

INTERNSHIP REPORT

BIRD AIRPORT SERVICES KONKAN PVT LTD



SUBMITTED TO

DEPARTMENT OF MANAGEMENT STUDIES (MBA-INTEGRATED)

GOA BUSINESS SCHOOL

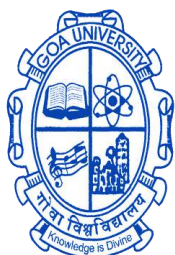
IN PARTIAL FULFILMENT FOR THE AWARD OF THE DEGREE OF
MASTER OF BUSINESS ADMINISTRATION (INTEGRATED: HOSPITALITY, TRAVEL
AND TOURISM)

BY

(DARREN COELHO)

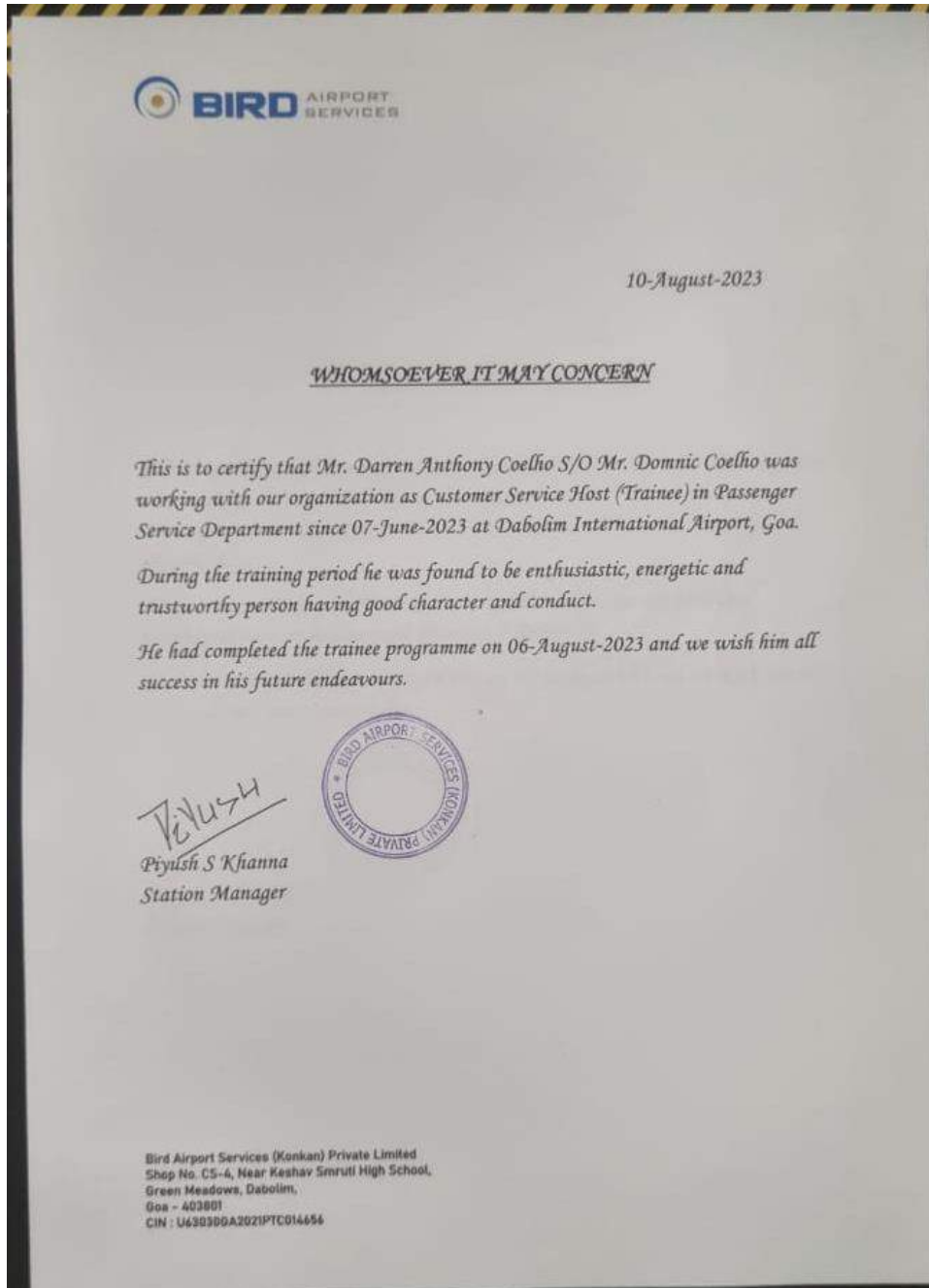
(2004)

AUGUST 2023



.offer letter

It certificate



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I would like to thank Mr Piyush Khanna (Station manager of Bird airport services), Mr Paul Basumatary (Training manager) and Ms Mirza Sogra (Duty manager), for providing me with the opportunity to complete my internship at their organization. Their support and guidance helped me to understand the industry and gain valuable experience in the field.

