

BAMBOO AIRWAYS JOINT STOCK COMPANY

SERVICES AND GROUND OPERATIONS






CUSTOMER SERVICE CASE STUDY HANDBOOK FOR GROUND SERVICES




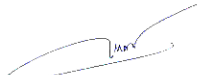








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Preface

Providing customer service in daily operation is an extreme work with lot of different communication situations and thousands of different solutions based on many factors including but not limited to communication contexts, communication objects, the seriousness of the issue, frontline staff competency, and so on... Especially those scenarios that have not been clearly specified in policies and regulation, leading to difficulties for frontline staff in deciding appropriate solution.

The CS case study handbook for ground services is compiled based on updated regulation and policies at the time of written, whereas balancing customer satisfaction and corporate interests to provide guidance for frontline staff on appropriate manners and communication patterns, helping them reduce confusion when dealing with customers in daily operation, resulting in consistent customer service quality.

Customer Service and Quality Assurance Department is responsible for reviewing, and updating the document's content periodically or while there is a change in regulation and policies in order to achieve the highest utilization of this document. However, in daily operation, frontline staff are requested to search for updated policies, standards and service regulation in latest relevant documents to minimize the risk of conflict guidance aroused during the process of document compilation & update.

Sincerely thanks.

CHAPTER 1. CS CASE STUDY AT CHECK-IN COUNTER

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Case study 01: Ticket issued via agency missing middle name

Case description:

Name shown on the ticket issued via Traveloka agency is missing middle name. The ticket class is Economy saver (*name change is applicable at least 3 hours before departure time of first segment at additional fee*). At the airport, passenger refuse to purchase new ticket and confirm that they have input correctly according to Traveloka website's requirements, including the First and Last name, there is no field for middle name.

Recommended solution:

Action	Dialogue template
1. Deliver thanks for using Bamboo Airways service	Thank you for trusting and choosing Bamboo Airways service.
2. Explain aviation safety and security regulation regarding name shown on ticket.	According to security & safety regulation: name shown on ticket must match name on your identification document to ensure the exact people of transport. Your ticket is inappropriate due to middle name missing.
3. Provide information regarding the supporting policy for name correction as well as ticket benefits.	I would love to help for name correction, yet name change support for Economy Saver ticket is only applicable 3 hours before departure time of first segment at additional fee and missing middle name is not listed in our supporting policy due to its violation to security principle.
4. Guide passenger to purchase new ticket according to regulation.	Could you kindly purchase new ticket to continue your journey?
5. Guide passenger to book tickets on Bamboo's website or mobile app in the future for clear and accurate information.	I am terribly sorry for this unexpected experience. May I suggest booking tickets directly on our website or mobile app so that you could receive complete and accurate information for your upcoming trip?

Case study 02: CHD using INF ticket on return segment

Case description:

Passenger purchased an INF round trip ticket for their baby on segment HAN-PQC-HAN. However, according to birth certificate, on return segment PQC-HAN, their baby has turned 2 years old and no longer an INF.

Recommended solution:

Action	Dialogue template
1. Do the greetings, introduce yourself and ask for permission to support	Good morning Mr/Ms..., I am X, Bamboo Airways supervisor. May I have your child's birth certificate and ticket for further assistance?
2. Explain the regulation to passengers	<p>According to the airline regulation, an infant is defined as a baby who is under the age of 2 on the departure date of each flight sector.</p> <p>On the first segment, your baby was under the age of 2 so he/she was still considered as an infant. However, for this return segment, he/she has turned 2 years old, so it is mandatory to book for a child ticket.</p>
3. Support the refund of INF ticket based on the condition of ticket and assist passengers in purchasing CHD ticket in compliance with regulation.	Allow me to help you with the refund for INF ticket to the original booking account and could you kindly purchase additional child tickets for your baby at the ticket counter?

Case study 03: CHD using INF ticket and counterfeit documents

Case description:

CHD is above the age of three, but their parents purchased an INF ticket and presented a counterfeit birth certificate.

Recommended solution:

Action	Dialogue template
1. Confirm whether they bring other documents.	Your child seems to be older than the age shown on his/her birth certificate; do you have any other documents?
2. Contact Airport Security to double - check whether it is counterfeit document and coordinate to handle according to the regulation of airport authorities.	
3. Explain the regulation and refuse carriage.	The Airport Security has notified your child's birth certificate invalid and requested us to refuse carriage as well as make a record of this unusual situation and. Please read the form carefully and sign here.
4. In case passenger has other valid documents of CHD, support to purchase a new CHD ticket to catch up the flight.	In case the Airport authorities allow your child to use other valid documents for transportation, we are willing to assist your family in completing the process of purchasing new ticket in time for your flight.

Case study 04: CHD booked different service class with accompanying ADL

Case description:

GHA report a family of 2 ADLs and 1 CHD with separate booking in which CHD is booked on business class whereas 2 ADLs are booked on economy class. Passengers request to check-in as the purchased ticket class.

Recommended solution:

Action	Dialogue template
1. Explain the airline regulation to ensure the safety of passengers.	According to airline regulation, children aged 2 to 12 years old must be seated in the same service compartment as accompanying adult to guarantee their safety during flight.
2. Recommend solution: <ul style="list-style-type: none"> - Guide ADL to upgrade their ticket or CHD to downgrade their ticket to be together in the same compartment, or - In case the child is 6-12 years old: guide them to book UM service for the child so that Cabin Crew could take care of them during the flight. 	<p>I noticed that your child is booked in a different service compartment, for his/her own safety, may I recommend the following solutions:</p> <p>You could either upgrade your service class to Business or downgrade your child's service class to Economy so your child can seated next to you.</p> <p>Or you could register UM service for your child, which ensures that he/she is well cared and supported by our cabin crew during the flight.</p>

Case study 05: YPTA passenger who is 13 years old

Case description:

A 13-year-old passenger who traveling alone come to check-in for the VKG-HAN flight with his/her mother. GHA input the YPTA on the system and request the mother to pay for YPTA service fee. The mother come to pay for the fee for her son to get the boarding pass, then return to complain why she didn't request for YPTA service but GHA force her to pay.

Recommended solution:

Action

1. Thank you for the information and gently ask them a minute to verify the information with GHA

2. Verify information with GHA about the reason to input YPTA service.

2.1. In case GHA wrongly input YPTA without passenger confirmation: deliver apology for this unexpected fault.

2.2. In case during the conversation, GHA found that passenger could not travel alone and suggest to book YPTA service: gently explain the reason GHA recommended this service.

3. Explain the advantage of YPTA service and encourage them to do so however, if passenger refuse, proceed to refund the YPTA service fee.

Dialogue template

Good morning Mr/Ms...., I am X, Bamboo Airways supervisor. Thank you for your info. May I have a minute to have this case clarified with our GHA?

2.1. Please accept my sincere apology. Due to misunderstanding, our GHA believe your child needing assistance that he/she wrongly input YPTA service without asking for your permission.

2.2. During interaction with your child, our GHA recognize he/she is too young to travel alone without assistance, for his/her own safety, our GHA has proposed this service so that we could assist him/her during his/her journey. This is an optional service so it is up to your own consideration.

If you do not see the necessity of this service for your child, I am happy to assist for a refund and sincerely apologize for this unexpected misunderstanding.

Case study 06: Passenger using expired ID card

Case description:

Passenger who has permanent address in Bac Giang, travelling on VCA - HAN route. GHA checked and found that her ID has expired for one month. Passenger declared that she return home to summit for the new ID card and does not bring any other documents.

Recommended solution:

Action

1. GO proactively explains the expiry date of ID and confirm passenger's place of residence, duration of stay...

2. Explain it's beyond airline's authority and guide passenger to explain the situation to Security Officer to verify additional information and whether they could support.

3. In case passenger is not on the watch list and the airport security officer confirm the permission for assistance: accept and make a record into the system.

4. In case the airport security officer reject:
4.1. The ticket could be rescheduled: assist passenger in rescheduling flight according to the condition of the ticket, guide passenger to prepare other alternative documents for next flight.
4.2 The ticket could not be refund or rescheduled: provide information and instructions for re-ordering a new ticket for next trip.

Dialogue template

Good morning, Ms...., your ID is no longer valid for transportation. Could you kindly share your permanent residence? Is it possible to summit for new ID card there?

I love to assist yet it's beyond airline authority. However, you could try to contact Security Officer for further inspection. In case they confirm the permission for acceptance, we will do our best to assist you onboard in time.

Please note this is a one-way assistance and kindly present valid document for the next journey. Thank you for choosing our service.

4.1. It's a pity you could not fly with us today. Allow me assist you in rescheduling to another flight which is closest to your original booking for your convenience in preparing alternative documents. The fee for rescheduling is....VND

3.2. I'm so sorry that your current ticket could not be refund or reschedule, kindly prepare alternative documents and rebook a new ticket for your next flight.

Case study 07: Passenger request WCHC service at the time of check-in

Case description:

Passenger is escorted to the check-in counter by his relatives. Passenger travelling alone and requests WCHC service because of his immobility. However, passenger is able to take care of himself during the journey.

Recommended solution:

Action	Dialogue template
1. Explain the airline regulation regarding the timeframe to reserve for WCH service and the necessity of accompanying person to ensure safety during the flight.	According to airline regulation, reservation for special services must be made 24 hours prior departure time. Furthermore, a healthy person must accompany to assist during the journey. In case of traveling alone, passenger are requested to book for an accompanying cabin crew service.
2. In case the airport does not have enough equipment to serve WCHC: apologize and explain the limitation in the airport's service capacity, then guide the ticket refund/reschedule according to regulation.	Please accept my sincere apology for the current inadequate state of the airport's supporting equipment. It's pity that you could not fly with us today and I'd like to walk you through the process of rescheduling or refunding tickets.
3. In case the airport is able to receive WCHC services: 3.1. Guide to request assistance from other passengers check-in for the same flight. 3.2. In case there is no accompanying person: refuse to transport, assist in rescheduling or refunding tickets according to regulation. 3.3. In case there is accompanying person: ensure entire information is advised for supporting WCHC during the flight, arrange their seat next to each other and record in the system. Sharing information to relevant departments (CCD) to deliver further support on the flight.	3.1. Is it possible for you to reach out to other passengers on this flight for assistance? 3.2. Due to lack of a healthy accompanying person, for your own safety, you should not fly with us today. May I assist in rescheduling or refunding tickets instead? 3.3. Please note this is a one-way assistance due to the availability of accompanying person. For your upcoming journey, kindly book tickets with your relatives. Thank you for choosing our service.

Case study 08: Healthy elderly passenger book for WCHS

Case description:

An elderly passenger proceed to the counter, you notice that he has reservation for WCHS. After observation, you found that he could walk normally. His relatives booked for WCHS service so that he will be accompanied to the aircraft because of his first time travel.

Recommended solution:

Action	Dialogue template
1. Explain the regulation of special service acceptance.	According to regulation, wheelchair step service is provided to passengers who have difficulty or limited mobility while moving within the terminal and stepping upstairs/downstairs during embarking and disembarking the aircraft.
2. Confirm whether he could board the aircraft without requiring a wheelchair before canceling the WCHS service on the system.	May I confirm that you could walk normally and step upstairs/downstairs without using a wheelchair so that I will remove the inappropriate service booked on the system?
3. Arrange proper assistance to guide them to the departure gate.	I would like to confirm for permission to cancel the wheelchair service. On the other hand, we will arrange proper assistance to guide you to the departure gate.

Case study 09: Expectant mother asks for priority check-in

Case description:

Passenger who is 5 months pregnant and got Economy ticket asks for assistance with check-in at the priority counter. There is only one business counter available and the other two economy counters which is crowded queue.

Recommended solution:

Action

1. Explain the limitation of local airport infrastructure that airline could not arranged a separate priority counter for passengers needing special assistance ask for her kind understanding.

2. In case the business class counter is not occupied: direct passenger to the business class counter. Assist her with baggage (if any) and complete all relevant process as quick as possible.

3. In case the business class counter is occupied: guide expectant mother to take a seat for a minute and we will assist her to check-in when the business class counter is available.

Dialogue template

I'm so sorry due to the limitation of local airport's infrastructure; we are unable to arrange a separate priority counter for passengers needing special assistance. I apologize for this and hope for your kind understanding.

The Business Class counter is currently unoccupied; may I assist you to check in over there? May I help with your baggage?

I'm sorry that the priority counter is currently occupied. Could you kindly take a seat and wait for a few minutes?

When the business class counter is available, I would be happy to assist you with priority check-in.

Thank you for your kind understanding.

Case study 10: Expectant mother traveling with INF

Case description:

An expectant mother traveling with INF claim that she was not informed of the regulation while purchasing tickets at the agency and requests assistance to fly due to her urgency.

Recommended solution:

Action	Dialogue template
1. Check the information and explain the safety regulation	According to airline regulation, for safety reason, passengers traveling with infant must not belong to groups that require special assistance, such as pregnant women, immobile passengers, passengers who require wheelchair assistance, and so on.
2. Guide her to seek assistance from other passengers check-in at the counter on the same flight.	Is it possible for you to reach out to other passengers on this flight for assistance?
3. In case there is no accompanying person: refuse to transport. 3.1. The ticket is refundable or reschedulable: assist in rescheduling or refunding tickets according to regulation. 3.2. The ticket could not be refund/reschedule: provide information and instruction for rebook a new ticket.	Due to lack of a healthy accompanying person, for your own safety, you should not fly with us today. 3.1. May I assist in rescheduling or refunding tickets instead? The fee of rescheduling/ refunding is...VND 3.2. I'm so sorry that your current ticket could not be refund or reschedule, kindly rebook a new ticket for your next flight.
4. In case there is accompanying person: ensure entire information is advised for supporting PREG take care of her INF during the flight, arrange their seat next to each other and record in the system. Sharing information to relevant departments (CCD) to deliver further support on the flight.	Please note this is a one-way assistance due to the availability of accompanying person. For your upcoming journey, kindly book tickets with your relatives. Thank you for choosing our service

Case study 11: Expectant mother does not have a valid medical certificate

Case description:

Passenger is in her 33rd week single pregnancy but only has a 26th week pregnancy medical certificate. She purchased the ticket online and claims that she has not been given any instruction regarding the regulation of relevant medical certificate.

Recommended solution:

Action

1. Explain to ensure the safety for expectant mother.

2. Explain the regulation and refuse to transport.

2.1. The ticket is refundable or reschedulable: assist in rescheduling or refunding tickets according to regulation.

2.2. The ticket could not be refund/rescheduled: provide information and instruction for rebook a new ticket.

3. Provide the MEDIF II health confirmation form. *(In case of request, staff could suggest nearby medical centers/hospitals to complete the examination and obtain the medical records.)*

4. Advise required documents for the return flight (if any)

Dialogue template

To ensure safety for expectant mother, single pregnancy beyond 32 weeks need to show a medical certificate within seven days from the actual departure date of the 1st flight. This regulation is published on our official website.

Due to lack of proper medical certificates, for your own safety, you should not fly with us today.

2.1. May I assist in rescheduling or refunding tickets instead? The fee of rescheduling/ refunding is....VND

2.2. I'm so sorry that your current ticket could not be refund or reschedule, kindly rebook a new ticket for your next flight.

May I provide this health confirmation form for your reference?

