

**1. GET A RADIO FROM THE GUARD ON DUTY**

- **Sign in:** State your identity and area of assignment to the Station Control thru your radio when you start your term of duty.

**2. PREPARE MATERIALS NEEDED**

- E / D Cards
- Baggage Name Labels
- Fragile Baggage Stickers
- Radio

**3. DIRECT THE PASSENGERS TO THEIR RESPECTIVE DESIGNATED CHECK-IN COUNTERS**

- This will facilitate check – in of passengers

**4. ADVISE PASSENGERS TO PREPARE THEIR TRAVEL DOCUMENTS**

- These would include passports, tickets, airport tax, E/D cards, Health cards, if required.

**5. INFORM PASSENGERS OF THEIR FREE BAGGAGE ALLOWANCE**

- Forewarn passengers with excessive baggage of possible excess baggage charges, this is to give time for the passengers to decide whether to take out unnecessary items in the baggage or to pay excess baggage charges.

**6. INFORM PASSENGERS TO CHECK-IN EXCESSIVE OR OVERSIZED HANDCARRIED BAGGAGE**

- Normally passengers are allowed one Cabin Baggage plus their carry-ons enough to fit the overhead bin or under the seat. Give the reason why heavy or oversized bags are not allowed.

**7. ENTERTAIN INQUIRIES FROM PASSENGERS AND FURNISH RELEVANT INFORMATION**

This information could be stopover and flying time. Also groundtime at a stopover point, meals or movies on board and baggage allowance.

**8. SEGREGATE THOSE WHO REQUIRE SPECIAL HANDLING AND FACILITATE THEIR CHECK-IN**

Special handling would refer to passengers who are given extra service not normally given to other passengers. These would refer to UM, WCHR, DEPO, INAD, etc.

**9. ATTEND TO VIP, FIRST CLASS AND MCM PASSENGERS**

- These are passengers that need special treatment. In fact, they have a separate check-in counter. Either they have paid a higher fare for these services or they have high positions on society or in the government. They could also be frequent travelers on Philippine Airline.

**10. ENSURE THAT THE DEPARTING PASSENGER CHECKS OR CLEARS WITH IMMIGRATION**

- All local joining passengers are required by law to clear with Immigrations. In this office the passenger's passport, visa and E / D Cards are rechecked. If the passenger is legally allowed to travel, his passport and boarding pass are stamped with the date of departure, along with the seal of the Commission of Immigration and Deportation.

**11. AFTER THE CHECK-IN COUNTERS ARE CLOSED, PERFORM THE FUNCTION OF A CIQ CSA**

**12. Sign Off:** Ask Station Control through your radio for any further instructions and / or inform Station Control when your tour of duty ends and surrender your radio to guard on duty.

**1. GET A RADIO FROM THE GUARD ON DUTY**

**SIGN IN :** State your identity and area of assignment to the Station Control thru your radio when you start your duty.

**2. DIRECT PASSENGRS TO THE IMMIGRATION COUNTERS**

This will facilitate the Immigration processing of passengers. Segregate passengers whose lights are leaving shortly or those whose flights are currently on its boarding process and direct them to shorter queues.

**3. KEEP ON HAND ENOUGH E/D CARDS**

In case some passengers were not given the E / D Card at the check-in counter, they do not have to go back to the check – in counters to secure one.

**4. COORDINATE WITH STATION CONTROL AND WITH CSA AT THE BOARDING GATES DURING FLIGHT BOARDING**

Close coordination with the CSA assigned at the boarding gates and the Station Control is maintained at all times especially when there are passengers missing or with problems during the final boarding stage. CSA advises all concerned on problems regarding passengers who are clearing with Immigration.

**5. ASSIST PASSENGERS WITH PROBLEMS AT CIQ**

CSA directs passengers to the proper office or authority when needed.

**6. LOCATE MISSING PASSENGERS**

CSA exerts all efforts in locating passengers who are missing at the boarding gate.

**7. ASSIST PASSENGERS WHO ARE LEFT BEHIND**

- They did not show up at the boarding gate on time.
- They have insufficient travel documents

**8. SIGN OFF :** Inform Station Control thru your radio when you are off duty and surrender your radio to the guard on duty.