Throughout my internship, Ms Mirza Sogra and Mr Dinesh Nair (Air Arabia Station manager) provided me with clear direction and expectations, and was always available to answer my questions and provide valuable feedback. Their expertise and guidance helped me to understand the workings of the industry and allowed me to make the most of my internship.

I am grateful for Mr Paul Basumatary time and effort, and for the invaluable knowledge, training and skills I have gained during my internship. I would also like to thank my colleagues and the staff at Bird Airport Services for their warm welcome and assistance during my internship. Their expertise and fellowship were helpful in my learning experience. I am thankful for the opportunity to work with such a dedicated and professional team.

EXECUTIVE SUMMARY

The purpose of this summary is to provide an overview of the experience and achievement gained through my internship. During my internship I had the opportunity to work in the passenger service department. In the passenger service department, I was involved in operations before the aircraft could land and I was also involved in post flight work.

Throughout my internship I consistently demonstrated high level of commitment and strong work ethic. I actively sought out new opportunities to learn and contribute to a team's success, resulting in appreciation from management and passengers.

In conclusion, on completing my internship with Bird Airport Services provided me with valuable knowledge about the industry, the diverse range of task and responsibilities allowed me to develop essential skill and knowledge that will be beneficial in my future professional endeavours.

DABOLIM AIRPORT

Dabolim Airport (IATA: GOI, ICAO: VOGO) is an international airport serving the state of Goa, India. It is the primary airport of the state of Goa. It is operated by the Airports Authority of India (AAI) as a civil enclave in an Indian Navy naval airbase named INS Hansa. The airport is located in Dabolim, in South Goa district, 4 km (2.5 mi) from the nearest city of Vasco da Gama, 23 km (14 mi) from Margao, and about 30 km (19 mi) from the state capital, Panaji.

The airport's integrated terminal was inaugurated in December 2013. It was designed by Creative Group, an India-based architecture firm. In fiscal year 2022-2023, the airport handled around 8.5 million passengers. Several European charter airlines fly to Goa seasonally, typically between November and May. Flights from the UK (London Gatwick Airport and Manchester Airport) are operated by TUI Airways. There are also several seasonal charter flights to various Russian cities.

Because of capacity constraints at the terminal and air traffic congestion due to the military and naval presence, a second airport at Mopa was proposed. It completed its construction on 11 December 2022, with operations starting from 5 January 2023. It is located approximately 60 km (37 mi) away from Dabolim Airport.

GOA AIRPORT TERMINAL

Since March 2014, Goa Airport has a brand new, modern and integrated terminal to attend the growing passenger traffic, handling both domestic and international services.

Goa Airport Terminal is also known as NITB Terminal.

The new terminal is able to handle a peak hour capacity of 2,750 passengers, in big numbers, can handle up to 5 million passengers per year.

LEVELS

Goa Airport Terminal is split into the following levels:

Ground Floor

It is where the Arrivals, Baggage Claim and Check-in is located. Arrivals is split into Domestic and International.

First Floor

It handles security check booths, customs and immigration procedures.

Second Floor

Domestic and international security hold facility, Departures and boarding area. Departures are split into Domestic and International.

SERVICES

- restaurants and café
 1. kfc
 2. subway
 3. starbucks
 4. café cino
 5. goodtimes bar
 6. wrapsubs
 7. café coffee day
- currency exchange
 1. zenith currency exchange
- smoking area
- baby care
- Atm
- Spa
- Information desk
- Medical services
- Taxi services
- Casino bookings
- Car rentals
- Duty free
- PRM facilities (passengers with reduced mobility)
- 75 check-in counters

- AIRLINES

1.	Air India	Delhi, Mumbai
2.	Air Arabia	Sharjah
3.	Quatar airways	Doha
4.	Air IND express	Dubai
5.	Spice jet	Delhi
6.	Indigo	Bangalore , Chennai ,Delhi, Indore, Ahmedabad
7.	Air Asia	Bangalore , Delhi
8.	Vistara	Bangalore , Delhi , Mumbai
9.	Gulf air	Bahrain
10.	Oman air	Muscat
11.	Aeroflot	Moscow
12.	Aero Nomad	Bishek
13.	Tui	Gatwick , Manchester
14.	Scat	Almaty
15.	Azur	Moscow , Vnukovo

Bird Airport Services (konkan) Private Limited is a Private incorporated on 27 January 2021. It is classified as Non-govt company and is registered at Registrar of Companies, Goa. Its authorized

share capital is Rs. 30,000,000 and its paid up capital is Rs. 25,500,000. It is involved in Supporting and auxiliary transport activities; activities of travel agencies

Directors

Vijay Bhatia
President

Radha Bhatia
Chairperson

Late Dr. Ankur Bhatia
Executive Director

Gaurav Bhatia
Executive Director

Piyush Khanna
Station manager

Preeti Nair
Compliance Safety & Quality Assurance /IATA Trainer , auditor

Paul **BASUMATARY**
Training manager

Kapi Chaudary
Duty manager Oman Air

Mirza Sogra
Duty manager Air Arabia

Travel & Aviation Services

Bird Group provides the most comprehensive portfolio of travel and aviation services to the Indian industry that conform to the highest standards of quality, safety and customer satisfaction.