There are X, Y, and Z clinics nearby the airport for your reference to complete the examination and obtain relevant medical records.

Could you kindly share your return flight schedule so that I could deliver information on the required documents?

Case study 12: Passenger who show up late yet request a ticket refund

Case description:

Passenger purchasing Economy Saver ticket arrived at check-in counter 25 minutes after counter closing time. Because boarding is nearly completed, BAV airport supervisor decided not to accept him. He requested a refund because no one informed check-in deadline.

Recommended solution:

Action	Dialogue template
1. Confirm show-up time at check-in counter	I'm sorry to inform that you showed up at ..., which is 25 minutes later than counter closing time.
2. Explain the regulation of counters closing time as well as passenger's responsibility.	Bamboo Airways domestic flights open 02 hours and close 40 minutes prior to departure time. This is also a Ministry of Transportation general regulation whereas passengers are requested to show up at least 40 minutes prior to the departure time to ensure flight punctuality.
3. Share your empathy that passenger could not fly due to late show-up.	I'm so sorry that you are not able to join the flight as scheduled.
4. Explain the condition of ticket, assist him in paying late fee and rescheduling to next flight.	Economy saver ticket is allowed to change to another flight with a fee. The closest flight currently departs at... I would be happy to assist you with the reschedule. The fee is ...VND, of which...VND is the reschedule fee and...VND is fare difference.
5. Advise passenger to show up on time for their next journey.	Please notice that in order to avoid such an undesirable situation, you must arrive at the check-in counter on time.

Case study 13: Passenger who claim as BOD friend ask support due to being late

Case description:

Passenger show up at check-in counter at 9:40 a.m. whereas STD 10:00 am. He claims that he is a friend of BAV Board of Director (BOD) which is unidentified information because there is no direction from BODs has been received at that time. The boarding process is completed and A/C door is preparing to close. W&B documents have been completed and handed over to the Captain. It takes about 5-7 minutes to check-in and get to the aircraft door.

Recommended solution:

Action	Dialogue template
1. Receive the information and confirm passenger's show up time at the check-in counter	Good morning Mr..., I am X, flight supervisor. May I confirm the flight departs at 10:00 a.m. and check-in already closed at 09:20 a.m.? It's currently 20 minutes late. Could you kindly share your reservation code so I could do a quick check?
2. Check passenger information on system, as well as the status of checked and carry-on baggage.	
3. Report to SM immediately to ask for guidance from the BOD.	
4. While waiting for BOD's decision: inform flight status, perform check-in preparation and baggage arrangement as well as standby bus at gate for boarding.	4.1. Thank you for your kind waiting, here is your boarding pass and allow me to accompany you to the gate for on time boarding.
4.1. Agree to accept: notify relevant departments for check-in, update W&B document and escort him to gate.	4.2. I'm terribly sorry but the aircraft door is closing now and you could not be able to be in time for boarding. Allow me to support to reschedule you to another flight instead.
4.2. Refuse to accept: deliver apology and explain reason for refusal. Assist passenger with rescheduling tickets according to ticket condition.	

Case study 14: VIP who no longer in his term ask for VIP standard service

Case description:

Passenger who used to be VIPD according to Bamboo Airways' VIP CIP service policy, but due to his retirement, he is no longer a VIP D now. However, he requested an upgrade and VIP stamp on his boarding pass while check-in in order to receive priority service as usual.

Recommended solution:

Action

1. Do the greetings and politely ask him to wait for verification.

2. Search whether the first and last name are on the VIP CIP list. If not, keep searching whether his current position belongs to VIP CIP categories. Lastly, check the website for his duty term.

3. Gently and politely inform passenger (while observing his/her attitude) of the following information: he used to occupy the position... throughout the term... so it is inappropriate to serve VIP standards. However, BAV could reserve the best seat in Y cabin, check in at the business counter, and priority boarding at the gate.

4. In case passenger reacts angrily: escalate the case to DM/DSM/SM for adhoc guidance from BOD such as lounge, priority bus... if any.

Dialogue template

Good morning Mr..., I am X, Bamboo Airways supervisor. I am happy to assist you today. Could you kindly wait a minute for a quick verification?

May I confirm that you are... who used to be... during the term..., aren't you?

I'm afraid it is inappropriate to serve as usual standard, yet I am happy to reserve the best seat in economy class for you, giving priority to check-in at business counter as well as priority boarding at gate for your convenient journey.

Case study 15: VIPC request complimentary upgrade for his relatives

Case description:

VIPC traveling with wife and 1 child request complimentary upgrade for his family.

Recommended solution:

Action	Dialogue template
1. Do the greetings, introduce yourself and ask for permission to support.	Good morning Mr..., I am X, Bamboo Airways supervisor. I am happy to assist you today.
2. Explain VIPC standard, which allows complimentary upgrade for himself and 1 companion.	According to special benefit for VIP, I am happy to invite you and your wife enjoy our complimentary upgrade.
3. Encourage passenger to pay upgrading fee for their child because it is more favorable.	Furthermore, your child is beneficial a promotion fee while upgrading at the rate of ...VND.
4. In case passenger agree: thank for the cooperation and guide passenger to the ticket counter to pay the upgrade fee.	Thank you for your kind understanding & cooperation Wishing you and your family a safe and enjoyable flight.
5. In case passenger disagree: escalate the case to DM/DSM/SM for adhoc guidance from BOD.	

Case study 16: number of passengers invited exceeds membership benefit

Case description:

A First member who is traveling with his wife and 10-year-old daughter requests to invite both his wife and daughter to the lounge for free.

Recommended solution:

Action	Dialogue template
1. Do the greetings, introduce yourself and ask for permission to support.	Good morning Mr..., I am X, Bamboo Airways supervisor. I am happy to assist you today.
2. Explain the benefit of First membership, which can invite only one companion and encourage passenger to buy an additional voucher for the child at half price in comparison to the adult fee.	<p>I'm sorry that according to First membership benefit, there will be only one extra complimentary lounge access for companion on the same flight.</p> <p>However, your child is beneficial a promotion fee for lounge access at the rate of ...VND, which is only half price in comparison to adult fee.</p> <p>May I grant complimentary lounge access for your wife and could you purchase additional lounge access for your child?</p>
3. Contact the lounge in advance to inform the case for further support.	I will inform lounge receptionist regarding your info so they could welcome and expedite the handling process for your own convenience.
4. Thank you for their understanding and wishing them a pleasant flight.	Thank you for your kind understanding. Wishing you and your family a safe and enjoyable flight.

Case study 17: number of accompany passengers exceeds membership benefit

Case description:

A First member who is traveling with a family of six, including his wife, two children (9 and 13 years old), his mother-in-law and his parents together with lot of checked baggage, proceed to priority counter and request priority check-in for his entire family.

Recommended solution:

Action

1. Do the greetings, introduce yourself and ask for permission to support.

2. Explain the standard for accompany passengers traveling with First member and observe check-in counters to provide appropriate instructions:

2.1. In case the priority counter is unoccupied: support the entire family to check-in at the priority counter.

2.2. In case the priority counter is occupied: assist F member and his family to check-in at normal counter with the fewest people.

3. Guide family members on how to register BBC membership or apply for tier-matching program to enjoy the benefits as well as convenience on future flights with Bamboo Airways.

Dialogue template

Good morning Mr..., I am X, Bamboo Airways supervisor. I am happy to assist you today.

2.1. I am sorry that according to policy, only two accompanying passengers will be invited to check-in at the priority counter with First member. However, the priority counter is now available, I am happy to assist your family to check in here.

2.2. I am sorry that the priority counter is now overcrowded. May I recommend your family to check-in at counter no... over there, which is currently empty for your own convenience?

Bamboo Airways currently offers a variety of incentive program, particularly the tier-matching program.

Allow me to support your family members to register for BAV membership card or apply for tier-matching program so that you could enjoy the benefits and more convenient experience on your upcoming flights with Bamboo Airways.

Case study 18: First member reserved SPML but no record found

Case description:

GHA informs that a First member has reserved a vegetarian meal but the information is not recorded on the system.

Recommended solution:

Action	Dialogue template
1. Deliver apology and notice that special meals must be reserved at least 24 hours prior to the ETD so that the supplier has enough time to prepare.	I sincerely apologize for this unexpected experience. Currently there is no record for your vegetarian meal on reservation system. Normally special meals must be ordered at least 24 hours before departure time to give the supplier enough time for preparation.
2. In case there is IF supplier at the airport: contact them to confirm the potential for additional supply.	Could you kindly wait a moment so that I will confirm the potential for additional supply with our Inflight supplier?
3. In case there is no IF supplier at the airport or they already confirmed it is impossible to offer additional supply: explain the situation, escort passenger to lounge and enjoy lounge dining before flight.	I am sorry that our Inflight supplier has confirmed there is not enough time to prepare for additional supply; hence, we will not be able to provide special meal as requested. May I suggest that you rest and dine in the lounge before flight instead? I will inform lounge staff to prepare some special dish for you.
4. Ask for permission to record feedback and send to Customer Service Department in order to review the information and reply to passenger feedback about the system error.	Allow me to note the issue, including your contact information, and send it to Customer Service Department for thorough investigation regarding system error and response to you the soonest.
5. Thanks and direct passenger to lounge.	Thank you for your kind understanding. Please continue straight and turn right to get to the lounge.

Case study 19: Elderly passenger prepaid emergency seat

Case description:

63-year-old passenger complains that he has prepaid for emergency seat however, check-in staff refused to arrange because he is too old for that. He insists that he is in good health and spoke English well.

Recommended solution:

Action	Dialogue template
1. Deliver apology for the unexpected experience.	I sincerely apologize for this unexpected experience.
2. Explain the requirements for passengers seated in the exit row according to the regulation of the Civil Aviation Authority of Vietnam to ensure the safety of all passengers on the flight in the event of an emergency.	<p>According to the regulation of the Civil Aviation Authority of Vietnam, passengers seated in the exit row must be at the age of 15 and 60, be in good health, and be able to listen to, read, and understand instructions in English and Vietnamese.</p> <p>This regulation is in place for flight safety because when there is an emergency; passenger seated at the emergency exit is responsible to assist cabin crew in opening the exit door as quickly as possible.</p> <p>I'm sorry that could not assign you to this seat.</p>
3. Recommend alternatives such as bulkhead seats, front aisle seats, or next seat empty... depending on flight status.	<p>May I suggest seat 4A which is at the first row with more legroom as the emergency exit seat or seat 15A and keeping the next seat empty for your extended comfort?</p> <p>Which one is preferable to you?</p>

Case study 20: Prepaid seat change due to aircraft change

Case description:

GHA reported a passenger had prepaid for a seat, but this seat is currently checked-in for another. The initial information is due to aircraft change leading to the above situation.

Recommended solution:

Action	Dialogue template
1. Explain the information and deliver apology.	I sincerely apologize for this unexpected situation. Due to a last-minute change of aircraft type, your prepaid seat is not saved in the system.
2. Check whether any vacant seat with equivalent attributes in order to change the seat for passenger.	<p>Currently, we still have a vacant seat 4A, which is window seat in the second row, or 3B, which is a first-row middle seat.</p> <p>I know it's not as good as your origin choice, but the seat attributes are almost equivalent. Is it possible to change to one of these two seats?</p>
3. In case there are no seats with equivalent attributes, escalate the case to SM/DSM to refund the prepaid fee or reserve the seat for the next flight.	<p>I sincerely apologize for this unexpected situation. Because the flight is almost full and the front seats as requested are no longer available.</p> <p>May I check-in for the only vacant seat on the back aisle and refund the prepaid fee or reserve the equivalent seat for your upcoming flight instead?</p> <p>Thank you for your kind understanding.</p>

Case study 21: Passenger jump the queue at check-in counter

Case description:

You are the flight supervisor in charge of coordinating passengers at check-in area. Throughout your observation, you notice one passenger jump the queue, what would you do?

Recommended solution:

Action	Dialogue template
1. Actively approach and offer to assist.	Good morning Mr..., I am X, Bamboo Airways supervisor. I am happy to assist.
2. Ask about their needs.	What time is your flight? Is there anything I can do to help you?
3. Guide passengers to the appropriate counter or line up in the common queue.	Passengers on flight QH123 to HAN departing at 10 a.m. are queuing in this line, please queue in and wait for a few minutes. Have you check in online and only need to drop off your baggage? Please proceed to the Bag drop counter H2 solely served for online check-in passengers.

Case study 22: checked baggage exceeds free baggage allowance

Case description:

Passenger who bought Economy Saver ticket travelling alone and would like to check-in one piece of 25kgs. GHA alert on overweight bag and ask him to pay for the excess baggage fee, he disagrees and complain at the counter.

Recommended solution:

Action	Dialogue template
1. Do the greetings, introduce yourself and ask for permission to support.	Good morning Mr..., I am X, Bamboo Airways supervisor. I am happy to assist you today.
2. Gently explain the free baggage allowance of his fare class. Recommend him to either rearrange his baggage or pay for the excess baggage fees.	According to Economy Saver ticket benefit, free baggage allowance is 20 kgs. This bag currently weighs 5kg more than the free norm. Please rearrange your bag, place some into your hand carry and the extra bag could either be sent home by your relatives or be paid for the excess fee.
3. Guide the excess baggage charge process in case he wants to check in the whole bag.	Kindly pay an additional...VND for the excess baggage fee. Allow me to guide the process at the ticket counter.

Case study 23: Passenger with Savermax ticket requests free golf check - in

Case description:

Passenger traveling on SGNPQC with a Saver ticket has checked-in a golf set for free according to airline regulation. On the PQCSGN flight, he purchases a Savermax ticket but still requests to check-in a golf set for free similar to the previous flight.

Recommended solution:

Action	Dialogue template
1. Do the greetings, introduce yourself and ask for permission to support.	Good morning Mr..., I am X, Bamboo Airways supervisor. I am happy to assist you today.
2. Explain the free golf set allowance is only available to Saver ticket and higher ticket class meanwhile Savermax ticket do not grant for free baggage allowance as well as free golf set check-in.	According to ticket policy, Saver ticket and higher ticket class are allowed to check-in an golf set in addition to free baggage. However, Savermax ticket do not grant for free baggage allowance as well as free golf set check-in.
3. Inform passenger due to his ticket for PQCSGN flight is SaverMax hence the golf set will be charged as excess baggage according to regulation.	Your ticket on SGNPQC segment is Saver, however the return segment is Savermax, hence the golf set will be charged as excess baggage in accordance with the airline regulation.
4. Guide passenger to pay excess baggage fees.	Allow me to guide you to ticket counter to check charge fee for your golf set.
5. Explain information for the following flight.	Please refer to our website or contact our Call Center hotline for further information in case you are not sure about the benefits of your ticket class. Thank you for your kind understanding.

Case study 24: Checked bag weight exceed max limit defined by labor law

Case description:

02 passengers traveling with the same PNR have a total of 40kgs checked baggage, however, they only check in one bag weighing 35kgs.