1. Secure the door keys of the lounge from the guard on duty at the office.
2. Ensure cleanliness of the lounges, availability of amenities and orderliness of all facilities.
3. Greet and welcome the passengers as they enter the lounge and ask for their invitation cards (given by the Check-in Agent or the CSA at the Transfer Desk). Address passengers by their appropriate title and ask their signatures on the guest book.
4. Double check from the passengers their correct flight number and destination.
5. List the names of the passengers their correct flight number and destination.
6. Invite passengers and let them avail and enjoy the amenities inside the lounge. Inform them that you shall be calling their attention during boarding time.
7. Attend to passenger's needs and inquiries with a smile, courtesy and graciousness.
8. Coordinate with the CSA at the boarding gate at least thirty (30) minutes before departure regarding the boarding status of the flight. (Coordinate also with Station Control if there is a flight disruption).
9. Call the attention of the passengers during boarding.
10. Stand by at the door and direct the passengers during boarding.
11. Bid farewell to the passengers by addressing them thru their surnames or appropriate titles.
12. Check inside the lounge for any more passengers who may be still unaware of the boarding time.

**GENERAL GUIDELINE IN PASSENGER BOARDING**

1. Safety, comfort and convenience are the prime considerations.
  - a. Proper functioning of air bridges / motorized air steps.
  - b. If mechanical transport is not available, high risk areas like oil spots and wing tips shall be avoided.
  - c. Transit passengers shall embark first.
2. Passenger air steps / air bridges may be removed only after proper coordination with the Cabin Crew.
3. Announcements shall be made so passengers are duly informed of the flight boarding status.

**ORDER OF BOARDING PRIORITY**

1. Sick / Incapacitated / Unaccompanied Minor / Deportee / Inadmissible
2. Elderly / Pregnant Passengers
3. Passengers with infants and small children
4. Economy Class passengers who are usually boarded by rows
5. First Class and Mabuhay Class passengers

1. After obtaining all the details of the flight assigned to him / her, the CSA goes to the boarding gate at least one hour and a half before the ETD with all the forms needed.
2. Record all the information needed on the Flight Activity Report.
3. If the Solari board at the gate does not reflect the correct flight details, the CSA should call up the NAIA Paging Room to have this updated.
4. Should there be security items to be tagged, the CSA prepares the SITR Form. Have the passenger sign this form and turn over the intercepted article together with the corresponding SITR Form to the Flight Purser during the last stage of boarding.
5. The CSA prepares the Limited Release tags for over-sized and intercepted handcarried articles (such as ice cream) and tag these items before boarding.
6. The CSA makes pre-boarding announcements regarding the boarding procedure and handcarried baggage allowance. Call and inform the NAIA paging room to make a pre-boarding announcement on your assigned flight.



**CSA No.1 (LEAD CSA)**

1. Stand by at the boarding gate and wait until CSA no.2 finished her boarding announcements.
2. Together with the CSA no.2 start boarding passengers. Request them to fall in line and have boarding passes ready.
3. As each boarding pass is presents, scrutinize the flight number and destination, and visually check if the boarding pass has been stamped by Immigration. Detach and keep the other stub with the ticket inserted. Stapled and stamped inside for tallying purposes.
4. Turn over the torn stubs to CSA no.2 by 20's.
5. Continue the boarding process. If there are any over-sized hand carried items, intercept them, and explain to the passenger and have CSA no.2 tag the bags to the destination.
6. Tally the cards with the CSA no.2
7. Advise the supervisor or the OAL Representative and the Station Control (Ramp) when all the passengers have boarded (AOB).
8. Stand by at the gate until the plane has taken off, then proceed to your next flight assignment.

**CSA No.2**

1. Announce the flight boarding procedure.
2. Assist CSA NO.1 in requesting passengers to fall in line and have boarding passes ready.
3. Get the final / total load thru the DCS terminal set or Station Control.
4. Collect the smaller stubs detached by CSA no.1 by 20's.
5. Segregate and arrange the stubs and use the Sequence / Manifest Control form.
6. When there are no more passengers boarding, repeat the boarding announcements.
7. Count the cards. Tally the total stubs collected against the total passenger load.
8. If there are any missing passengers to be identified, retrieve their Sequence / Manifest number thru the DS set.
9. Advise the Satellite Supervisor or the OAL Representative and the Station Control when all the pas have boarded (AB) the flight.
10. Call and inform the NAIA paging room to make a final boarding announcement on your assigned flight.
11. When all passengers are on board, together with CSA no.1 stand by at the gate until the plane has taken off. Endorse the terminal fee stubs to the NAIA Terminal fee collector and the boarding stubs together with the flight coupons to the Documentation Clerk / Representative. In the event passengers are left behind, follow the same procedures for no-show passengers at the boarding gate.



**NO SHOW AT BOARDING GATE**

A passenger who fails to show up at the boarding gate during boarding and does not respond to announcements paging his name.