- Ground handling across 18 airports in India
- Delivered India's first General Aviation Terminal' at the IGI Airport, New Delhi
- Meet & Greet services
- Maintenance, repair and overhaul (MRO) services
- Passenger & Ramp services
- Executive lounges at 3 key airports

- court at the metro station (Lucknow)
- Food trucks across 5 airports
- Representation of more than 26 international airlines, leisure and lifestyle brands exclusively in India
 - Expertise in airline management, distribution, sales and marketing
 - Dedicated handling teams for non-scheduled flights and airport operations
 - Fixed Base Operator (FBO)
 - Airside and Landside services
 - Regulatory & concierge services
 - Multi Skilling Centre (Cochin)
 - Damaged baggage handling & delivery
 - Station management & administration support
 - Cargo & mail supervision services

• Bird Travels

- Bird Travels is India's largest representation company with expertise in airline management, distribution, sales and marketing. Bird Travels represents some of the best aviation and travel brands as their exclusive GSA/GSSA.
- **Airlines – Online:** Air China, Finnair, Asiana Airlines, Jazeera Airways, Maldivian, Nepal Airlines, Oman Air, Regent Airways, Rwandair, Shandong Airlines, THAI Smile Airways, VietJet Air, Uzbekistan Airways, Air Seychelles
- **Airlines – Offline:** Garuda Indonesia, Hunnu Air, Arkia Israeli Airlines, Air Iceland, Fiji Airways, Hongkong Airlines, Iceland Air, MIAT Mongolian Airlines, Philippines Airlines, SkyUp Airlines, Armenia Airways, Air Georgia
- **Leisure & Lifestyle Brands:** Silversea, Tallink Sijaline, Trenitalia, Italo
- **Cargo:** Nepal Airlines, Rwandair, Maldivian, Asiana Airlines

• Ground Handling

- Bird Group's ground handling subsidiaries collectively form the largest private ground handling network in India, with presence across 18 airports:
- **BWFS India:** Delhi | Cochin | Juhu | Agra
- **BWFS Mumbai:** Mumbai
- **Globe Ground India:** Bangalore | Hyderabad
- **Bird Airport Services:** Chandigarh | Agartala | Imphal | Coimbatore | Trichy | Goa | Chennai
- **GSEC Bird Airport Services:** Ahmedabad | Lucknow | Trivandrum | Mangalore
- Handling more than **4400** domestic and international flights every month

Services Offered

- Passenger services
- Ramp services
- Meet & Greet
- Damaged baggage handling and delivery
- Station management & administration support
- Support for airport operations
- Cargo & mail supervision
- Dedicated handling teams for non-scheduled flights
- Support functions for airport operations

Hospitality

Roseate Hotels & Resorts is a collection of seven luxury hotels across India and the United Kingdom with more under development

INDIA: The Roseate New Delhi | Roseate House New Delhi | The Roseate Ganges, Rishikesh

UNITED KINGDOM (UK): Roseate House London | The Roseate Reading | The Roseate Villa Bath | The Roseate Edinburgh

Each of the hotels offers immaculate hospitality and service, exemplary dining options - restaurants, cafes & bars and bespoke lifestyle activities.

The burgeoning hospitality vertical also includes:

- Luxury wellness
- Ice skating at India's largest and only all-weather indoor ice-skating rink
- Segway tours offering the next level of sightseeing
- A signature line of gourmet products like Roseate cookies, chocolates, tea and Indian sweets
- Luxury boutique showcasing a premium collection of lifestyle, home and fashion accessories, apparel, jewellery, fine tea amongst other collectibles
- Luxe co-working spaces

• Luxury Retail

- A Leading dealership of premium automobile brands in India offering a bespoke sales & service experience.
BMW | MINI (from BMW group) | Citroën | Piaggio | Porsche

Information Technology

Bird Group is the largest technology provider to the Indian travel, aviation and hospitality industry. Our range of customised products and solutions are also designed for other industry segments and corporate entities.

Systems & Solutions

- Providing software connectivity to access Global Distribution Systems (GDS)
- Passenger Service System (Reservation System)
- Internet Booking Engine (B2B and B2C)
- Departure Control System
- Weight & Balance System
- Revenue Reconciliation System
- Check-in Solutions (Web, Kiosk, Roving Agent, Mobile)

Services

- Customised software development
- IT and IT enabled services, consulting, migration and support services

Business Process Outsourcing

- Revenue optimization & inventory management
- Fares and allied services
- Contact centre (voice & non voice)
- Loyalty programs
- Cargo & logistics

• Education

- Bird Academy under the aegis of BESTT (Bird Education Society for Travel & Tourism), is the educational arm of Bird Group.
- In the last 25 years, Bird Academy has trained and nurtured more than 1,00,000 students and professionals and has given free education to countless underprivileged women who are today successfully employed and empowered.