Recommended solution:

Action	Dialogue template
1. Deliver apology and explain maximum weight per bag defined by Labor law clearly state that one piece of bag does not exceed 32kg.	Your 35 kgs checked bag are still within free baggage allowance. However, according to Labor law, maximum weight per bag must not exceed 32kgs. I'm so sorry that this bag is not appropriate for check-in.
2. In case the bag could be separated: guide them to rearrange or proceed to the airport baggage packing counter to repack the bag into 2 pieces.	Please rearrange your bag in accordance with the regulation. You could take out some kgs to reschedule to hand carry or repack the bag into 2 pieces at the airport baggage packing counter over there.
3. In case the bag could not be separated: guide them to register for cargo transportation.	Currently, the bag weight is only suitable for cargo transportation, you should contact cargo companies to check for the fee and required documents.
4. Thank you for their cooperation.	I appreciate your kind understanding and cooperation. Wishing you a pleasant flight.

Case study 25: Passenger requests to leave valuables inside checked bag

Case description:

A Diamond member requests to leave his laptop in checked bag (locked suitcase). GHA informed the checked baggage regulation, however he refuse to carry and complain at check-in counter.

Recommended solution:

Action

1. Explain the regulation for checked baggage carriage: emphasize electronic device is a valuable items, which easily damaged during transportation. Furthermore, its battery is exposed to high temperatures or pressures and could easily lead to short circuit, resulting in a risk of fire and explosion, which is why airline usually encourage passengers to carry them as cabin baggage .

2. In case he agrees to carry laptop as handbag: thank you for his cooperation.

3. In case he insist for check-in:

- + Ask him to show the laptop, disassemble the battery, and wrap it in a cloth (shirt / pants) to prevent short circuits during the journey.
- + Advise unexpected situations that may arise during transportation and encourage them to lock their baggage.
- + Guide passenger to sign on Limited Release Tag and Consent form
- + Inform the arrival airport of the above-mentioned bag.

Dialogue template

I could understand your cabin baggage should be compact and portable. However, laptop is a valuable & fragile item that is easily damaged during transportation. In addition, this device contains a Lithium battery, which is exposed to high temperatures or pressures and could easily lead to short circuit, resulting in a risk of fire and explosion. As a result, airline always advise to carry them as cabin baggage for safety reason.

Thank you for your kind understanding and cooperation.

If you insist to check-in this laptop, kindly take out the battery and wrap it in a cloth to prevent a short circuit. Please lock your baggage carefully and let me attach fragile and priority label on it. Baggage will be handled with care to reduce the danger of damage.

However, during transportation, there will be unintended damage, or the worst case is the loss of valuable assets, in which airline is release of its liability. Please read the content carefully and sign the consent form.

Case study 26: Passenger check-in plastic suitcase and refuse to sign LRT

Case description:

Passenger requests to check in one thin plastic suitcase weighing 15kg. GHA has advised unexpected situations that may arise during transportation and guide him to sign the Limited release form to release airline liability, however passenger disagrees.

Recommended solution:

Action	Dialogue template
1. Guide him to use plastic wrapping service to enhance outer protective layer for the bag.	1. Due to natural characteristic of plastic is easy to dent or be broken, could you kindly use more plastic wrapping to enhance outer protective layer for your suitcase to minimize potential damage?
2. In case passenger agrees: thank you for his cooperation and accept it as normal baggage.	2. Thank you for your kind understanding and cooperation.
3. In case passenger disagrees: refuse to transport since the baggage is not packed properly.	3. We have a clear recommendation regarding plastic bag acceptance in this warning board. I am terribly sorry but the outer package of this bag is inappropriate for check-in, so it could not be accepted. We look forward to your consideration and cooperation.

Case study 27: Checked bag contain fish sauce which is not packed properly

Case description:

Passenger placed 4 liters of fish sauce in a carton box and asks for check-in.

Recommended solution:

Action	Dialogue template
1. Explain fish sauce categorized as special bag that must be properly packed.	I'm so sorry that fish sauce is categorized as special bag and is only accepted when properly packed.
2. Inform the packaging regulation and maximum quantity of each person.	According to packing regulation, each bottle must be covered with a tight cap and individually wrapped with layers of tape; bottles must be placed in a foam box or a plastic box, or a container with a waterproof material, then covered with a lid and carefully sealed with tape to prevent leakage and spillage during transportation. Furthermore, each passenger is allow to check-in 3 liters of fish sauce.
3. Guide him to the airport's packing counter where he could repack the bag in accordance with Bamboo Airways regulation.	Please proceed to the airport packing counter over there and repack your bag in accordance with the regulation.
4. Support to return the extra bag to his relatives.	Allow me to assist in returning the one liter extra of fish sauce to your relatives. You could notice them to get to the airport and contact me to receive it.

Case study 28: Checked bag contain durian which is not packed properly

Case description:

Passenger placed 10kgs of durian in a carton box and asks for checking in. Her ticket allows 20kgs for checked baggage.

Recommended solution:

Action	Dialogue template
1. Explain jackfruit or durian which has strong odor must be packed properly to prevent spreading odor to other bags.	I'm so sorry that durian is categorized as special bag due to its strong odor and is only accepted when properly packed.
2. Inform the packaging regulation and maximum quantity of each person.	According to packing regulation, durian must be wrapped in multiple layers of plastic before being packed in a sealed container and each passenger is only allowed to bring a maximum of 5kg of durian.
3. Guide him to the airport's packing counter where he could repack the bag in accordance with Bamboo Airways regulation.	Please proceed to the airport packing counter over there and repack your bag in accordance with the regulation.
4. Support to return the extra bag to his relatives.	Allow me to assist in returning the 5kgs extra of durian to your relatives. You could notice them to get to the airport and contact me to receive it.

Case study 29: Checked bag contains frozen poultry meat

Case description:

Passengers would like to check in bag consist of frozen poultry meat. GHA refuses to accept and ask for further assistance from BAV flight supervisor.

Recommended solution:

Action	Dialogue template
1. Do the greetings, introduce yourself and ask for permission to support.	Good morning Mr..., I am X, Bamboo Airways supervisor. I am happy to assist you today.
2. Explain the airline policy as well as official document number 1086 of CAAV regarding the inspection, supervision and prevention of transporting poultry meat of unknown origin as well as without medical certificate for air transport.	According to Bamboo Airways regulation as well as directive number 2242 of Ministry of Transport issued on March 13, regarding the inspection, supervision and prevention of transporting poultry meat of unknown origin as well as without medical certificate for air transport. In case of no relevant documents are presented, we are sorry but have to refuse for transport and look for your kind understanding.
3. Propose other methods of transport and support to return the bag to their relatives.	I'm so sorry your bag is inappropriate for air transport. You could notice your relatives to receive it and choose other methods of transport.

Case study 30: passenger did not receive notification for schedule change

Case description:

The flight is one hour delayed. A passenger proceed to the airline counter and complain because he did not receive the notification for schedule change.

Recommended solution:

Action	Dialogue template
1. Do the greetings, introduce yourself and apologize for the delay	Good morning Mr..., I am X, Bamboo Airways supervisor. I sincerely apologize for the unexpected delay. Kindly wait a moment while I verify the information.
2. Verify contact information registered on the system and notification history to identify causes and respond accordingly: 2.1. In case of system fault leading to undelivered information: explain the reason and apologize for unexpected occurrence. 2.2. In case notification has been sent: explain objective reasons (<i>wrong contact information, network error..</i>) and share empathy with passenger's situation.	2.1. Due to system error, schedule change information has not been sent as norm, this is an unexpected occurrence and I sincerely apologize for that. 2.2. According to system history, we has sent a notification of schedule change to you, however the phone number and email address registered on the ticket do not match the contact information you have just provided, this might be the reason leading to this unexpected situation.
3. Confirm their needs for earlier flight and assist in completing check-in procedures. 3.1. Depending on passenger's preferences: reschedule to an earlier flight within same destination that has vacant seats according to their priority or support to check-in on the original flight. 3.2. In case of subjective error of BAV: support to arrange front seat, priority label for checked baggage, priority line at gate to gain their trust and restore loyalty.	3.1. We currently have another flight QH... departing earlier at.... Would you like to reschedule to that flight? 3.2. Please proceed to check-in counter to complete the check-in process. If you require further support, don't hesitate to contact me or other staff for assistance. Thank you for choosing Bamboo Airways and wish you a pleasant flight.

Case study 31: Late show up due to incorrect schedule notification email

Case description:

The flight departs at 6:25pm. However, passenger received a booking confirmation email with departure time of 7:25pm. Passenger arrives the airport after check-in counters have closed.

Recommended solution:

Action

1. Verify information: check and compare the information on the system with the email sent to him.

2. Apologize to passenger for the unexpected occurrence caused by system error and escalate the case to SM as soon as possible, providing best supporting plan:

2.1. In case there is still time to support for check-in: notify relevant departments, provide speedy check-in assistance, directly escort boarding to the aircraft and apologize once again for the incident.

2.2. In case of insufficient time for check-in support: explain the reason and deliver apology. Gently communicate and persuade them to take the next closest flight. Provide attentive care and support for passenger to gain their trust and restore loyalty.

Dialogue template

Good evening Mr..., I am X, Bamboo Airways supervisor. Please provide the booking confirmation email that you mentioned. Kindly wait a moment while I verify the information, I'll get back to you in a minute.

Please accept my sincere apology. The information sent to you is incorrect due to an unexpected error in the automated email system.

2.1. There is still enough time for check-in, allow me to assist you in completing the check-in and boarding the aircraft at once.

2.2. Unfortunately, the flight is currently closed and ready to depart. I'm terribly sorry you could not be onboard as scheduled. May I assist you with the reschedule process to the next flight? Please let me know if you require any assistance so that I can best assist you.

CHAPTER 2. CS CASE STUDY AT FIRST LOUNGE

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Case study 01: Unfound prepaid lounge service information

Case description:

Passenger already paid for lounge service online however, lounge receptionist couldn't find his prepaid information either on ticket or the system.

Recommended solution:

Action	Dialogue template
1. Deliver apology for unexpected experience and gently ask for his support to provide extra info on booking confirmation or invoice for verification.	I'm sorry I could not find your prepaid information in our system. Could you kindly show the booking confirmation or invoice for a quick verification?
2. Invite him to take a sit and wait while verifying their booking information.	Could you kindly wait for a few minutes?
3. Contact GO staff to verify his booking information on Ifly system.	
4. After GO staff confirm passenger has paid for lounge service, thank you for their waiting, welcome in and introduce lounge service.	<p>Thank you for kind waiting. I have found your booking information in our system. Please follow me this way.</p> <p>Allow me to briefly introduce the facilities and service of First lounge to you.</p>

Case study 02: There is no vacant table available

Case description:

Two Business class passengers access the lounge, however, there is no vacant table available for them due to rush hour.

Recommended solution:

Action	Dialogue template
1. Do the greetings and introduce yourself.	Good morning/afternoon/evening, I am X – the receptionist of First Lounge.
2. Explain current situation and deliver apology because there are no vacant tables available. Gently ask them to wait for a few minutes.	I'm sorry this is rush hour of the day, hence there are no vacant tables available at the moment. Could you kindly wait for a few minutes? I will try to arrange a table for you. May I suggest a drink while waiting?
3. Gently ask whether it is convenient for them to share table with other passengers.	I'm sorry there are no vacant tables left, is it convenient for you to share table with other passengers?
4. If they agree with your offer: Thanks for their kind understanding. Quickly find available table and ask for permission to share table with these two Business class passengers.	Thank you for your kind understanding.
5. If they refuse your offer: Escalate the case to FL DM for permission to guide these passengers to other lounges or restaurants in common area and FL will pay for the fee. Deliver apology and look for their understanding.	I am terribly sorry we could not welcome you to FL today. Could you kindly enjoy the lounge service at... or dine in at ... restaurant in common area? We are happy to pay for the fee. Thank you for your kind understanding and we look forward to your cooperation.

Case study 03: Diamond member ask for lounge access to his relatives

Case description:

A passenger shows Diamond card (gift card) and asks you to grant complimentary lounge access for his relatives (his wife and 2 kids – 6 and 11 years old).

Recommended solution:

Action	Dialogue template
1. Receive the card and gently inform the benefit for Diamond members that complimentary lounge access is granted only for cardholder.	<p>May I have your membership card?</p> <p>I am sorry according to Bamboo Club policy for Diamond members, complimentary lounge access is only granted for cardholder.</p>
2. Guide him to buy lounge tickets for other family members.	<p>The lounge access fee for adult is ...VND per person and children could enjoy a discount of 50% compared to adult fare. Totally, you have to pay ...VND. May I charge this to your credit card or would you prefer to pay in cash?</p>
3. Guide him to register membership card for his wife to enjoy benefits for their next flights.	<p>May I ask whether Ms.... possess BAV membership card?</p> <p>Currently, BBC run a tier – matching program. In case she already got membership card from other airline, could you kindly spend a minute so that I would explain the program in details and help her to register for BAV membership so that she could enjoy benefits for upcoming flights?</p>

Case study 04: F/D member take other airline flight but ask for FL access

Case description:

A passenger who take other airline flight proceed to FL, show his F/D card and ask for access as he claims himself classmate/ neighborhood/ friend/relatives... of BAV CEO/BOD.

Recommended solution:

Action	Dialogue template
1. Receive information and politely ask him to wait for information verification.	Thank you for sharing that. Could you kindly wait a few minutes?
2. While waiting: gently ask him to show message or confirmation from BOD for prompt assistance.	Could you kindly show the message or confirmation from BOD for prompt assistance?
3. In case of getting approval from BOD: Thanks for waiting; explain the flexibility in handling the situation and look forward to welcome him on the next flight with BAV.	Thank you for your kind waiting and welcome to First Lounge. We hope you would choose to fly with Bamboo Airways for your upcoming journey.
4. In case of not getting approval: Politely explain to him about the policy of using membership card. Only when flying on Bamboo Airways, he can enjoy the benefit of the card. - Suggest him to buy ticket to the lounge.	I am so sorry, but according to Bamboo Club policy, lounge access is granted for members only when they are flying with Bamboo Airways. May I suggest buying ticket at the fee of ...dong per person or you can book FL ticket through the promotion program of Viettel's loyalty members at a better price.

Case study 05: C class passenger ask for FL access for an Y class companion

Case description:

A Business class passenger would like to grant complimentary lounge access for his Economy class companion.

Recommended solution:

Action	Dialogue template
1. Explain lounge access policy and ticket price for Economy class passenger.	I am sorry but lounge service is granted for Business class passenger only. For your companion, may I suggest buying ticket at ... dong/ person?
2. Propose other options: 2.1. In case passenger own F card, he could invite one more passenger to the lounge. 2.2. Passenger could buy voucher through promotion program of Viettel's loyalty members at a better price.	2.1. May I confirm if you are a First member of Bamboo Airways? If you are, you can invite one more passenger to the lounge for free. 2.2. If you are not, you could buy lounge ticket through promotion program of Viettel's loyalty members at a better price.
3. In case passenger agrees to buy ticket: Thanks for his cooperation and confirm suitable payment method.	Thank you for your kind understanding. May I charge this to your credit card or would you prefer to pay in cash?
4. In case the C class passenger does not want to invite Economy class passenger to the lounge anymore, welcome C passenger to the lounge. Greet and direct Y passenger to the departure gate.	I am sorry that we don't have chance to serve you today. Please proceed this way to the departure gate. Goodbye and hope to welcome you on Bamboo Airways flight the soonest.
5. In case C class passenger insists on inviting his friend to the lounge for free and claim to be friend or family member of BOD: Handle as situation 4.	

