

3rd Party Lounge Operator Inspection Checklist

Transport & Logistics

GENERAL

Are doc checks ok?

☐ Yes☐ No☐ Na

Are check-in counters open on time?

☐ Yes☐ No☐ Na

Is the check-in desk in good condition?

☐ Yes☐ No☐ Na

How many check-in desks are available?

What is the customer queue time per desk?

☐ Yes☐ No☐ Na

Is there at least one dedicated host per check-in row?

☐ Yes☐ No☐ Na

Is CUSSDOP ok?

☐ Yes☐ No☐ Na

Are bag drop desks in good condition?

Yes

No

Na

What is the average customer queue time on the bag desk?

Yes

No

Na

Is a supervisor available during opening hours?

Yes

No

Na

How many recovery desks are present?

Is a safety card available at the desk?

Yes

No

Na

Are hand baggage labeled?

Yes

No

Na

Are handbags checked for size?

Yes

No

Na

Is banklining working?

Yes

No

Na

Is there a delay coordinator available in case of delays?

Yes

No

Na

Are PRMs directed to Axxicom?

Yes

No

Na

Signature

SIGNATURE