Bird Academy is an IATA accredited Regional Training Partner (RTP), the first and only one in India. This partnership of the Academy with IATA has not only put India onto the map of the world's strategic aviation training hubs, but also created unique opportunities for up skilling industry professionals helping them to excel in their area of expertise

AIR ARABIS
Dinesh Nair
Airport manger

Veeraj Janardhanan
Security Supervisor

Air Arabia (Arabic: العربية للطيران *al-ʿArabiyya Lit-Ṭayarān*) is an [Emirati low-cost airline](#) with its head office in the A1 Building Sharjah Freight Center, [Sharjah International Airport](#), [UAE](#). The airline operates scheduled services to 170 destinations in the [Middle East](#), [North Africa](#), the [Indian subcontinent](#), [Central Asia](#) and [Europe](#) to 22 countries from Sharjah, 28 destinations in 9 countries from [Casablanca](#), [Fez](#), [Nador](#) and [Tangier](#), 11 destinations in 8 countries from [Ras Al Khaimah](#), and 6 destinations in 4 countries from [Alexandria](#). Air Arabia's main base is [Sharjah International Airport](#). There are also hubs in [Ras Al Khaimah](#) and [Abu Dhabi](#) and focus cities in Alexandria and Casablanca.

Air Arabia (العربية للطيران) was established on 3 February 2003 by an [Amiri decree](#) issued by [Sultan bin Muhammad Al-Qasimi](#), the Ruler of [Sharjah](#) and member of the [Supreme Council of the United Arab Emirates](#), becoming the first low-fare airline in the Middle East. The airline started operations on 28 October 2003. The airline broke even during first year of being in business. It launched an initial public offering for 55% of its stock early in 2007.

In March 2014, [Airbus](#) delivered its 6000th [A320](#) family aircraft to Air Arabia.

Air Arabia launched in October 2003 and was the first low-cost carrier in the Middle East. The company reported more than AED 19 billion in Q4 2019. The airline broke even in its first year of operation. Air Arabia consists of a group of airlines and companies offering travel and tourism services across the Middle East and North Africa.

As of the March 2014, Annual General Meeting, the board members consisted of the following members

During 2019, Air Arabia filed a misdemeanour case against [Arif Naqvi](#), the Pakistani founder and CEO of private equity firm [Abraaj Capital](#) following arbitration measures taken by it during 2018. Naqvi was also a Director of Air Arabia until 2018, and the airline was one of Abraaj's unsecured creditors with a loan of \$75 million in default.^[13]

DIRECTORS

Sheik Abdullah Bin Mohammed AL Thani – Chairman of the board

Adel Abdulla Ali – Chief executive officer and executive director

Sheikh Mohammed Bin Abdullah AL Thani – Independent director

Samer A. Katerji – Independent member

Sheikh Khalid Bin Issam AL Qassimi – Independent member

Waleed AL Sayegh – Independent member

Matar AL Blooshi – Independent.

DESTINATION LIST



AIR ASIA

DIRECTORS

Tunku Dato' Mahmood Fawzy bin Tunku Muhiyiddin

Independent Non-Executive Chairman

Datuk Kamarudin bin Meranun

Non-Independent Non-Executive Director

Tan Sri Asmat bin Kamaludin

Independent Non-Executive Director

Dato' Fam Lee Ee

Non-Independent Non-Executive Director

Encik Ahmad Al Farouk bin Ahmad Kamal

Independent Non-Executive Director

Ms Chin Min Ming

Independent Non-Executive Director

DIRECTORS GOA

Bir Singh Bagga
Station manager Goa

Fariyan Khan
Duty Officer

Rusha Mondal
Guest service officer

Asma Sultana
Guest serviced officer

AirAsia (stylized as **airasia**) is a [Malaysian](#) multinational [low-cost airline](#) headquartered near [Kuala Lumpur](#), Malaysia. It is the largest airline in Malaysia by fleet size and destinations. AirAsia operates scheduled domestic and international flights to more than 165 destinations spanning 25 countries. Its main base is [klia2](#), the low-cost carrier terminal at [Kuala Lumpur International Airport](#) (KLIA) in [Sepang](#), [Selangor](#), [Malaysia](#). Its affiliate airlines [AirAsia Cambodia](#), [Thai AirAsia](#), [Indonesia AirAsia](#), and [Philippines AirAsia](#) have bases in [Phnom Penh](#), [Bangkok–Don Mueang](#), [Jakarta–Soekarno-Hatta](#), and [Manila–Ninoy Aquino](#) airports respectively, while its sister airline, [AirAsia X](#), focuses on long-haul routes. AirAsia's registered office and head office is at [Kuala Lumpur International Airport](#).