Case study 06: A Diamond member ask for FL access for her child

Case description:

A passenger who has Diamond member card travels with her child (11 year old). She wants to give up her benefit of using lounge service to her child and commits that she will not use the service. However, at the end, both of them enjoy the lounge service. When staff asks for payment, she questions why FL dare to charge her 175.000 VND just for a bowl of pho and a bottle of water.

Recommended solution:

Action	Dialogue template
1. Gently explain the service fee is announced at the time of lounge access. In addition to food & beverage services, the price also include other facilities such as air conditioning, Wi-Fi, relaxing space...	I'm sorry that you are not satisfied with our service today. However, the service fee is well informed when you entered the lounge. In addition to food & beverage services, the price also include other facilities such as air conditioning, Wi-Fi, relaxing space...
2. Provide information that children's fare has been discounted 50% compared with the adult fare.	Furthermore, the ticket fare for child has been discounted 50% compared with the adult fare.
3. Guide her to pay service fee.	Allow me to collect service fee as informed. Thank you for your kind understanding & cooperation. May I charge this fee to your credit card or would you prefer to pay in cash?

Case study 07: Drunk passenger is disruptive and refuse to pay the service fee

Case description:

Two drunk passengers come to FL request to buy ticket and promise to pay later. The receptionist has informed about the price and ask them to pay in advance; however, they show an unpleasant attitude and claim that receptionist insulted them. After dining 2 bowls of Pho, they take a rest. When the receptionist remind them for boarding and ask for payment, they start yelling and refuse to pay.

Recommended solution:

Action	Dialogue template
1. Call Airport Security for assistance.	
2. Explain the service fee is well informed at the time they enter the lounge and ask them to pay the fee.	The service fee is granted at the front desk and our receptionist has informed the ticket fare when you enter the lounge. Allow me to collect service fee as informed. Thank you for your cooperation. May I charge this fee to your credit card or would you prefer to pay in cash?
3. Inform GO staff to standby their baggage and ready for offloading, report their unusual behavior showing sign of intoxication, disruptive and potentially threatening flight safety.	
4. Arrange staffs to deliver apology to other passengers in the lounge for any inconvenience.	I am so sorry for any inconvenience you have encountered. I will work with Airport Security to handle this incident quickly. Thank you for your kind understanding.

Case study 08: Passenger just entered FL but loudly asks to be served first

Case description:

A passenger has just entered the lounge and made his order. However, he insists on being served first because he believes that Business Class passenger must be served first, other passengers must be served later due to Business class ticket price is more expensive than Economy class ticket.

Recommended solution:

Action	Dialogue template
1. Apologize and explain lounge regulation: First come, first serve.	I am sorry yet according to lounge regulation: passengers will be served according to their sequence of order.
2. Explain his order is being prepared and will be served as soon as possible.	Your hot meal is being prepared and I would love to serve it to you as soon as possible. Please kindly wait for a few minutes.
3. Suggest serving cold snacks in buffet area while waiting for hot dishes.	Meanwhile may I bring you some cold snacks in buffet area while waiting for hot dishes?

Case study 09: staff accidentally soil a passenger's shirt while serving drink

Case description:

You are duty manager. In your shift, a staff accidentally soils a passenger's shirt while serving drink.

Recommended solution:

Action	Dialogue template
1. Immediately approach and deliver apology.	I sincerely apologize for this carelessness. Please forgive us.
2. Suggest passenger go to restroom to wipe the stain or change his clothes.	Do you have a spare shirt in your handbag? The restroom is on this side, could you kindly either try to wipe the stain or change a new shirt?
3. Ask for permission to have the shirt washed and delivered to passenger's address later. The laundry fee will be paid by BAV.	On behalf of BAV, I sincerely apologize for this unexpected incident. Can I have your shirt washed and delivered to your house later?
4. Sincerely thanks and offer good will if he agrees with your solution.	Thank you for your kind understanding and forgiveness for our carelessness. I would like to invite you to experience lounge service for free in your next flight as an extension of our good will.

Case study 10: Passenger request to have more massage chairs

Case description:

After having lunch, Mr. A wants to use massage chair but there is none available. He also waits for 20 minutes for his turn but no one leaves the chair. He comes to ask the staff to set a board with some usage rules such as specifying how long a passenger can use the chair for each turn.

Recommended solution:

Action	Dialogue template
1. Deliver apology to Mr A right after he complains.	I am terribly sorry for this unpleasant experience.
2. Noted and thanks Mr. A for his recommendation. Immediately propose to FL Manager to add on time limit guidance while using massage chair to ensure equal benefit of passengers.	I highly appreciate your recommendation and will propose this to FL Manager to add on time limit guidance while using massage chair to ensure equal benefit of passengers.
3. Explain to Mr A that temporarily there is no usage rules for massage chair so you cannot advise Mr B to give up his chair.	I am terribly sorry there is no usage rules for massage chair temporarily so I cannot advise Mr B to leave the chair.
4. Guide Mr A to other areas, dim the light so that he would enjoy relaxing moment.	<p>Could you kindly move to VIP room, I will dim the light so that you would enjoy relaxing moment there?</p> <p>I will note my staff to remind you when it is time for boarding.</p>

Case study 11: Passenger order shrimp paste for his crab paste vermicelli soup

Case description:

A passenger orders a crab paste vermicelli soup served with shrimp paste.

Recommended solution:

Action	Dialogue template
1. Deliver apology and explain to ensure hygiene and food safety as well as avoiding smelly odor, shrimp paste is not allowed to be served in the lounge.	I am sorry but the lounge has a closed space so it is not allowed to serve smelly foods to maintain a fresh and relaxing space for diners.
2. Suggest replacing shrimp paste by fish sauce with fresh chili.	Can I serve fish sauce with fresh chili instead?
3. Thanks for his understanding.	Thank you for your kind understanding. Enjoy your dish.

Case study 12: Passenger complains the menu is not extensive

Case description:

A passenger experience FL Condao for the first time complains the menu is not as extensive as FL Hanoi.

Recommended solution:

Action	Dialogue template
1. Attentively listen to her comment regarding the difference between FL HAN and FL VCS.	Say "yes" during listening to her comment.
2. Thanks for her comment.	Thank you for sharing this to us.
3. Explain the geographical location of FL VCS is far from the mainland that limits the variety of dishes in the lounge.	I look forward to your kind understanding due to its location far away from mainland, FL VCS indeed has some limits in the variety of dishes served in the lounge.
4. Acknowledge her comment and will propose this matter to FL Manager for upgrading dishes to provide a more immersive dining experience.	I highly appreciate your recommendation and will discuss this matter with FL Manager for upgrading dishes to provide a more immersive dining experience.

Case study 13: Passenger complains that Pho is excluded in the menu

Case description:

Upon entering the lounge and hearing the menu introduction, a passenger inquires: "Why there isn't Pho, beef noodle soup, chicken noodle soup in the menu? Isn't it mostly for Southerners?"

Recommended solution:

Action	Dialogue template
1. Acknowledge and thanks passenger for his feedback.	Thank you for sharing that.
2. Gently explain for introducing the exquisite of regional specialties with passengers visiting Qui Nhon, the lounge will select to serve the most famous local dishes that passengers who are busy or have not had opportunity to try them during their stay can experience in the lounge.	For introducing the exquisite of regional specialties with passengers visiting Qui Nhon, we will select to serve the most famous local dishes that passengers who are busy or have not had opportunity to try them during their stay can experience in the lounge.
3. Acknowledge his comment and will propose this matter to FL Manager for upgrading dishes to provide a more immersive dining experience.	I highly appreciate your recommendation and will discuss this matter with FL Manager for upgrading dishes to provide a more immersive dining experience.
4. Propose some typical or popular dishes to him.	May I recommend Binh dinh's jellyfish noodle soup? This dish has a light and cool sour broth that is very popular with FL's passenger.

Case study 14: Passenger complains the food is spoiled

Case description:

A passenger takes a piece of pork bologna from the buffet counter. She uses the fork to scrape it and complains to staff this dish spoils.

Recommended solution:

Action	Dialogue template
1. Attentively listen to her complain.	
2. Deliver apology if the quality of the food has not satisfied her and ask for her permission to replace the plate with another plate for her.	I am sorry that you are not satisfied with the food today. Please allow me to check and serve you another dish.
3. Check the quality of the remain pork bologna on the buffet counter.	
4. After changing the new dishes for her, confirm with her that all products used in the lounge are carefully checked before being served to passenger. Acknowledge her comment if the quality of food is not satisfied her.	I have informed the chef and duty manage to check the dishes. I would like to confirm that all the dishes are carefully checked before being served to passengers. I highly appreciate your comments and will raise to FL Manager to discuss with our Suppliers on food quality.
5. Bring her more special dishes, desserts or support her if needed.	Can I bring you some fresh fruit?
6. Support her to the gate and wishing her a good flight.	Thank you for sharing your comment with us. Wishing you a pleasant flight.

Case study 15: Passenger wants to bring food and drink to the aircraft

Case description:

After experience lounge service, passenger brings a few cans of soft drinks, a few bottles of water and some bread slices to the airplane.

Recommended solution:

Action	Dialogue template
1. Politely approach and apologize to passenger.	Good morning/afternoon/evening. I am X – the duty manager of First lounge.
2. Gently explain the regulation: To ensure the hygiene and food safety, food and beverage are solely served within lounge area.	I am sorry but according to the regulation of the lounge, to ensure the hygiene and food safety, food and beverage are solely served within lounge area. May I suggest that you spend a few more minutes to experience lounge services before boarding the plane?
3. Thanks for his cooperation	Thanks for your kind cooperation

Case study 16: Passenger lets her child to urinate to a glass

Case description:

A family consists of husband, his wife and a baby boy uses lounge service in rush hour. After they finish the meal, the baby boy wants to go to restroom. The mother hurriedly took a glass of the lounge for the child to urinate in the eyesight of other passengers. Then, she asks the staff to clean up.

Recommended solution:

Action	Dialogue template
1. Quickly approach at the time the child urinate to obscure him from the eyesight of other passengers.	
2. Politely guide the mother to the restroom area and remind her about the impact on children's gender psychology when they urinate in public area.	<p>I truly understand and sympathize with you that your child is too young so he could not control himself.</p> <p>However, I hope that you will guide him for restroom usage to respect the relaxing dining space of other passengers as well.</p>
3. Actively guide them to another table so that the staff can clean the table and dispose of the glass.	<p>Could you kindly move to the vacant table over there so our staff could help this table cleaned and disinfected?</p> <p>Thank you for your kind cooperation.</p>

Case study 17: Passenger complains his seat is not same as original reservation

Case description:

A passenger has pre - paid the seat at front rows, however, when he comes to the lounge and looks at his boarding pass, he realizes that his seat number is not the same as the original reservation. He asks the lounge staff for the reason why his seat is changed and the solution.

Recommended solution:

Action	Dialogue template
1. Deliver apology for his unexpected experience.	May I have your reservation code for further assistance? Could you please wait for a few minutes, I will have it verified with the ground staff.
2. Noted his reservation code and verify the situation with GO staff.	
3. In case the new seat number is not equivalent to original one, coordinate with GO to change the equivalent seat and apologize to passenger.	I'm sorry for the carelessness of check in staff. I have informed them to change new seat for you. Please wait for a few minutes, I will deliver the new boarding pass to your table.
4. In case of changing the aircraft, the new seat is equivalent to the original one, explain the reason to passenger.	I have checked the information with the ground staff: Due to the change of aircraft, your original reservation is changed to the new equivalent seat. I am sorry that the staff did not inform you clearly at check in counter. I hope you can forgive her carelessness.

Case study 18: First member complains about his seat number

Case description:

A passenger who has First member card complains about his seat number is not in the first row as his outbound flight.

Recommended solution:

Action	Dialogue template
1. Deliver apology and explains the seat arrangement will be made by ground handling agent in priority sequence as well as flight booking status.	I am terribly sorry for any inconvenience. Normally, the seat arrangement will be made by ground handling agents in priority sequence as well as flight booking status.
2. Ask him to wait for a few minutes to verify the information with GO and respond him as soon as possible.	Kindly wait for a few minutes, I will verify the information with the ground staff and revert to you shortly.
3. In case the flight still has available seat in the first row, immediately change new seat and inform to passenger.	I'm sorry for the carelessness of check in staff. There are vacant seat available in first row, I have informed them to change new seat for you. Please wait a few minutes; I will deliver the new boarding pass to your table.
4. In case the flight is full, the staff will explain to passenger about the flight status.	<p>I have checked the information with GO staff: the flight is full and you bought the ticket at the last minute so there are no vacant seats in the front any more.</p> <p>I am sorry that the staff did not inform you clearly at check in counter. I hope you can forgive her carelessness.</p>

Case study 19: Passenger complains his round trip are both delay

Case description:

After announcing flight delay, a passenger complains to you that both of his departure and return flight is heavily delayed.

Recommended solution:

Action	Dialogue template
1. Deliver apology and explain to passenger: in daily operation, there are many force majeure situations leading to the delay of the flight and look forward to his understanding.	I am sorry for the unexpected delay. In daily operation, there are many force majeure situations such as bad weather, flight plans change... leading to unfavorable flight delay. The flight safety is always our top priority so the late departure of some flights is unavoidable.
2. Confirm that you will update the latest flight information regularly.	You could take a rest and enjoy your time in the lounge; I will regularly update flight information to you.
3. Serve drinks and desserts during the waiting time.	Would you like some drinks or desserts? May I bring you water and fresh fruit?

Case study 20: Passenger complains the flight has delayed many times

Case description:

A passenger was informed his flight is delayed 10 minutes. 10 minutes later, he was announced his flight delayed 30 minutes more. He is very angry and need to board as soon as possible because he has an urgent business.

Recommended solution:

Action	Dialogue template
1. Note his request (his urgent business and his wish to reschedule to another flight).	I am very sorry for the extra delay due to force majeure. Can I have your reservation code so I could inform GO staff to support you better?
2. Forward his request to GO staff to update cause of delay, current service plan and the possibility to fulfill his request.	
3. Deliver apology and explain the reason of delay, estimate departure time and current service plan.	I am sorry that the flight delay less than 1 hours, BAV cannot support free reschedule. Please take a rest and wait for a few more minutes, the flight will depart at the announced time.
4. Confirm that you will update the latest information regularly and BAV will apply free reschedule if the flight is delayed more than 1 hour.	I have informed GO staff about your wish. In case the flight is delayed more than 1 hour, BAV will reschedule you to earlier flight. Please take a rest, I will regularly update flight information to you.

Case study 21: Passenger has connecting flight but his flight delayed many times

Case description:

Passenger has a connecting flight but his departure flight is delayed many times due to the late arrival of the incoming aircraft. He is very frustrated because he may be late for the next flight.

Recommended solution:

Action	Dialogue template
1. Deliver apology for the continued delay due to force majeure.	I am very sorry for the extra delay due to force majeure.
2. Collect information of his connecting flight and forward to GO	Can I have your connecting flight information? I will inform GO staff about your schedule to support you better.
3. Escort passenger to GO counter and hand over his connecting flight information, so that GO staff can offer the most suitable solution for him.	<p>Allow me to accompany you back to check in counter, we will support you to reschedule to the earlier flight.</p> <p>Can I help you with the baggage and escort you to check in counter?</p>

Case study 22: Passenger uses service at another lounge and misses the flight

Case description:

A passenger used the service at Song Hong lounge and missed his flight. He came to FL reception desk and complained that he was announced his flight was delayed but when he came to the gate, the flight had already departed.

