

Passenger Handling & Service SOP

Aviation & Air Services

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This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

Background

Produces a passenger-handling SOP — check-in, baggage, boarding, special assistance, disruption and documentation — for a smooth, compliant passenger experience. Use it to run passenger services to standard.

Purpose of this tool & output

Handle passengers to standard

How the output is used

Use it as the SOP to handle passengers to standard — check-in, boarding, assistance and irregularity handling done consistently.

Important cautions

Passenger handling must follow airline procedures, DGCA passenger-rights rules and security requirements; this is a template. Align with the airline and current DGCA passenger-facilitation and security rules.

Companion documents

- Ground Handling Business Setup Guide
- Ground Handling Operations SOP
- FBO / General Aviation Terminal Setup
- Ramp Safety & FOD Programme
- Airport Concession & Retail Guide
- Aviation Fuelling & Into-Plane Guide

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.