In 2007, [The New York Times](#) described the airline as a "pioneer" of low-cost travel in Asia. It has also consistently been named as the world's best low-cost carrier for 14 years by [Skytrax](#) in a row in international travel and airline awards, including the latest award for 2023.^[5]

AirAsia is the sponsor of [Malaysia national football team](#), [Singapore national football team](#), [Jamshedpur FC](#) and [Queens Park Rangers](#). AirAsia is also a former sponsor of [Manchester United](#) and the Asia leg of [Taylor Swift's Red Tour](#).

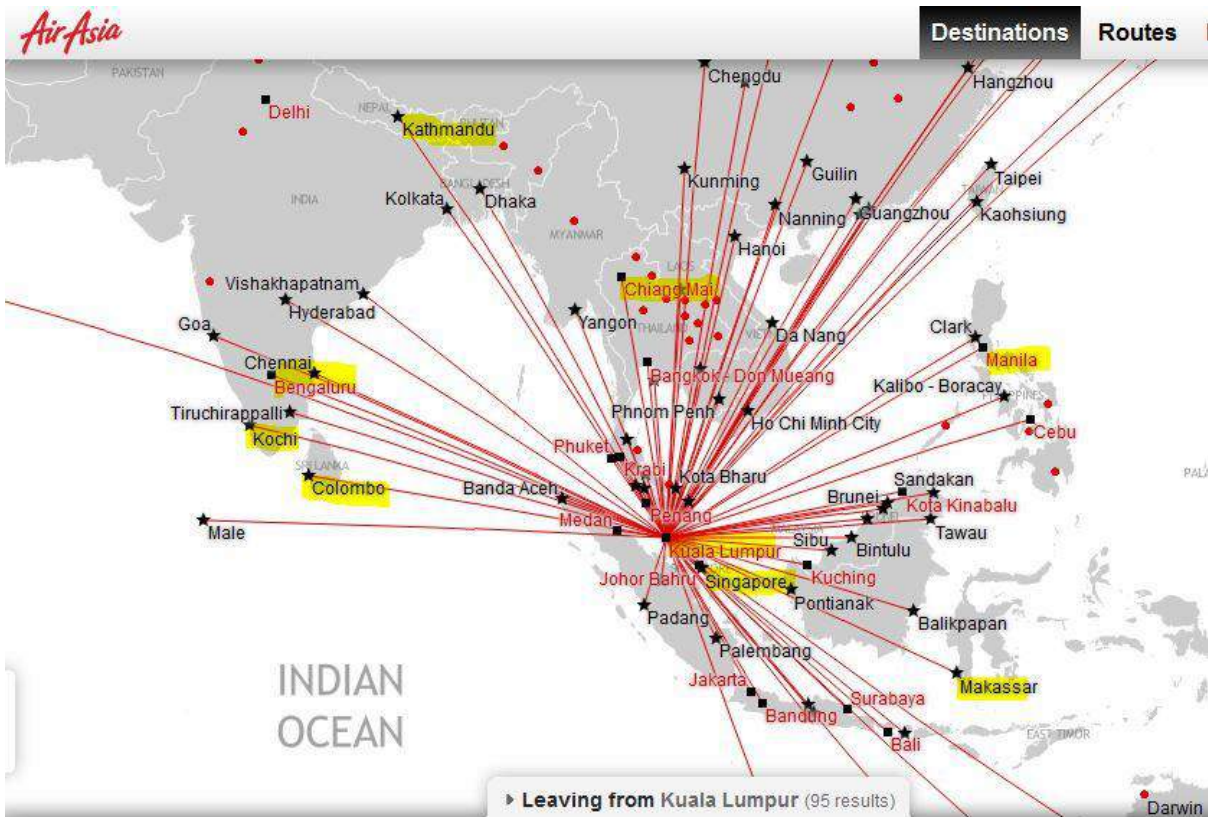
AirAsia was established as a full-service airline in 1993 and began operations on 18 November 1996. It was founded by a [government](#)-owned conglomerate, [DRB-HICOM](#). On 5 September 2001, the heavily indebted airline was bought by former [Time Warner](#) (now known as [Warner Bros. Discovery](#)) executive [Tony Fernandes](#) and [Kamarudin Meranun](#)'s company Tune Air Sdn Bhd for the token sum of one [ringgit](#) (about US\$0.26 at the time) with MYR 40 million (US\$10.5 million) worth of [debts](#).^[7] Tune Air officially took over AirAsia on 8 December 2001. The partners turned the company around, and AirAsia subsequently announced a rebrand and relaunch on 15 January 2002 as a [low-cost airline](#). It produced a profit in 2002 and launched new routes from its hub in [Kuala Lumpur](#), undercutting former monopoly operator [Malaysia Airlines](#) with promotional fares as low as MYR 10 (US\$2.63). In 2003, AirAsia opened a second hub at [Senai International Airport](#) in [Johor Bahru](#). International flights to [Phuket](#) and [Bangkok](#) were launched in December 2003 and February 2004, respectively.