Recommended solution:

Action	Dialogue template
1. Show your empathy because he could not board the flight as scheduled.	I am very sorry that you could not board your flight as planned.
2. Guide him contact GO staff for further support.	Please wait for a few minutes, I will contact GO staff to check whether your ticket can be reschedule red to the next flight or not.
3. Suggest him using FL service next time for better care and information support.	<p>I hope you would forgive the negligence of Song Hong lounge staffs.</p> <p>We hope to welcome you to FL next time for better care and information support.</p>

Case study 23: Passenger forgets his personal belonging in the lounge

Case description:

While clearing table, the staff found out that a passenger has left his personal belonging on the chair.

Recommended solution:

Action	Dialogue template
1. Quickly inform DM then check BOC and camera to identify passenger's identity.	
2. Check his flight information and fill in Lost and Found report.	
3. In case the aircraft has not closed the door yet, deliver the found item to gate.	
4. In case the aircraft has closed the door: Contact passenger via mobile phone or message to inform him about left behind items. After he confirms the left behind items, the staff will return it to him by post.	<p>Good morning/afternoon/evening. I am X – the Duty Manager of FL. Did you come to FL today?</p> <p>After you left, our staff found a paper bag at your table. Can I confirm whether the bag belong to you or not?</p> <p>Could you list out the item in the bag so I could complete the Lost and Found report and hand over the bag to you?</p> <p>Is it convenient for you if I deliver the bag toon?</p> <p>Thank you.</p>

Case study 24: Passenger lost his suitcase in the lounge

Case description:

A passenger (Mr. A) left the suitcase at his table. Then, he moved to another table to talk with his friend. At boarding time, he came back and found out his suitcase was no longer there.

Recommended solution:

Action	Dialogue template
1. Calm Mr. A down and note his detail information about his suitcase.	Please stay calm and tell me what your suitcase looks like in detail. The lounge has camera so we can check the record to help you find your bag.
2. Check camera to find out where and when he lost his suitcase.	
3. If the camera records that he does not bring his bag to the lounge: Contact GO to support finding his suitcase at security check area as well as check in area.	As recorded from camera, you did not bring your suitcase to the lounge. I will contact GO staff to search your suitcase at security check and check in area.
4. If the camera records Mr. B carrying Mr. A's suitcase by mistake: 4.1. Immediately inform Airport Security for further assistance. 4.2. Identify who is Mr. B and coordinate with GO to find his contact. 4.3. In case that Mr. B flight has not departed: Inform GO staff at gate to contact Mr. B to exchange the suitcase. 4.4. In case Mr. B flight has departed: + Inform the arrival airport staff to inform Mr. B that he has carried a wrong suitcase.	4.3. Currently we have found the passenger who carried your bag. Please wait for a few minutes, our staff will contact him to exchange the suitcase for you. 4.4. Currently we have found the passenger who carried your baggage. Unfortunately, his flight has departed.

- + Comfort Mr. A and support him to board his flight.
- + Collect Mr. A's contact so that GO staff can inform him when they receive his suitcase.
- + Provide Mr. A contact information of GO staff who is handling the situation.
- + Commit to contact Mr. A as soon as possible and say goodbye to him.

We will inform the arrival airport staff about your situation.

- + Don't worry; we will try our best to help you.
- + Can I have your phone number so that we could contact you to return your suitcase?
- + Here is the hotline number of GO staff who is handling your case. He will contact you the soonest.

CHAPTER 3. CS CASE STUDY AT DEPARTURE GATE

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Case study 01: passenger lost his ID card after passing security check area

Case description:

20 minutes before ETD, a passenger comes and informs you that he lost his id card after he passed security check area.

Recommended solution:

Action	Dialogue template
1. Confirm whether he has alternative travel document or not.	I am so sorry to hear what happen to you. Do you have any other travel documents such as driver license, journalist ID card...?
2. In case he has alternative documents: <ul style="list-style-type: none"> + Guide him to use alternative documents to board the flight. + Note his contact for further support in searching for his ID with relevant departments and revert to him later. 	May I suggest that you use this document to board the flight first? I already noted your phone number and will support searching for your ID with relevant department. In case it is found, you will be informed shortly.
3. In case he does not have alternative documents: <ul style="list-style-type: none"> + Apologize and support to reschedule his ticket to the next flight. + Guide him to contact security officer to check whether they find his ID card and ask him to fill in lost item declaration. 	I am terribly sorry you could not take this flight as scheduled due to loss of valid travel document. I will support to reschedule your ticket to the next flight so that you could either have enough time to search for your ID card or ask your relatives to send alternative travel documents to you.

Case study 02: Passenger lost his boarding pass at gate

Case description:

20 minutes before ETD, a passenger comes and informs you that he lost his boarding pass.

Recommended solution:

Action	Dialogue template
1. Advise him to check his handbag, and support him to find his BP in security check areas.	<p>I am sorry to hear what happen to you. Could you kindly check your cabin baggage again?</p> <p>Did you have your BP after leaving security check?</p>
<p>2. Verify name on ticket and ID card matching with information in the system.</p> <p>Reprint the boarding pass and note "DUPLICATE" in both the check in system and his boarding pass.</p>	<p>May I have your travel documents for further support?</p> <p>Please provide some information: Where do you fly? Do you remember your seat number? Do you have checked baggage?</p> <p>Thank you for your information, I'll reprint your boarding pass in a minute.</p> <p>Here is your new boarding pass. Wishing you a good flight.</p>
3. Notice the case to gate staff, only accept the boarding pass with the word "DUPLICATE". Carefully compare the travel documents and boarding pass.	

Case study 03: The flight is delay less than 3 hours

Case description:

One hour before ETD, you receive a notice due to technical reason, the flight will be delayed 2 hours 30 minutes. According to regulation, passengers will be served drinks during waiting time. However, they complain and ask for meal service.

Recommended solution:

Action	Dialogue template
1. Sincerely apologize for unexpected delay.	I sincerely apologize for this unexpected delay.
2. Explain the handling policy for irregular flights according to circular of the Ministry of Transport.	According to the circular of the Ministry of Transport, meal service will be served for flight delay by more than 3 hours. This flight is 2 hours 30 minutes delay and does not coincide with mealtime so that only water will be served at departure gate.../X restaurant.
3. Fill in the service request form (tick the beverage box) and hand over it to passenger. Arrange staff to support and guide them to receive drinks at gate.../ restaurant.	Here is your service request form. Please proceed to gate.../X restaurant to receive your drinks.

Case study 04: A passenger lost his reserved seat due to aircraft changes

Case description:

A passenger lost his reserved seat due to aircraft changed. At the check in counter, he has no feedback about his new seat number. However, upon arrival at gate, he does not satisfied with his seat number. Currently, his reserved seat has been arranged to other passenger and there is no front seat available.

Recommended solution:

Action	Dialogue template
1. Deliver Apology and explain to him due to aircraft change, his reserved seat information is no longer recorded in the system.	I'm sorry that due to aircraft change, your reserved seat information is no longer recorded in the system.
2. Check whether front seats or any window/aisle seats available (<i>in case he is seating in middle</i>) and ask for his preferable for alternative. 2.1. If he agrees: Thanks for his cooperation. 2.2. If he disagrees: complete irregular report and refund the charge of prepaid seat.	Currently, we have an empty aisle seat 20C is quite the same as the seat you have booked. Would you mind change to seat 20C and I'll keep the seat 20B empty so you can feel more comfortable. 2.1. Thank you for your kind understanding and wishing you a nice flight. 2.2. I am terribly sorry for this unexpected situation. I will record this and forward to related department to refund the charge of prepaid seat to the original account.
3. Inform the situation to cabin crew to extend extra care during flight.	

Case study 05: involuntary seat change due to inoperative

Case description:

A passenger travelling with his family was arranged to seat together at check in counter. However, when the aircraft landed, the technician inform this seat is wet and inoperative.

Recommended solution:

Action	Dialogue template
1. Check the system to find the equivalent or higher seats available to change seat for him or for the whole family. Deliver apology and explain the situation to passenger.	I am terribly sorry we found out your seat is unintentionally wet during the inbound flight and could not be fixed at once. Would you mind changing the seat for a better inflight experience?
2. Confirm with passenger whether he would love to change either his seat or his family as well.	How about changing your seat to window seat 6A? This is seated right behind your family current row. Or do you prefer to move your family to row 16 to be seated together?
3. Thanks for his cooperation and change the seat as his will.	Thank you for your kind understanding.
4. Refund pre-paid seat fee if any.	I am sorry for this unexpected situation. I will record this and forward to related department to refund the charge of prepaid seat to the original account.

Case study 06: Excessive cabin baggage

Case description:

A passenger shows up at gate with 3 pieces of cabin baggage. His cabin baggage appears to exceed the specified weight and size limit in compliance to BAV policy.

Recommended solution:

Action	Dialogue template
1. Explain the cabin baggage allowances of Bamboo Airways. Check the actual weight & size to give out proper solution.	For your safety and comfort, cabin baggage is allowed 1 bag at 7 kgs and additional item at 3 kgs. The total dimension must not exceed 115cm (56cm*36cm*23cm) for cabin bag and (40cm*30cm*10cm) for additional item. Currently, your cabin baggage exceeds standards.
2. Kindly ask for ticket or BP to verify checked bag allowance for further support	May I have your reservation code or boarding pass for further support?
3. In case checked baggage allowance is not being used: Remind him not to leave valuable items, personal documents, ... in checked bag and check in the excess baggage free of charge.	I noticed that you have not used your checked baggage allowance yet. May I check-in this one? Please take out valuable items, travel documents and put it in your handbag. You will receive this bag at arrival conveyor belt as normal checked bag.
4. In case checked baggage allowance is none or already being used: Guide him to rearrange his cabin baggage and pay for excess baggage.	I noticed that you have used all your checked baggage allowance. Could you kindly rearrange your cabin baggage? For excess baggage, you could either pay fee to checked it in or leave it to your relatives. We will support in returning the excess bag to your relatives. You could notice them to get to the airport and contact me to receive it.

Case study 07: Inappropriate cabin baggage

Case description:

A passenger shows up at gate with his cabin baggage - a tree grown in a pot without proper packing and has not been attached Cabin baggage tag.

Recommended solution:

Action	Dialogue template
1. Ask for permission to take a look at his cabin baggage	May I have a look at your cabin baggage?
2. Explain the cabin baggage policy.	<p>According to BAV's baggage policy, tree grown in pot with soil are only allowed to be carried as cabin baggage when they are carefully packed to avoid spillage of the soil. Besides, the size must comply with standard of 56*36* 23 cm to fit the overhead locker.</p> <p>Currently this pot is oversized and has not been carefully packed, so it is not suitable for cabin baggage.</p>
<p>3. Advise solution & guide to repack his bag.</p> <p>3.1: Guide to use CBBG service if he wants to carry his bonsai to the cabin or BAV supports check-in and serves as fragile baggage.</p> <p>3.2. In case of returning to his relatives:</p> <p>Advise him to contact his relatives and come to the airport to collect the bag.</p>	<p>3.1. Would you mind repack your bag to avoid soil spillage? Then either you could buy Cabin baggage service to have a separate seat for your pot onboard or we could accept your bonsai as checked baggage and taking care of it as a fragile item.</p> <p>3.2. Or in case you would like to send it home. We will support in returning it to your relatives. You could notice them to get to the airport and contact me to receive it.</p>

Case study 08: Passenger travelling with INF carry excessive cabin baggage

Case description:

During boarding, you notice a passenger seems to have trouble holding her baby and dragging her suitcase together with a big handbag of milk and diapers at the same time.

Recommended solution:

Action	Dialogue template
1. Actively confirm whether she needs assistance with her baggage.	May I help you? I noticed holding your baby while carrying baggage is a bit struggling. May I check-in your suitcase so you will have free hand taking care of the baby?
2. If she agrees: <ul style="list-style-type: none"> Support to check-in her bag. Remind her not place valuable items, personal documents, ... in checked bag. 	Please take out valuable items, travel documents and put it in your handbag. You will receive this bag at arrival conveyor belt as normal checked bag.
3. If she disagrees: Actively support her with her suitcase to the aircraft.	May I help you with your cabin baggage to the aircraft?

Case study 09: Passenger holds the cabin baggage of other passenger

Case description:

During boarding, you notice Mr. A carries 2 bags exceeding standard. You have reminded him to rearrange his bag. However, he asks another passenger, Mr. B, to carry one bag on his behalf.

Recommended solution:

Action	Dialogue template
1. Invite two passengers to the baggage gauges area.	I noticed your cabin baggage exceeding the standard. May I have a minute to have it verified?
2. Find out the owner of that cabin baggage.	According to security regulation, passengers are not permitted to carry those bags belong to others. May I know the owner of this bag?
3. In case Mr. B admits that he carries Mr. A's bag: + Gently ask Mr B return bag to the owner and invite him line up for boarding. + Weigh the total cabin baggage of Mr. A. Verify his baggage allowance in the system and accept it as checked baggage if it is within limit. + Remind cabin baggage standard.	Thank you for your cooperation. Please line up this way for boarding. Allow me to check-in this bag. Please take out valuable items, travel documents and put it in your handbag. You will receive this bag at arrival conveyor belt as normal checked bag. I appreciate your cooperation for a smooth boarding and safety of other passengers onboard.
4. In case checked baggage allowance is none or already being used: + Guide him to rearrange his cabin baggage or pay excess baggage fee to check it in. + Or support to return the extra bag to his relatives.	Could you kindly rearrange your cabin baggage? For excess baggage, you could either pay fee to checked it in or leave it to your relatives. We will support in returning the excess bag to your relatives. You could notice them to get to the airport and contact me to receive it.

Case study 10: Full overhead locker

Case description:

10 minutes since boarding started, cabin crew inform the overhead locker is full and there is no room for cabin bag. Currently, there are 3 passengers with their suitcases waiting for solution and you have to convince them to check-in their cabin baggage.

Recommended solution:

Action	Dialogue template
1. Discuss with cabin crew if there is any other places to stow cabin baggage or not	Could you kindly wait for a few minutes? I will check with our cabin crew whether there is any other places to stow your bag.
2. In case there is no other space to stow cabin baggage: Apologize and explain the situation to them.	I am terribly sorry. The flight today is full and currently the overhead locker has no room for cabin bag.
3. Suggest passengers to check in their cabin baggage with priority label.	To ensure flight safety and comfort, may I check in your bag with a priority label so that it will be delivered the soonest at arrival.
4. Remind them not to leave valuable items, travel documents, ... in checked bag and check them in.	Thank you for your cooperation. Please take out valuable items, travel documents and put it in your handbag.

Case study 11: Passenger ask to offload his checked baggage to carry on

Case description:

20 minutes before ETD, a passenger comes to gate and strongly request to offload his checked bag for carry-on because of a valuable item inside. Currently, there is a lot of checked baggage and the loading is completed.