**PROCEDURES ON NO-SHOW AT BOARDING GATE**

1. Identify the number of missing passenger (s) by tallying the number of torn stubs against the passenger final load.
2. Identify the names of the missing passenger (s) by retrieving the sequence number through the DCS terminal system.
3. Check inside the aircraft if passenger is already settled.
4. Double check, recount torn stubs.
5. Page passenger using his full name / format.
6. Inform Immigration and Supervisor.
  - Station manager / Duty Manager or OAL (other airlines) manager will decide whether to leave the passenger behind or not.
  - When passenger has been located but the flight has departed.
    - a. Get his / her passport for cancellation of the departure stamp by Immigration. Get passenger's boarding pass.
    - b. Accompany the passenger to the Supervisor assigned to the flight in order to have the flight coupon revalidated so that it could be used on other flights.
    - c. Assist the passenger in rebooking for the next available flight.
    - d. Assist the passenger in retrieving his / her offloaded baggage.
    - e. Surrender the passenger's boarding pass to the Counter Supervisor of the flight.
    - f. Assist the passenger in getting a refund of the terminal fee he paid.

**SPECIFIC FUNCTIONS OF THE CSA MEETING THE FLIGHTS****CSA No.1**

1. Prepares the Arrival Endorsement Form (or CSA no.2).
2. Checks the arrival time of the flight to be met, as well as all important information like MAAS passengers and any special instructions regarding the handling of the flight.
3. Waits for the flight arrival. CSA must be at the boarding gate to meet the flight at least thirty (30) minutes before the aircraft parks.
4. As soon as the plane is parked, CSA proceeds to the steps and waits for the passenger to deplane.
5. Coordinates with the Customs Officer who will give the go-signal to allow the passengers to disembark (or CSA no.2).
6. Greets and leads the first passenger who disembarked and show directions leading to the Immigration arrival area; segregates transfer passengers and show them the direction to the Transfer Counter / Desk, then goes back to the plane to check if there are some more passengers who require assistance.
7. When all passengers have deplaned, CSA proceeds to his / her flight assignment.

**CSA NO.2**

1. Prepares the Arrival Endorsement Form. (or CSA no.1)
2. Checks the arrival time of the flight to be met as well as the important information pertaining to the flight.
3. Together with CSA no.1, waits for the arrival at the holding area.
4. As soon as the plane is parked, he coordinated with the Flight Purser for any endorsements and inform the baggage belt number. Have the Flight Purser sign the Arrival Endorsement Form and give a copy.
5. Greet deplaning passengers and shows them the direction to the arrival area, without leaving the aircraft door / steps, and looks out for passengers who need special assistance.
6. Waits for all passengers to deplane before leaving the aircraft door / steps either by inquiring through the Flight Purser or checking inside the aircraft. However, if a passenger requires assistance, he may go with that passengers and provide the necessary assistance.



1. Find out the total number of direct transit passengers and prepare corresponding number of Transit Cards.
2. As soon as the plane is parked at the gate proceed to the tube entrance and wait for the passengers to deplane.
3. Call out for transit passengers and issue to each a transit card and show them the direction of the holding area.

**SAY : “ Transit passengers ... this way please”.**

4. As soon as the last transit card has been issued, proceed to the holding area. If there are still transit cards left, go inside the aircraft and check if there are passengers who has preferred to stay in the aircraft during the ground stop, and if the number of passengers on board tallies with the number of undistributed cards.
5. Stay in the holding area and answer inquiries from transit passengers.
6. Wait for the signal to board from the Ramp Operations Supervisor or the OAL's Station Manager or his representative.
7. When the boarding signal is received, start boarding transit passengers. They are boarded ahead of MNL joining passengers. Collect the transit cards from each passenger as they pass thru gate. Count the cards to ascertain that the number of cards collected tallies with the total number of cards distributed.



### **UNACCOMPANIED MINOR**

1. Take the UM and his travel documents from the check-in counter.
2. Ensure that the UM has a UM badge.
3. Assist UM through the pre-departure area.
4. Inform CSA at the boarding gate about the UM.
5. Stay with the UM at all times.
6. Board the UM ahead of the other passengers and endorse personally to the Flight Purser together with his travel documents.
7. Give copies of UM form to the Flight Purser and ensure Purser's signature on the station file copy of the UM form.

### **WHEELCHAIR PASSENGER**

1. If passenger has no wheelchair when he approaches you, call a counter attendant or Synergy representative and request for one.
2. Ask Counter Supervisor for attendant to wheel passenger through Pre-departure area if unaccompanied.
3. Assist passenger at Check-in counter and Pre-departure area.
4. Endorse passenger with his Boarding Pass and INCAD form of Indemnity Form to the CSA at boarding gate.