AirAsia subsequently started its [Thai AirAsia](#) affiliate and began flights to [Singapore](#) and [Indonesia](#). Flights to [Macau](#) started in June 2004, and flights to mainland China ([Xiamen](#)) and the Philippines ([Manila](#)) in April 2005. Flights to [Vietnam](#) and [Cambodia](#) followed in 2005 and to [Brunei](#) and [Myanmar](#) in 2006, the latter by Thai AirAsia. AirAsia launched its Indonesian affiliate [Indonesia AirAsia](#), formerly known as [Awair](#), in 2005. In August 2006, AirAsia took over Malaysia Airlines's Rural Air Service routes in [Sabah](#) and [Sarawak](#), operating under the [FlyAsianXpress](#) brand. The routes were returned to [MASwings](#) a year later, citing commercial reasons.

AirAsia India

AirAsia India was the Indian affiliate of AirAsia. The airline was announced as a joint venture between AirAsia, Arun Bhatia, and Tata Sons on 19 February 2013. It commenced operations on 12 June 2014. The airline is headquartered in [Chennai](#), with its primary hub at [Kempegowda International Airport](#), [Bangalore](#).

DESTINATIO LIST



EXECUTIVE SUMMARY

The purpose of this summary is to provide an overview of the experience and achievement gained through my internship. During my internship I had the opportunity to work in the passenger service department. In the passenger service department, I was involved in operations before the aircraft could land and I was also involved in post flight work.

Throughout my internship I consistently demonstrated high level of commitment and strong work ethic. I actively sought out new opportunities to learn and contribute to a team's success, resulting in appreciation from management and passengers.

In conclusion, on completing my internship with Bird Airport Services provided me with valuable knowledge about the industry, the diverse range of task and responsibilities allowed me to develop essential skill and knowledge that will be beneficial in my future professional endeavours.

LEARNING

Week 1

I completed my internship with Bird Airport Services Konkan Pvt Ltd at Dabolim Airport. The 2-month program was very successful and very helpful as well as practical. I was esteemed by the department which I worked in which was the Customer Service Host (Trainee) in Passenger Service Department. During this time, I gathered much information about the industry and the company

My internship program began on the 7th of June where I filled a form to get my 3-day pass. On the second day I had safety training which consisted of ERP (Emergency Response Plan) and LERP Local Emergency Response Plan where I was taught about the safety on the land-side as well as the air-side, the training also consisted of RAMP (Region Of Aircraft Movement And Parking) training where I learnt about FOD (Foreign Objects Debris) they are those items which could damage the aircraft where the aircraft would have to be AOG (Aircraft On Ground) these items could be small objects that could cause a big damage to the aircraft leaving it to be AOG in which the company has to pay a huge fee as parking charges to the Government of Goa which could range from 1Lkh per hour. The training also included PPE (Personal Protection Equipment) they are those equipment's that are used to protect ourselves while working like earplugs, helmet, glasses, gloves.

I was also taught about DG (Dangerous Goods) like battery items, flammable items that could cause heavy damage for the aircraft.

Third day I was given a tour of the airport I was shown all the places in the airport, the airport has 3 departure entry gates (D1, D2, D3) where D1 is used by airport staff and VIP passengers to enter and 2 Arrival gate (A1, A2).

After 3 days of training, I started duty 11pm at Air Arabia office, on the first day I was told to only observe and I was asked to study the visa regulation of all gulf countries which included (Kuwait, Oman, Doha, Bahrain, Sharjah)

on the second day I was allocated at Tango 3 with another fellow staff where he taught me how to do my allocation, the purpose of this allocation was to check if the passengers have crossed the immigration and is clear for boarding.

On the third day I was allocated alone for tango 3 and later I was taught GD (General Declaration) it is an important document includes the total count of the passenger, total crew, standard time of departure, actual time of arrival and cargo. Total 12 copies of GD are taken before check-in with total number of crew given, later 7 copies of departure and 5 copies of arrival have to be written, first we have to take the signature of the station manager, after writing and filling on the departure GD we are required to tally the departure passenger count and take a stamp and signature with senior supervisor of departure immigrations, after getting the stamp and signature we required to write the EGM(Export General Manifest) and IGM(Import General Manifest) at the customs office and we required to take a stamp of the customs along with the signature of the custom officer. After clearing the departure GD, we are required to submit 2 copies of departure GD to the aircraft.

For clearing arrival GD, we have to wait for all arrival passengers to clear arrival immigration, after all passengers are cleared, we are required to tally the total passengers with supervisor of arrival immigrations and then take a stamp and sign, followed by taking a stamp and sign from the customs office.