Recommended solution:

Action	Dialogue template
1. Ask for detail information: what the valuable item is? Whether he locked his suitcase? Is there any priority label attached? Ask for his boarding pass and bag tag to verify on the system.	May I have your boarding pass and bag tag for further support? Could you describe your bag & valuable item in detail for a quick handling?
2. Contact GHA to identify the location of the bag and estimated time for offloading.	You bag has been loaded to the aircraft. Please wait a few minutes, I will check whether we have enough time to offload it or not.
3. In case the offloading may affect OTP: + Apologize and explain the reason why it is not possible to offload his checked baggage. + Move him to the front seat if available. Guide him to check baggage upon arrival and contact ground staff if there is any abnormalities at arrival.	I am so sorry but the flight is full, all bag are loaded and secured and the cargo door is about to close so there is not enough time to offload your bag. May I change your seat to the upper row so that you can get off the aircraft earlier? Please check your bag and report to L&F staff if there are any abnormalities for prompt support
4. In case the offloading does not affect OTP: + Inform ramp supervisor to support offloading process. + Assign staff to accompany him to receive his valuable item and returning to gate on time.	Mr/ Ms.... will accompany you to check in counter and returning to gate on time. Please follow her.

Case study 12: Group bag exceeds allowance due a passenger cancels flight

Case description:

A group of 4 passengers checks in together, each of them has 20kgs checked bag. During boarding, one of them request to cancel his flight leading to group bag exceed the standard. They already have cabin bag as standard.

Recommended solution:

Action	Dialogue template
<p>1. Explain their checked baggage allowance and inform current total weight exceeds the standard.</p> <p>Guide them to either offload the bag or pay for excess baggage fee.</p>	<p>The free baggage allowance can only be applied for onboard passengers. Since one of you have canceled the flight, your group is allowed to check in totally 60kgs. Currently, there is 20kgs exceeding the standard. You could either leave it to your relatives or pay excess baggage fee to checked it in.</p>
<p>2. If passenger choose option 1:</p> <p>Inform GHA offload the ba & support to return it to their relatives.</p>	<p>If they choose option 1:</p> <p>Your baggage has been offloaded ... Allow me to assist in returning the extra bag to your relatives. You could notice them to get to the airport and contact me to receive it.</p>
<p>3. If passenger choose option 2:</p> <p>Guide them pay excess baggage fee at gate.</p>	<p>If they choose option 2:</p> <p>The total fee for 20kg excess baggage fee is.... VND. May I charge this to your credit card or would you prefer to pay in cash?</p> <p>Thank you for your kind cooperation.</p>

Case study 13: A bag found damage during loading

Case description:

GHA inform a bag found damage during loading yet limited release tag had not yet been signed.

Recommended solution:

Action	Dialogue template
1. Notify them about the found damage and verify bag status at time of check-in.	Excuse me, during loading, our staff has found that your black suitcase was cracked and the handle was broken. May I confirm whether it was previously damaged?
2. If he confirms the bag was damaged prior to check-in: <ul style="list-style-type: none"> ▪ Apologize due GHA did not confirm bag condition before accepted ▪ Guide him to sign limited-release tag. 	I am so sorry our check-in agent did not confirm bag condition and guide proper information. For such damage, it is a must to have the tag signed to confirm its status and release carrier from liability. Thank you for your kind understanding.
3. If the suitcase is recently damaged and passenger angrily requests compensation <ul style="list-style-type: none"> ▪ Apologies for unexpected incident. ▪ Record the case and forward to arrival station for further handling. ▪ Comfort passengers by inviting them to an upper seat (if available) and attach priority label. 	I sincerely apologize for this unexpected incident. To avoid delay, may I record and forward this file to arrival station for further handling? I will attach priority label to your bag and change seat to front row. As soon as the aircraft landed, our staff will pick you up and help you through compensation handling. Thank you for your understanding and cooperation.

Case study 14: passenger asking return to gate to search for his handbag

Case description:

After entering the aircraft, passenger requested to return to the gate to search for his handbag.

Recommended solution:

Action	Dialogue template
1. Calm him down, explain why he shouldn't get off the plane and offer to help him searching for his bag.	<p>Due to security reason, onboard passengers are not permitted to leave the aircraft, otherwise, our cabin crew have to conduct a serious security check, which may affect the departure time.</p> <p>May I have detail description of your bag so that we could search for it?</p>
2. Ask gate staff to search for the bag.	
3. If found: <ul style="list-style-type: none"> Confirm and hand over to him. Fill in irregular report signed by passenger and CCD in case the flight delays. 	<p>Please check the content of your bag and sign the irregular report for case confirmation.</p>
4. If could not been found: <ul style="list-style-type: none"> Noted the case, deliver apology for closing aircraft door to be on schedule. Guide him to declare his left-behind bag upon landing. After door close: cooperate with airport security officer to search for the bag at waiting area and inform arrival station for further handling. 	<p>I am sorry we have tried to search for your bag, unfortunately unable to find it.</p> <p>To ensure flight departs on time, allow me to note your contact info, continue the search and update to arrival station.</p> <p>Upon landing, kindly contact our L&F staff for latest results.</p> <p>Thank you for your kind understanding.</p>

Case study 15: passenger asking cancel flight to search for his handbag

Case description:

Boarding was completed. As aircraft door was about to close, one passenger inform that he had left his bag near the departure gate with 100 million VND inside. He request to return to gate searching for his bag, otherwise, he may cancel the flight.

Recommended solution:

Action	Dialogue template
1. Calm him down, explain why he shouldn't get off the plane and offer to help him searching for his bag.	Due to security reason, onboard passengers are not permitted to leave the aircraft, otherwise, our cabin crew have to conduct a serious security check, which may affect the departure time. May I have detail description of your bag so that we could search for it?
2. Ask gate staff to search for the bag and Loading staff to standby his checked bag.	
3. If found: <ul style="list-style-type: none"> Confirm and hand over to him. Fill in irregular report signed by passenger and CCD in case the flight delays. 	Please check the content of your bag and sign the irregular report for case confirmation.
4. If could not been found and he insists to cancel the flight: <ul style="list-style-type: none"> Inform cabin crew to conduct security check. Offload passenger and his bag. Fill in irregular report signed by passenger and CCD. Escalate the case to SM. After door close: cooperate with airport security officer to search for the bag at waiting area. 	I am sorry we have tried to search for your bag, unfortunately unable to find it. Allow me to support canceling the flight as well as cooperate with airport security officer to search for your bag.

Case study 16: Expectant mother does not have a valid medical certificate

Case description:

An expectant mother is in her 29th week single pregnancy. She has checked in online. However, at gate, GHA found that she does not have proper medical certificate nor sign Declaration of Indemnity form. She claims that she already had a photo of medical check and is ok to fly.

Recommended solution:

Action	Dialogue template
1. Explain to ensure the safety of expectant mother, single pregnancy of 29 weeks need to show a medical certificate within 15 days of actual departure date of first flight	To ensure safety of expectant mother, a single pregnancy of 29 weeks need to show a medical certificate within 15 days of actual departure date of first flight.
2. Explain the regulation and refuse to transport. 2.1. The ticket is refundable or reschedulable: assist in rescheduling or refunding tickets according to regulation. 2.2. The ticket could not be refund/ rescheduled: provide information and instruction for rebook a new ticket.	Due to lack of proper medical certificates, for your own safety, you should not fly with us today. 2.1. May I assist in rescheduling or refunding tickets instead? The fee of rescheduling/ refunding is....VND 2.2. I'm so sorry that your current ticket could not be refund or reschedule, kindly rebook a new ticket for your next flight.
3. Provide the MEDIF II health confirmation form. <i>(In case of request, staff could suggest nearby medical centers/ hospitals to complete the examination and obtain the medical records.)</i>	May I provide this health confirmation form for your reference? There are X, Y, and Z clinics nearby the airport for your reference to complete the examination and obtain relevant medical records.
4. Advise required documents for the return flight (if any)	Could you kindly share your return flight schedule so that I could deliver information on the required documents?

Case study 17: Passenger with high fever found at gate

Case description:

During boarding, staff check passenger's temperature and found one with high fever at 39°C.

Recommended solution:

Action	Dialogue template
1. Verify his temperature and ask for his medical record.	<p>Are you suffering from a fever, a cough, or shortness of breath?</p> <p>Have you been in close contact with any infected person or travel by red zone area?</p>
2. Notify airport medical team at once for further support	
3. If there is no abnormal medical record and the temperature decreases after a rest: accept as normal passengers and gently ask to change his seat to the back of the plane or an isolated area.	<p>Allow me to change your seat to..., which is closer to our cabin crew for a better care during your flight.</p> <p>In case you have any problems, kindly alert them at once for prompt assistance.</p>
4. If the temperature remain unchanged: <ul style="list-style-type: none"> Refuse carriage and explain health safety policy during pandemic. Support to credit shell/reschedule his ticket according to regulation. 	<p>I'm so sorry you would not travel as scheduled due to health condition.</p> <p>Would you prefer to credit shell or reschedule to another flight? I will do my best to support.</p> <p>Thank you for your kind understanding and cooperation.</p>

Case study 18: Passenger with conjunctivitis found at gate

Case description:

Passenger was discovered to have pinkeye when he arrived at gate.

Recommended solution:

Action	Dialogue template
1. Verify his status and ask for a medical certificate if any.	Excuse me, I noticed your eyes are reddish. Allow me to confirm whether you had conjunctivitis? Do you bring along your medical certificate?
2. If he has medical certificate stating his conjunctivitis: <ul style="list-style-type: none"> Explain the regulation and advise him not to fly. Support to credit shell/reschedule his ticket according to regulation. 	I am sorry you could not travel as scheduled due to health condition. Would you prefer to credit shell or reschedule to another flight? I will do my best to support.
3. If he does not have a medical certificate or rejects the medical issue: <ul style="list-style-type: none"> Explain the danger and the risk of infection, and convince him to accept health check. Notify airport medical team to conduct health check. 	We are sorry, but pinkeye is contagious. To ensure that you are in good health and fit to fly, you are requested to have a health check from airport medical staff.
4. If the result is negative: <ul style="list-style-type: none"> Thanks for his cooperation Invite him to priority line for boarding. Fill in irregular report and notify cabin crew. 	Thank you for your cooperation. Luckily, you are in good health and fit to fly. May I invite you to priority line for a convenient boarding?
5. If the result is positive: <ul style="list-style-type: none"> Explain the regulation and advise him not to fly. Support to credit shell/reschedule his ticket according to regulation 	I am sorry you would not travel as scheduled due to health condition. Would you prefer to credit shell or reschedule to another flight? I will do my best to support

Case study 19: Passenger encounter health problem while boarding

Case description:

While waiting in line for boarding, passenger suddenly encounter a severe stomach pain, nausea, dizziness and request immediate medical support.

Recommended solution:

Action	Dialogue template
1. Verify his status, notify airport medical team at once and inform loading staff to standby his checked bag if any.	Are you suffering any disease or under some special treatment? Please take a rest, I will call for medical support at once.
2. Keep track of his health status as well as boarding time.	
3. In case he feels better and the medical staff affirms that he is fit to fly: guide him to sign Declaration of Indemnity form and alert the Cabin Manager taking care of him on board.	Excuse me, it's time for boarding and the medical staff announced that you are fit to fly. Please sign in this Declaration of Indemnity form. I have notified our Cabin Manager of taking good care of you during the flight. In case you have any problem, kindly alert them at once for prompt assistance.
4. In case his health status remain unchanged and require further treatment: <ul style="list-style-type: none"> Advise him not to fly Support to credit shell/reschedule his ticket according to regulation. 	I'm so sorry you should not travel as scheduled due to health condition. Would you prefer to credit shell or reschedule to another flight? I will do my best to support. Thank you for your kind understanding and cooperation.

Case study 20: Passenger faints at boarding bridge

Case description:

20 minutes before ETD, GHA report a passenger fainted at the boarding bridge.

Recommended solution:

Action	Dialogue template
1. Be present at the scene as soon as possible. Remove obstacles if any. Guide passenger flow avoid hitting fainted passenger.	
2. Notify airport medical team at once for further assistance.	
3. Inform GHA to standby his checked baggage (if any) and be prepared to offload in case he is not fit to fly.	
4. Fill in irregular report	

Case study 21: Passenger fall while walking downstairs

Case description:

Aircraft parked in remote area and passengers were boarding by bus. While walking downstairs to the bus, an elderly passenger accidentally tripped and fell.

Recommended solution:

Action	Dialogue template
1. Be present at the scene as soon as possible. Remove obstacles if any. Guide passenger flow avoid hitting injured passenger.	
2. Approaching and assisting injured passenger: Observe his injury, assist him to stand up, avoid touching the injured area or trying to move him if he were unable to stand up.	How do you feel right now? Are you in any hurt? Can you stand up? May I assist you to stand up?
3. If there is only scratches: <ul style="list-style-type: none"> Let him sit and rest for a while. Assist him to get on the bus and invite him to take priority seat. Accompany him to the aircraft and hand over to cabin crew. Inform cabin crew offer extra care during flight. 	Do you feel better now? Allow me to support you to the bus. Please take this priority seat. I have notified our Cabin Manager of taking good care of you during the flight. In case you have any problem, kindly alert them at once for prompt assistance.
4. If the injury is serious and he is unable to move: <ul style="list-style-type: none"> Call for medical support. Inform loading staff to standby his bag while monitoring his health. Inform his relatives. 	Please take a rest, I already call for medical support. I'm so sorry you should not travel as scheduled due to health condition. Would you prefer to credit shell or reschedule to another flight? I will do my best to support. I have contacted your family, they will come to the airport and pick you up. Don't you worry any more.

Case study 22: Drunk passenger is disruptive at gate

Case description:

During boarding, a passenger show signs of being drunk and messing around at gate. He yelled at GHA while being asked to show his boarding pass and passport for boarding.

Recommended solution:

Action	Dialogue template
1. Ask him to calm down and be cooperative.	May I take a minute to talk with you? Verifying boarding pass and passport is a mandatory procedure to ensure flight security and safety. I hope you understand and be cooperative with us.
2. Advise him to take a short break. Recommend drinking plenty of water to help him recover.	In order to ensure your own safety, may I suggest that you return to your seat and take a rest for a minute.
3. Notify airport security officer in case of continued disruptive behaviors.	
4. Inform loading staff to standby his bag.	
5. Keep track of his health status: <ul style="list-style-type: none"> ▪ If he remains unconscious: advise not to fly and support to reschedule to other flight according to ticket condition. ▪ Fill in irregular report with confirmation from security and GHA at gate. 	I'm so sorry you should not travel as scheduled due to your uncertain status. I will support to reschedule to other flight so that you have enough time to recover. The fee of rescheduling is... VND

Case study 23: Passenger cancel flight due to personal reason

Case description:

During boarding, passenger asks for flight cancellation because his relatives unfortunately had accident.

Recommended solution:

Action	Dialogue template
1. Share your empathy. Ask for his boarding pass and bag tag to verify the number of checked bag.	<p>I'm so sorry to hear that.</p> <p>The cancellation would be done shortly.</p> <p>May I have your boarding pass and baggage tag for further support?</p>
2. If he has checked baggage <ul style="list-style-type: none"> Ask him to describe the shape and color to easily locate the bag. Inform loading staff to offload the bag 	<p>Kindly describe your bag (color, shape, etc.) so that we could easily locate it and return to you shortly?</p>
3. If he has no checked bag: guide him to security area and expedite the offloading process.	<p>Allow me to accompany you through security area and expedite the offloading process.</p>

Case study 24: ADL cancel flights but their child continues the journey

Case description:

An ADL passenger traveling with a 10-year-old child. Due to personal reason, he has to cancel the flight, however his child is still traveling and will be picked up by her mom upon arrival.

