

Field Service 101 Assessment Checklist

Transport & Logistics

GENERAL

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

Are doc checks ok?

☐ 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