After clearing both arrival and departure GD we have to take 4 copies of arrival manifest and 4 copies of departure manifest for distribution, along with 3 copies of PSF (passenger summary manifest) along with flight manifest and flight plan for GD Distribution.

For GD Distribution first we have to take a signature of the station manager on one PSF along with a signature of the AOCC officer (Airport Operation Control Centre), then we have to staple one arrival GD, one departure GD along with both passenger manifest flight plan and PSF which has to be submitted to the apron.

For customs we have to staple both GD along with both passenger manifest along with flight plan to the customs

And finally, 2 GD along with both passenger manifest has to be given to the arrival immigration and health care.

After submitting all GD, we are required to file the PSF copy with all signatures in the PSF file.

Week 2

Next, I was taught how to clear Level 4, Level 4 operation is done when passenger has any item in their check-in bag like battery items, e-cigarette, copra. When conducting the operation staff is required to check the name and sequence number on the boarding pass of the passenger, after identifying the passenger we are required to take the passenger along with their passport and boarding pass to the BMA (Baggage Make up Area) to remove the dangerous items when taking them to the BMA we have to handover the passengers passport to the immigration officer and then let the passenger pass, then the staff takes the passenger to the basement where they go through security check, once security check is done the passenger is taken to a room where all the bags of the particular flight is located, the passenger is then asked to remove the items and the bag is sent for scanning, once scanning is complete the passenger is taken back up to the immigration where the immigration officer hands over the passengers passport where then the passenger can proceed to the boarding gate.

Week 3

I was also taught how to handle Boarding where I had to check the passenger's name and seat number, while performing the operation we have to board passenger from the last seat number to the first to prevent overcrowding which could lead to a delay.

I was also taught stubbing where once the passenger come to the bridge, I have to ask the passenger for their boarding pass and tear off the part of the ticket which included seat number, name and sequence number and mark the sequence number on the stoke sheet.

I was also taught arrivals where I had to escort the passenger towards the arrival immigration, I had to also give visa on arrival form to foreign passengers they are OCI passenger.

Week 4

I also worked with the Air Asia team where I was asked to check-in passenger, the check-in procedures were first we have to greet the passenger and then ask for their ticket, we than scan the ticket and ask for identities of the passenger where we check their name if a passenger in a special student e.g.: doctor, student of a university or navy we are required to put a comment whiles checking-in stating that the passenger has reported along with their PNR number on their ID cards.

I did this for 2 months.

I was fortunate enough to check-in crew of a private jet, for check-in crew the crew is given a manual boarding pass, the passenger is directly taken for immigration, after clearing immigration the crew is directly taken to the runway and are taxied to their particular aircraft in the bus.

TASK HANDLED

1. Customer service: employees are responsible for providing excellent customer service to passenger which include answering inquiries, assisting with check-in procedure, and helping passenger navigate through the airport.
2. Check-in procedures: employees are responsible for checking-in passengers 3hrs before the flight, issuing boarding passes, and managing any necessary documents.
3. Gate operation: employees at the gate are responsible for announcing flight updates, managing boarding procedures and assisting passengers with any last-minute changes or queries
- 4.

SAMPLES OF WOREK DONE

Tango 3 Stroke sheet

العربية للطيران
airarabia.com

BOARDING GATE MANUAL TALLY SHEET

Flight No.: 6A493 Date: 14-06-2023

1	2	3	4	5	6	7	8	9	10
11	12	13	14	15	16	17	18	19	20
21	22	23	24	25	26	27	28	29	30
31	32	33	34	35	36	37	38	39	40
41	42	43	44	45	46	47	48	49	50
51	52	53	54	55	56	57	58	59	60
61	62	63	64	65	66	67	68	69	70
71	72	73	74	75	76	77	78	79	80
81	82	83	84	85	86	87	88	89	90
91	92	93	94	95	96	97	98	99	100
101	102	103	104	105	106	107	108	109	110
111	112	113	114	115	116	117	118	119	120
121	122	123	124	125	126	127	128	129	130
131	132	133	134	135	136	137	138	139	140
141	142	143	144	145	146	147	148	149	150
151	152	153	154	155	156	157	158	159	160
161	162	163	164	165	166	167	168	169	170
171	172	173	174	175	176	177	178	179	180

Infants:

1	2	3	4	5	6	7	8	9	10
11	12	13	14	15	16	17	18	19	20
21	22	23	24	25	26	27	28	29	30

Offloaded Sequence:

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Number of Checked bags:

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Bags offloaded from the Aircraft:

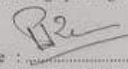
Yes/No	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No
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Gate Staff: _____ **Total Pax on board** _____ **+ INF** _____