Recommended solution:

Action	Dialogue template
1. Verify the cancellation reason, checked bag and CHD status.	May I have your boarding pass for further support?
2. Notify SM and verify the condition for accepting unaccompanied minors at last minute (UM).	Please wait a minutes, I will check the flight status and the condition of acceptance your child travelling alone.
3. Ineligible to accept: + Apologize, explain there is not enough time to arrange staff to assist the child and complete other procedures. + Support refund/ reschedule according to ticket condition	My sincere apologies, unaccompanied minor service must be booked at least 24 hours before departure time so that we can arrange appropriate staff as well as complete necessary procedures. May I support you to refund or reschedule according to ticket condition?
4. Eligible to accept: + Guide him to pay UM service fees at ticket counter. + Complete the check-in procedures and required forms. + Assign staff to assist UM as regulated.	The fee for unaccompanied minor service is... VND. Please proceed to ticket counter to pay for UM service fee as well as complete necessary paperwork. We will look after your child and hand her over to her mom upon arrival.

Case study 25: Late show up at gate

Case description:

ADL passenger traveling with a four-year-old child arrive at 5 minutes after gate closure time. She explained that they were late because the baby need to use the restroom. The aircraft board by bridge and the aircraft door had not yet closed.

Recommended solution:

Action	Dialogue template
1. Discuss with ramp supervisor the possibility of accepting more passengers without affecting OTP.	<p>Passengers must arrive at gate at least 15 minutes before departure time to ensure flight departs on time.</p> <p>You are already 5 minutes late, but I will try my best to see if there is still time to support.</p> <p>Please wait for a few minutes.</p>
2. Accompany passengers to board the plane and remind her to arrive at gate 15 minutes before departure on their next journey.	<p>Today the flight board by bridge nearby and Captain has agreed to accept you onboard, so please hurry up to the plane.</p> <p>Goodbye. Please arrive at gate earlier on your next journey.</p>

Case study 26: Late show up at gate and unable to board the flight

Case description:

An elderly and a child traveling for the first time. They are also last minute passengers. As they arrived at gate, the aircraft door was closed. Their relatives are furious because they think airline staff is responsible for this and want to post this bad story on social media.

Recommended solution:

Action	Dialogue template
1. Listen to passenger's feedback and share your empathy	I am truly sorry for this unexpected incident.
2. Explain the regulation that passengers must be at gate 15 minutes before departure time, as well as the efforts of boarding staff searching for the last minute passengers.	<p>Passengers are requested to be at gate 15 minutes before departure time in order to close the aircraft door on time and complete the procedures before taking off.</p> <p>Furthermore, before gate closure time, our staff has searched for last minute passengers in the waiting areas, but unfortunately, we were unable to find you.</p>
3. Comfort them and express willingness to assist.	Please calm down. I will escalate this to station manager to find the best solution for you.
4. Escalate to SM for further support.	
5. Quickly support to reschedule, assist for check in & boarding for their next flight	<p>May I assist you for rescheduling and checking on next flight?</p> <p>Allow me to assist you to the gate.</p>

Case study 27: Aircraft encounter technical problem while boarding

Case description:

The aircraft park at remote area and boarding by bus. During boarding, you are notify that aircraft had a technical problem.

Recommended solution:

Action	Dialogue template
1. Make announcement to apologize for delaying the boarding process.	<p>Bamboo Airways would like to apologize to all passengers. Due to technical issue, we must suspend the boarding process to have it verified.</p> <p>Thank you for your patience and understanding.</p>
2. Estimate the waiting time for technical inspection	
<p>3. In case the estimated waiting time less than 15 minutes:</p> <ul style="list-style-type: none"> Announce the waiting time and advise passengers to wait on the bus. Invite those who require special assistance to take a seat while waiting. 	<p>We appreciate your patience for 15 minutes for the technical staff to resolve the issue.</p>
3. If the estimated waiting time is more than 15 minutes: apologize and invite passenger to leave the bus and return to gate.	<p>I sincerely apologize due the inspection need more time than expected, kindly return to the gate and wait for next announcement.</p> <p>Thank you for your patience and understanding</p>

Case study 28: Y class passenger request to use same bus with his C class friend

Case description:

A First member, traveling in economy class, wishes to use the same bus for boarding with his friend who travel on business class.

Recommended solution:

Action	Dialogue template
1. Verify the number of business class passengers.	Could you kindly wait for a second?
2. If there are only a few business class passengers: <ul style="list-style-type: none"> Invite him to the bus. Explain this is flexible support due to availability of seat and may not be applied for other flights. 	<p>Welcome in. There are only a few Business class passenger today.</p> <p>We hope you understand this is flexible support due to availability of seat and may not be applied for other flights.</p>
3. If there are a lot of Business class passengers: <ul style="list-style-type: none"> Gently explain the benefits of First member. Ensure passengers understand that airline must protect the benefit and comfort of other Business class passengers. 	<p>I truly want to help. However, since there are still many Business class passengers who have not boarded yet so it would be no availability on this bus.</p> <p>We appreciate your understanding that policy are designed to provide the highest level of comfort and benefit to business class passengers.</p> <p>Thank you for your kind cooperation.</p>

Case study 29: Gold member request priority boarding to the aircraft

Case description:

Because of the airport's limited infrastructure, there is only one entrance to aircraft. When boarding began, GHA already invited business class and frequent flyers for priority boarding. When boarding was almost complete, a Gold member complains why there was no priority entrance and that he had to wait in the queue for so long.

Recommended solution:

Action	Dialogue template
1. Apologize for the inconvenience due to limited infrastructure at local station that it is impossible to arrange two separate boarding lines at the same time.	<p>I am truly sorry due to limited space at gate, we are unable to set up two separate boarding lines at the same time.</p> <p>As soon as boarding began, business class and frequent flyers were invited to board the aircraft first.</p> <p>I sincerely apologize for not inviting you to board the plane earlier.</p>
2. Accompany him for priority boarding (apologize to the other passengers), and wishes him a safe journey.	<p>There are a large number of economy class in the boarding line right now, may I suggest resting a bit before boarding or if you mind waiting, I may assist you to board at once.</p> <p>Thank you for flying with Bamboo Airways. Wishing you a pleasant flight.</p>

CHAPTER 4. CS CASE STUDY AT ARRIVAL AREA

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Case study 01: Damage bag - Limited release tag has been signed

Case description:

One passenger complains that his plastic suitcase has been broken. You noticed the limited release tag has been signed. Passenger explained that he was requested to sign, but the check-in staff did not explain why.

Recommended solution:

Action	Dialogue template
1. Apologize for unexpected incident	I sincerely apologize for this unfortunate incident.
2. Deliver explanation: + Carrier's liability will be waived if passenger has signed limited release tag to confirm the bag condition. + Airline will work with GHA to identify root cause and corrective action to avoid similarities.	As part of check-in procedures, while accepting plastic suitcase, GHA will verify the condition of bag, explain and guide passengers to sign limited release tag for the liability's waiver due to its nature of fragile. Your tag has been signed, as a result, I regret that we are not able to offer compensation as requested. We appreciate your kind understanding.
3. Complete PIR and deliver to Customer Service Department for assistance if passenger heavily complain.	I am sorry that we could not make your request done today. However, we noted your feedback that check-in agent did not provide you with sufficient information and will deliver to Customer Service Department to check with ground handling company and respond to you shortly.

Case study 02: Wet carton box - Limited release tag has been signed

Case description:

At the arrival belt, staff found a carton box that had been carefully wrapped in plastic but prevailed heavily wet. While talking with the owner, you found a broken wine bottle inside and noticed he had signed a limited release tag.

Recommended solution:

Action	Dialogue template
1. Notify cleaning staff immediately to clean up the liquid on the belt and relocate other bags to avoid getting wet. Deliver apology for the unexpected incident.	I sincerely apologize for this unfortunate incident.
2. Gently explain the carrier's liability will be waived if he has signed the limited release tag.	<p>Glassware is a fragile item, so check in agent will observe the outer packing, give warning of the potential risks during transportation and ask you to sign the limited release tag.</p> <p>As can be seen, the bag is attached with a fragile label and limited release tag along with your signature, so we are exempt from compensation liability.</p>
3. If he agrees: Thanks for his understanding.	Thank you very much. We appreciate your understanding.
4. If he does not agree: Fill in a report and send the file to Customer Service Department for further handling.	We regret that we are unable to provide you with a better solution. We will forward your feedback to Customer Service Department for further support.

Case study 03: Wet suitcase - Limited release tag has not been signed

Case description:

A Business class passenger claim his suitcase was heavily wet. While talking with him, you found a roasted duck inside, the wrapping was unleashed causing the sauce to leak. He claimed the check-in agent did not guide proper packaging to him and ask for a compensation.

Recommended solution:

Action	Dialogue template
1. Apologize for the unexpected incident.	I sincerely apologize for this unfortunate incident. Could you kindly check the inside to see if there is any other damage?
2. Ask for approval to clean the stain on the outside of the suitcase with a wet cloth.	Allow me to clean the stain on your suitcase with a wet cloth.
3. Guide him on how to pack those items for the next trip.	To prevent water leakage, such item must be wrapped in a plastic bag with a minimum thickness of 0.1 mm and additional layers on the outside.
4. Deliver apology due check-in staff did not provide packing instructions and explained wet bag is not in the list of of damage compensation.	I am so sorry check-in staff did not provide you with specific packing instructions; however, wet baggage is not on the list of compensation for damage. We appreciate your kind understanding.
5. Accompany him to the arrival exit and wish to welcome him again with better experiences.	Thank you for kind understanding. We look forward to providing you with better service in the next journeys with Bamboo Airways.

Case study 04: Broken wheels - Limited release tag has not been signed

Case description:

At the arrival station, a passenger claim his suitcase was crack and wheels were broken. You noticed limited release tag has not been signed.

Recommended solution:

Action	Dialogue template
1. Apologize for the unexpected incident.	I sincerely apologize for this unfortunate incident
2. Explain the compensation policy for damage baggage and provide him with a compensation plan.	Based on the current state of the damage and our compensation policy, May I propose a compensation of ... VND, in which ... VND for the crack and ... VND for a broken wheel.
3. If he agrees with compensation plan: <ul style="list-style-type: none"> Thanks for his understanding. Proceed the compensation and close file. 	<p>Thank you for kind understanding.</p> <p>To complete the compensation records, please sign in this property irregular report.</p> <p>Once again, I sincerely apologize for this unexpected experience.</p> <p>We look forward to providing you with better service on upcoming flights with Bamboo Airways.</p>
4. If he does not agree: Fill in a report and send the file to Customer Service Department for further handling.	We regret that we are unable to provide you with a better solution. We will forward your feedback to Customer Service Department for further support.

Case study 05: Broken handle - limited release tag has not been signed

Case description:

A passenger claim his bag has a broken handle. Since limited release tag has not been signed, staff offer compensation according to the policy but he did not agree. He strongly request for a repair service.

Recommended solution:

Action	Dialogue template
1. Apologize for the unexpected incident.	I sincerely apologize for this unfortunate incident.
2. Ask him to show boarding pass, bag tag and take a picture of damage bag.	May I have your boarding pass, bag tag and take a picture of the damage bag?
3. Ask his contact details and promise to contact them within a certain time	I will immediately send your suitcase to a repair facility and notify you of the estimated repair time. Please provide us your contact information and address so that we can return the baggage once it has been repaired.
4. Verify his next journey for further support (if any).	Allow me to reserve front seat for your next flight. We'll also inform check-in staff to attach priority labels on your bag so that you have a better experience on your next flight with us.
5. Contact repair facilities to have it fixed. If the repair fee is over budget, escalate the case to BOD for further support.	

Case study 06: Damage due to leakage from other bag

Case description:

At the baggage conveyor belt, one passenger found a bag with a broken fish sauce bottle causing all nearby bags smelly and dirty.

Recommended solution:

Action	Dialogue template
1. Apologize for the unexpected incident.	I sincerely apologize for this unfortunate incident
2. Notify cleaning staff immediately to clean up the liquid on the belt and relocate other bags to avoid getting wet.	Thank you for sharing that for a prompt handle to avoid further damage.
3.1. Ask for approval to clean the stain on the outside of the suitcase with a wet cloth. 3.2. Bring his bag to a convenient location where he can check inside contents	Allow me to clean the stain on your suitcase with a wet cloth. Could you kindly check the inside to see if there is any other damage?
4. Explain airline's compensation policy	We apologize for this unexpected incident. However, according to compensation policy, this damage caused by another passenger. The one who caused the damage must be responsible for compensation. We appreciate your understanding.
5. If he does not agree: Fill in a report and send the file to Customer Service Department for further handling.	We regret that we are unable to provide you with a better solution. We will forward your feedback to Customer Service Department for further support.

Case study 07: Late delivery baggage

Case description:

Passengers travelling from SGN to UIH has checked-in 1 golf bag. However, this bag was stuck on SGN's conveyor belt and could not be loaded onto his flight. He had planned to play golf an hour after landing (He showed bill and booking time). There is no earlier flight to have his golf bag delivered in time for his schedule.

Recommended solution:

Action	Dialogue template
1. Apologize for the late arrival of the baggage due to unexpected occurrence.	<p>I sincerely apologize your bag could not delivered in time due to an unexpected jam at SGN' baggage belt.</p> <p>Furthermore, I am terribly sorry there is no earlier flight available to have it delivered in time for your golf schedule. We would be grateful for your kind understand & sympathy.</p>
2. Verify and inform him the exact time he could receive his bag.	<p>We will have your bag delivered to UIH on the earliest flight tomorrow morning.</p>
3. Ask for his contact detail to keep him update with the delivery schedule.	<p>Please provide us your contact details; we will have it delivered to you as soon as the bag arrives at the airport.</p> <p>You are going to return SGN on..., aren't you? Allow me to reserve seat in advance as an extension of our apology.</p>
4. If he does not agree & ask for compensation on golf booking fee: Fill in a report and send the file to Customer Service Department for further handling.	<p>We regret that we are unable to provide you with a better solution. We will forward your feedback to Customer Service Department for further support.</p>

Case study 08: Unidentified missing bag

Case description:

A passenger claims that he was missing 1 checked bag. He shows the missing bag claim tag.

Recommended solution:

Action	Dialogue template
1. Apologize for the unexpected incident.	I sincerely apologize for this unfortunate incident
2. Ask for detailed description of the bag and inform relevant departments to search for the bag. At the same time, notify the departure station to verify the check-in and loading process.	Please describe your bag in detail for an easier identification and quick search? Excuse me for a few moment, I will check with relevant departments and revert to you shortly.
3. Convince & comfort him that BAV will make every effort to locate and return his bag as soon as possible.	I have notified the loading team and also the departure station to search the entire check-in and loading process. Don't you worry, we will do our best to search for your bag.
4. Fill in PIR and inform him the expected response time.	May I ask some information to fill in property irregularity report? This is our L&F hotline number. You could either call to this number to update your bag information or we will keep you informed of latest update on daily basis. Thank you for your patience. We will do our best to locate your baggage as soon as possible.

