilir
- Dapat berperan sebagai *Travel Consultant* disesuaikan pada kondisi antrian dan jumlah pelaksana yang bertugas



Service Quality Controller

Lingkup Kerja:

- Bertanggung jawab atas tersampainya *product knowledge* kepada pelaksana
- Memantau performa pelaksana terkait kedisiplinan pelaksana yang berdampak pada operasional GASO
- Bertanggung jawab pada standarisasi layanan, pengecekan peralatan kerja pelaksana dan pengecekan BMI pelaksana
- Berhak menegur dan memastikan pelaksana *terupdate* standar layanan terbaru

13. KOMPETENSI PELAKSANA

Pejabat Fungsional GASO / ATO



Travel Consultant

Lingkup Kerja:

- Bertanggung jawab pada *complain* dan *compliment* yang masuk melalui *channel* GASO dan melakukan rekap, filling dan konfirmasi
- Melakukan pengantaran tiket First Class dan Business Class (sesuai kebutuhan)
- Melayani penumpang dalam kebutuhan tiket secara umum



Service Guard

Lingkup Kerja:

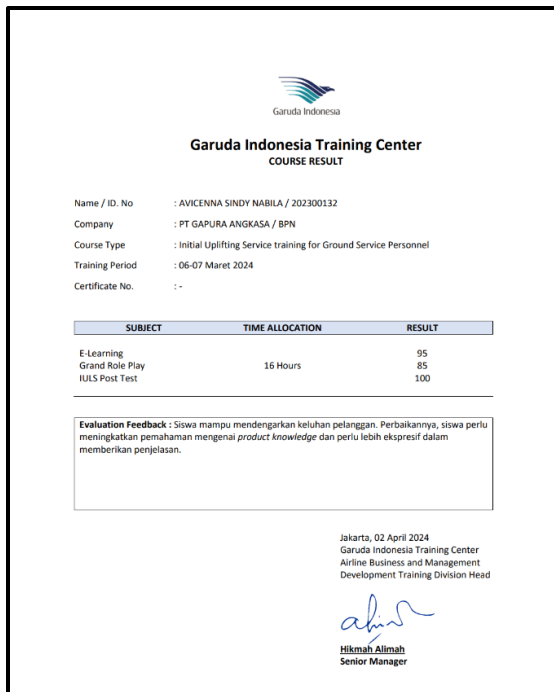
- Menjaga kondisi operasional berjalan baik dan aman
- Menyapa penumpang saat baru tiba dan keluar GASO
- Membantu penumpang dengan kebutuhan khusus
- Menanyakan kebutuhan penumpang saat mengunjungi GASO atau Gallery
- Memiliki pengetahuan dasar terkait layanan Garuda Indonesia secara umum


13. KOMPETENSI PELAKSANA

Service Training Petugas Layanan Darat

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

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

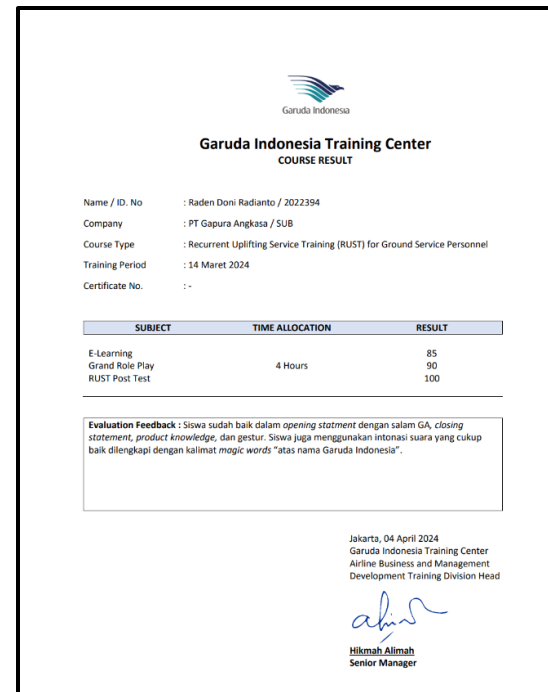
Name / ID. No : AVICENNA SINDY NABILA / 202300132
Company : PT GAPURA ANGKASA / BPN
Course Type : Initial Uplifting Service training for Ground Service Personnel
Training Period : 06-07 Maret 2024
Certificate No. : -


| SUBJECT | TIME ALLOCATION | RESULT |
|-----------------|-----------------|--------|
| E-Learning | | 95 |
| Grand Role Play | 16 Hours | 85 |
| IULS Post Test | | 100 |

Evaluation Feedback : Siswa mampu mendengarkan keluhan pelanggan. 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





Garuda Indonesia Training Center
COURSE RESULT

Name / ID. No : Raden Doni Radianto / 2022394
Company : PT Gapura Angkasa / SUB
Course Type : Recurrent 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 statment dengan salam GA, closing statement, *product knowledge*, dan gestur. Siswa juga menggunakan intonasi 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

GASO

| Jabatan | Jumlah |
|-------------------------|--------|
| Supervisor On Duty | 1 |
| Service Quality Control | 1 |
| Travel Consultant | 8 |
| Service Guard | 1 |

Terima Kasih

