

## Maintain airport/airline lounge services

---

### Overview

This standard is about maintaining airport/airline lounge services to ensure the comfort and satisfaction of passengers. This involves checking passenger eligibility to access the airport/airline lounge, providing airport/airline lounge services, such as food and beverages, assisting passengers and keeping them informed of boarding times and delays.

This standard is for those who work in the airport/airline lounge as part of their role.

When you have completed this standard, you will be able to demonstrate your knowledge of and ability to:

- Maintain airport/airline lounge services

## Performance criteria

### *You must be able to:*

1. Open and close the airport/airline lounge in line with organisational/airline procedures
2. Meet your organisation's/airline's standards for appearance and conduct
3. Confirm the airport/airline lounge is prepared and stocked in line with organisational /airline standards
4. Check passengers' have eligibility to access the airport/airline lounge and respond to discrepancies in line with organisational/airline procedures
5. Inform passengers of the services that are offered in the airport/airline lounge and any restrictions that may apply to the services or passengers
6. Maintain airport/airline lounge services in line with organisational/airline procedures
7. Provide assistance to passengers according to their needs in line with organisational/airline procedures and relevant legislation
8. Interact with passengers in a way which promotes the customer service values of your organisation/airline
9. Make boarding announcements according to passenger flight requirements in line with organisational/airline procedures
10. Inform passengers of changes to flight information as required in line with organisational/airline procedures
11. Maintain your own, colleagues', passengers', and visitors' health, safety and security when providing airport/airline lounge services
12. Complete the required airport/airline lounge documentation in line with organisational/airline procedures and current legal requirements

## Knowledge and understanding

### *You need to know and understand:*

1. Your organisation's/airline's procedures for opening and closing the airport/airline lounge
2. Your organisation's/airline's standards for appearance and conduct
3. Your organisation's/airline's standards for preparing and stocking the airport/airline lounge
4. The groups of passengers who have automatic entry to the airport/airline lounge
5. How to check passengers' eligibility to access the airport/airline lounge
6. Your organisation's/airline's procedures for dealing with documentary discrepancies including non-qualifying airline cards/invitations and passengers arriving without or incorrect documentation
7. The services that are offered in the airport/airline lounge and the types of restrictions that can apply to passengers
8. Your organisation's/airline's procedures for maintaining executive lounge services
9. How to interact with passengers in a way which promotes the customer service values of your organisation/airline
10. How to identify passengers' needs in line with organisational/airline procedures
11. The needs of those passengers who may require assistance, and the importance of assisting passengers as necessary in the airport/airline lounge
12. The different types of communication techniques and how to adapt these to the needs of different passengers and situations
13. The importance of recognising diversity in relation to age, disability, religion, sexual orientation, gender identity, ethnicity, and physical appearance
14. Your organisation's/airline's procedures for making announcements and providing flight information
15. How to maintain your own, colleagues', passengers', and visitors' health, safety and security when providing airport/airline lounge services
16. Your organisation's/airline's procedures and current legal requirements for completing airport/airline lounge documentation

## Scope/range

### **Airport/airline lounge services include:**

- a) WIFI
- b) Newspapers & magazines
- c) Food
- d) Drink

### **Changes to flight information:**

- a) Flight delays
- b) Flight cancellations
- c) Gate changes

Maintain airport/airline lounge services

---

**Developed by** People 1st

---

**Version Number** 2

---

**Date Approved** 30 Jun 2021

---

**Indicative Review Date** 30 Jun 2026

---

**Validity** Current

---

**Status** Original

---

**Originating Organisation** GoSkills

---

**Original URN** GSKAOG26

---

**Relevant Occupations** Transport Drivers and Operatives, Transport Operations and Maintenance

---

**Suite** Aviation Operations on the Ground

---

**Keywords** airport lounge, airline lounge, passengers, documentation

---