Case study 09: Missing switched bag

Case description:

Mr A claims that he was missing 1 checked bag. After inspection, L&F staff found one bag left on the conveyor belt however it did not belong to Mr A. L&F staff contacted the owner of the left behind bag and found that Mr B had taken Mr A bag by mistake due to its similarity.

Recommended solution:

Action	Dialogue template
1. Apologize for the unexpected incident.	I sincerely apologize for this unfortunate incident. We will coordinate with relevant departments to find your bag as soon as possible.
2. Fill in PIR for missing baggage.	May I ask some information to fill in property irregularity report?
3. Inform search result	<p>After inspection, we found that your bag was taken by mistake by another guest due to its similarities.</p> <p>Currently, we has notified this to Mr B and ask him to return to the airport for bag switch. Please stay and wait for a while.</p>
4. If it is not possible to swap the bag instantly, ask for Mr A intention for a best match solution.	I am sorry due to long distance from the airport, it will take longer than expected to wait for the bag switch. If you don't mind, we would deliver the bag to your address later.

Case study 10: Missing baggage due to wrongly check-in

Case description:

A passenger claims that he was missing 1 checked bag. After inspection, L&F staff found that his bag had been mistakenly checked-in to another flight.

Recommended solution:

Action	Dialogue template
1. Apologize for the unexpected incident Contact L&F at arrival station to have it delivered as rush tag as soon as possible.	I sincerely apologize for this unfortunate incident.
2. Fill in PIR for missing baggage.	May I ask some information to fill in property irregularity report?
3. Inform search result and the estimated time of returning his bag.	I hope you will understand and forgive our check-in staff's mistake. We will have your bag delivered on the first flight tomorrow morning at 7:00 a.m. Please provide us your contact details; we will have it delivered to you as soon as the bag arrives at the airport.
4. Inform policy for late delivery baggage compensation and if applicable, hand over compensation for that.	Due to the bag is more than 24 hours late delivery and your residence in another city, we would offer a compensation of... VND as an extension of our apology for this unexpected occurrence.
5. Apologize for the imperfect experience and ask for next schedule for further support if any.	Once again, I sincerely apologize for this unexpected incident. You are going to return SGN on..., aren't you? Allow me to reserve seat in advance as an extension of our apology.

Case study 11: On-hand baggage

Case description:

Passengers travelling from HAN to TBB has checked-in 1 golf bag, however he forget to collect his bag at arrival.

Recommended solution:

Action	Dialogue template
1. Verify if there is any passenger information on the left behind bag including name, address, phone number.. and compare with passenger name list of arrival flight.	
2. Contact the owner for verification and solution.	<p>Good morning. I'm X, Bamboo Airways flight supervisor, calling from Tuy Hoa airport.</p> <p>Are you Mr..., who have just arrived from Ha Noi flight QH... today?</p> <p>Did you leave any baggage on arrival?</p> <p>Would you mind coming to the airport for your left behind bag?</p> <p>Thank you for your kind understanding</p>
3. Fill in PIR.	<p>Please check the content of your bag and sign in the property irregularity form.</p> <p>Thank you and look forward to welcoming you on your next flight with Bamboo Airways.</p>

Case study 12: Late delivery of business bag due to lack of priority label

Case description:

Business class passenger has 1 checked bag. Due to a mistake in check-in process, this bag is not labeled with priority tag, does not appear on LDM and is delivered as normal bag. He complained that he had to wait for a long time to seek for his bag.

Recommended solution:

Action	Dialogue template
1. Apologize for the unexpected incident	I sincerely apologize for this unfortunate incident
2. Guide him to take a seat and have his bag delivered to him.	Please take a seat for a few minutes, I will help you find your bag and have it delivered to you.
3. Ask for his boarding pass, bag tag and detailed description of his bag to notify loading staff to locate and deliver it to the conveyor belt as soon as possible.	May I have your boarding pass and bag tag for further support? Could you describe your bag in detail for a quick identification?
4. When bag is found: <ul style="list-style-type: none"> Have it delivered to him. Apologize for unexpected mistake leading to long waiting. Accompany him to the arrival exit and wish to welcome him again with better experiences. 	Thank you for your patience, here is your bag. We will have this case investigated and revert to you shortly. Meanwhile I sincerely apologize for this unexpected experience and look forward to your kind forgiveness. You are going to return SGN on..., aren't you? Allow me to reserve seat in advance as an extension of our apology. Thank you and look forward to welcoming you on your next flight with Bamboo Airways.

Case study 13: Pilferage baggage

Case description:

A passenger claims that he lost a watch worth 20 million VND in his checked bag. Upon initial inspection, the key is intact and there are no signs of being interfered.

Recommended solution:

Action	Dialogue template
1. Apologize for the unexpected incident.	I sincerely apologize for this unfortunate incident
2. Guide him to search in his checked bag and handbag, identify the last time he saw the item.	We has informed relevant department to conduct a thorough search. Meanwhile, could you kindly search in your checked and cabin bag one more time?
3. Inform relevant departments including loading team, cabin crew and departure station for further inspection.	
4. Fill in PIR including contact details, the description of the lost item and inform the expected response time.	We have informed relevant departments to retrieve the bag handling process via camera recorder. Please fill in this property irregularity report. We will keep you updated with the latest result, which normally within three working days.
5. Explain airline's liability in the event of undeclared valuable items in checked baggage are lost.	As regulated in to our Conditions of Carriage, valuables item is not allowed to leave in checked bag, and we are exempt from liability for any damage or loss of such item. We appreciate your understand.
4. If he does not agree & strongly request for a compensation: Fill in a report and send the file to Customer Service Department for further handling.	We regret that we are unable to provide you with a better solution. We will forward your feedback to Customer Service Department for further support.

Case study 14: Lost baggage claim tag

Case description:

GHA informed there is one passenger who has lost his baggage claim tag still wishes to pick up his checked bag.

Recommended solution:

Action	Dialogue template
1. Advise him to search for his baggage claim tag one more time.	Could you kindly search for your baggage claim tag one more time?
2. In case it cannot be found: ask for his boarding pass and passport, search for bag info in the system and match with tag number on the actual bag.	May I have your passport and boarding pass for further support?
3. Confirm total number of checked bag.	You have checked in only 1 bag, haven't you?
4. Hand over the bag after careful verification and remind him to keep his bag claim tag for next flights	<p>Your information have been verified, you might receive your bag.</p> <p>The matching bag tag procedure will reduce the risk of mistaken due to similarities in design.</p> <p>Thank you for your kind cooperation and please have your baggage claim tag carefully secured next time for your own convenience.</p> <p>Goodbye and look forward to welcoming you on your next flight with Bamboo Airways.</p>

Case study 15: Passenger forgot their belongings at departure station

Case description:

After landing, a passenger claims that he left a cell phone and wallet at the departure station's security checkpoint and asks for assistance.

Recommended solution:

Action	Dialogue template
1. Ask for his boarding pass and passport for further assistance.	<p>May I have your passport and boarding pass for further support?</p> <p>Kindly wait a few minutes, I will have it verified and revert to you shortly.</p>
2. Notify departure station to assist in searching for the left behind items.	
3. In case the left behind items are found: guide him the procedure in accordance with local airport regulation.	<p>Thank you for your patience. We have found the items you mentioned.</p> <p>Due to security regulation, passengers are requested directly contact Airport Security to receive the left behind item. Otherwise, you have to make an official authorization letter for a legal representative to do it on your behalf.</p> <p>Here is the Airport Security contact details, kindly contact them to receive your belongings.</p>
4. In case the left behind item is not found: inform search result and save his contact information to notify when it is found.	<p>I'm so sorry there is currently no information on this item. I have noted this case in our system and will keep you informed with latest update.</p>

Case study 16: Passenger forgot their belongings on the aircraft

Case description:

A passenger claims that he left his personal belongings on the aircraft and asks for assistance.

Recommended solution:

Action	Dialogue template
1. Ask for his boarding pass and detailed description of his left behind item to notify cabin crew for searching.	<p>May I have your boarding pass for further support?</p> <p>Could you describe your left behind item for a quick identification?</p>
2. In case the item is not found: <ul style="list-style-type: none"> ▪ Inform search result. ▪ Record his contact detail to notify in case the item is found. 	<p>We are terribly sorry, the cabin crew did search onboard but was unable to locate the item you mentioned.</p> <p>However, I have noted this case in our system and will keep you informed with latest update.</p>
3. In case the item is found: <ul style="list-style-type: none"> ▪ Advise him to check for the content ▪ Fill in Acknowledgement receipt of found property and hand over the item to him. 	<p>Here is your...</p> <p>Kindly check the content and sign in Acknowledgement receipt of found property.</p> <p>Thank you for your cooperation.</p>

Case study 17: Mistaken handbag

Case description:

Passenger claim his handbag was mistaken. It contained \$20 million in cash and important documents. There is a black suitcase similar to his bag left behind at the aircraft.

Recommended solution:

Action	Dialogue template
1. Acknowledge the case, apologize for unexpected issue.	I sincerely apologize for this unfortunate incident. Kindly wait a few minutes, I will have it verified and revert to you shortly
2. Notify staff at arrival exit to enhance observation for passengers with similar suitcase.	
3. Regarding left behind suitcase: <ul style="list-style-type: none"> Inform Airport Security to conduct an inspection and identify the owner. If the owner is successfully identified: contact the owner to swap the bag. If the owner cannot be identified: fill in PIR, have it seal and stored. 	
4. In case the suitcase is not found: <ul style="list-style-type: none"> Inform search result Record his contact detail to notify in case the item is found. Explain airline's liability 	We are terribly sorry, we have do our best but was unable to locate the item you mentioned. However, I have noted this case in our system and will keep you informed with latest update. According to regulation, airline are exempt from liability for handbag damage or loss. We appreciate hope you understand.
5. In he does not agree & strongly request for a compensation: Fill in a report and send the file to Customer Service Department for further handling.	We regret that we are unable to provide you with a better solution. We will forward your feedback to Customer Service Department for further support.

Case study 18: Arrange transportation for VIP upon landing

Case description:

There is one VIP on incoming flight. He requests to use his own car entering aircraft parking lot and pick him up at the staircase.

Recommended solution:

Action	Dialogue template
1. Acknowledge and notify his request to SM.	
2. Inform the authorization must be obtained from airport authority, and airline is willing to provide contact information for their reference (if necessary)	
3. If the airport authority agrees: <ul style="list-style-type: none"> Coordinate with security officer and relevant departments... for his private car to enter aircraft parking lot. Ramp agent welcome him at aircraft door and have his checked bag delivered to his private car. 	<p>Good morning Mr.... I am X - Bamboo Airways flight supervisor.</p> <p>May I help with you handbag? Your private car is waiting for you downstairs. This way please.</p> <p>We will have your checked bag delivered to your car.</p> <p>Wishing you a successful business trip.</p>
4. If the airport authority does not agree: Explain gently and accompany him to airport's vehicle.	<p>I'm terribly sorry the airport authority does not allow private cars to enter the ramp area for security reason.</p> <p>May I help with you handbag? Allow me to accompany you to priority bus.</p> <p>We will have your checked bag delivered as soon as possible.</p> <p>Wishing you a successful business trip.</p>

Case study 19: Passenger needing ambulance service on arrival

Case description:

GO SGN received notification from ATC that one passenger on flight QH1133/VCLSGN required an ambulance immediately after landing due to a recurrence of heart disease.

Recommended solution:

Action	Dialogue template
1. Acknowledge and immediately notify airport medical center and airport authority to be ready providing first aid to passenger as soon as aircraft lands.	
2. Assign personnel and vehicles to transport him to the nearest hospital.	
3. Fill in an irregularity report on passenger's unusual health condition with confirmation from airport authority officer.	
4. In the event the customer is unconscious: Cooperate with the relevant department to check for his handbag and belongings, fill in declaration form with confirmation from airport authority officer.	
5. Seal all of his bags and belongings, hand it over to airport authority officer.	

Case study 20: Passenger needing medical support on arrival

Case description:

An elderly passenger traveling alone showed signs of vomiting and dizziness during disembarkation.

Recommended solution:

Action	Dialogue template
1. Acknowledge the case, ask GHA to standby wheelchair at aircraft door.	
2. Notify airport medical team at once for further support	How do you feel right now? I have notified medical team for further support. Please wait a few moments.
3. Arrange staff to collect his checked bag.	Do you have any checked baggage? Don't you worry, I will have it collected and delivered to you.
4. Ask for his relatives contact to deliver notification regarding his health status.	May I have your relatives number? I will contact and ask them to come to the airport and pick you up.
5. If he is fully recovered after a rest: guide him to take a seat while waiting for his family.	Goodbye, wishing you lots of health. I am happy to see you on your upcoming flight with Bamboo Airways. Good bye!
6. If he has a serious medical problem: arrange for personnel and vehicle to transport him to the nearest hospital. Notify his relatives at the same time.	

Case study 21: Passengers forget to return infant seat belt after flight

Case description:

The cabin crew reports an infant seat belt was missing. During walk around observation, GHA found a passenger with infant seat belt waiting at the baggage claim area.

Recommended solution:

Action	Dialogue template
1. Do the greetings and ask for his boarding pass for verification.	<p>Good morning. I am X, Bamboo Airways flight supervisor.</p> <p>May I have your boarding pass?</p> <p>Are you on flight ...? May I ask whether you are keeping the baby seat belt?</p>
2. Explain infant seat belts must be returned to cabin crew after flight	<p>Passengers are requested to return baby seat belt to cabin crew after flight.</p> <p>The cabin crew is currently looking for your baby seat belt.</p> <p>Could you kindly hand it over to me?</p>
3. After receiving INF seat belt, thank you and support with their checked baggage, then guide them to the arrival exit.	<p>Thank you for your kind support.</p> <p>If you have difficulty locating your checked bag, our ground handling agent on duty is happy to assist you.</p> <p>I am happy to see you on your upcoming flight with Bamboo Airways. Good bye!</p>

Case study 22: Passenger request bus transport to arrival terminal

Case description:

The aircraft landed at remote parking lot, which is less than 50m to the arrival terminal. Due to its short distance and appropriate conditions are met in accordance with local safety requirements, passengers are requested to walk to the terminal. One passenger traveling with her babies ask for bus service.

Recommended solution:

Action	Dialogue template
1. Do the greetings and deliver apology.	Good morning. I'm X, Bamboo Airways flight supervisor.
2. Explain time saving while walking to the terminal than waiting for bus. Besides, the service conditions are met in accordance with local safety requirements.	<p>Due to short distance to the terminal, the weather condition are favorable today, and the service conditions are met in accordance with local safety requirements, that's why we didn't arrange for bus service.</p> <p>Besides, walking to the terminal will save time rather than waiting for a bus.</p>
3. In case she is traveling with her babies and lots of cabin bag, arrange staff to assist her with her bags.	<p>I noticed you are struggling with your cabin bag. Allow me to assist you with your bag so you will have free hand taking care of your baby.</p> <p>If you need any support, Mr A will be happy to assist you.</p> <p>Thank you for your kind understanding.</p>