### **STRETCHER PASSENGER**

1. Anticipate ambulance arrival at gate and notify security guard.
2. Request from the passenger or his representative his travel documents or PAL INCAD.
3. Have representative fill out the necessary forms like the E/D card.
4. Assist at check-in counter.
5. Return travel documents with boarding pass, baggage claim checks and Terminal fee coupons.
6. Board passenger and endorse to the Purser.
7. Give purser Destination copy of INCAD form. (pink)

**FIRST RIDERS**

1. Assist the passenger during check-in.
2. Escort through Pre-Departure area.
3. Endorse to the CSA at the boarding gate who will in turn endorse to the Flight Purser.

**BLIND PASSENGER (with seeing-eye dog)**

1. Let the blind passenger take hold of your arm.
2. Do not offer a wheelchair unless requested.
3. Do not hold the passenger by the arm and attempt to steer him.
4. When showing a blind passenger to a chair, put his hand on the arm or back of the chair.
5. Give directions properly.
6. Direct questions to the blind passenger which they can answer.
7. Brief the blind passenger on the layout of the aircraft.
8. Avoid the use of escalators and moving walkways when leading or accompanying "seeing-eye" dog.

**MABUHAY CLUB / CLASS PASSENGERS**

1. Attend to First Class and Mabuhay Class member for any assistance.
2. Invite the passengers to wait at the Mabuhay Lounge.
3. Mabuhay Club / Class passenger are boarded last.

**DEPORTEE**

1. Unusually a deportee is checked-in by a designated Security or Immigration officer.
2. Notify the Captain and the Flight Purser before they board the aircraft.
3. Documents are turned over to the Flight Purser if required by legal regulations.
4. Unescorted DEPO shall embark first accompanied by the Station Head or his representative and endorsed to the Flight Purser.

**INADMISSIBLE PASSENGER**

1. Assist passenger.
2. Immigration Office will assign an Immigration escort / guard who will keep an eye on the INAD passenger.
3. He should be escorted up to the cabin and endorsed to the Flight Purser.



**1. UNACCOMPANIED MINOR (UM)**

- a. Get the travel documents of the UM from the Flight Purser.
- b. If the UM is a connecting passenger (Transit UM), bring him to the Transit Lounge and handle onward flights, meals, etc.
- c. If landed, bring to the arrival area.
- d. Coordinate with the parent or guardian who has to present himself to the Immigration Officer
- e. Endorse the UM to the parent or guardian who has to present himself to the Immigration Officer.
- f. If the UM does not show any signs of recognizing the party meeting him, inform the Immigration Officer discreetly. They will handle the case.
- g. Secure the signature of the parent or guardian on the UM form as acknowledgement that the UM turned over.

**2. VIP / CIP / MCM**

- a. Proceed to the tube, if the VIP is unknown, request the Flight Purser to identify the passenger.
- b. Meet the VIP and escort through the CIQ.
- c. Turn over the CIP to the meeting party.

**Note :**

- Some VIPs do not want to be identified even though the origin station sent a telex.
- Be prudent against arousing criticisms of discriminations from other passengers.
- Do not use placards inappropriate to carry with you.
- Calling out the CIP by name can possibly bring about unwanted results.

**3. SICK PASSENGERS****A. Wheelchair Passengers**

- a. Provide these passengers with a wheelchair.
- b. If travelling with a relative or a companion, delegate a porter (Stellar Representative) to wheel the passenger to the arrival area.
- c. If travelling alone, accompany and assist the passenger through the CIQ.
- d. Endorse to the party meeting him.

**B. Elderly / Incapacitated Passengers travelling alone**

- a. Greet and meet the passenger.
- b. Accompany the passenger through the CIQ.
- c. Endorse the passenger to relatives or to the party meeting him.

**4. TWOV PASSENGERS**

- a. Accept travel documents from Flight Purser.
- b. If the passenger is not known, request the purser to identify the passenger.
- c. Greet the passenger and escort to arrival area.
- d. Turn over travel documents to the passenger.
- e. Secure the signature of the passenger on the MAAS form acknowledging receipt of the travel documents.

**5. DEPORTEES**

- a. CSA should inquire from the passenger the reason for his deportation to be noted on the MAAS form.
- b. Passenger is turned over to Immigrations for questioning.
- c. In cases where the deportee has not paid for his return ticket to MNL, make the passenger sign the promissory note.
- d. Where the deportee is to leave the country, escort the passenger to the transit area and endorse to the CSA at the Transfer Desk.

**6. SEAMAN**

When the representative of the local shipping agency to meet the Seaman does not arrive, the CSA assigned for this passenger should:

- a. Contact the local shipping agent and inform them that the Seaman is not allowed entry. Ask them to send a representative.
- b. Tell the representative to make the necessary representations with the Immigration Officer.
- c. Secure the signature of the Representative on the waiver releasing the carrier from any fines that may be imposed by the Immigration Office.