ABY / GND / 057 / R02 / MAY 08

GD

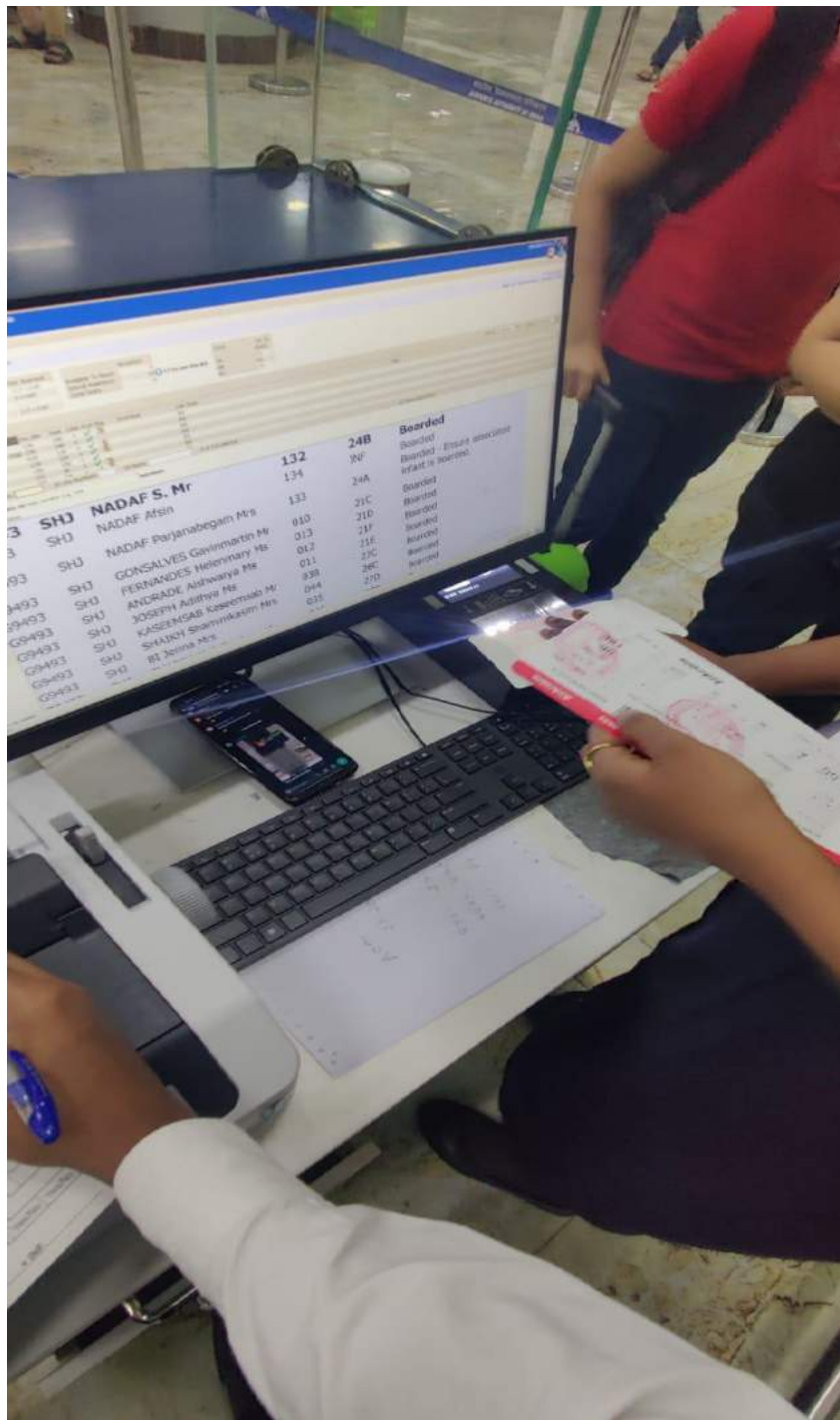
AirArabia**GENERAL DECLARATION
ICAO ANNEX 9 APPENDIX 1**

OPERATOR :		AirArabia		FLIGHT NO :		G9492/ G9493		A/C :		A320-211-168			
MARKS OF NATIONALITY AND REGISTRATION :				A6-AOR				DATE :				11/07/2023, 12/07/2023	
DEPARTURE FROM :				SHJ Q101				ARRIVAL AT :				SHJ	
FLIGHT ROUTING	CREW							NUMBER OF PAX ON THIS STAGE ()					
	ID	Rank	Name	Gen.	Pass. No	UID	Nat.						
SHJ/GOI GOI/SHJ	100236	CP	Jameleddine SELLAMI 08/11/1970	M	1547303	20807768	TUN	Departure Place Embarking SHJ					
	C00130	SO	Abdulla AHMAD (TRAINEE) 09/01/1996	M	Q783164		JOR	Through on same flight					
	100967	CS	Sachin VIR SINGH 25/01/1992	M	25323374	103964813	IND	Arrival Place					
	105544	CC	Mahima Tiwari 08/01/2002	F	V9974303		IND	Disembarking SHJ					
	106104	CC	Salma Shoura 25/11/1998	F	A29608623		EGY	Through on same flight					
	104895	CC	Nesrine HEDHLI 28/11/1997	F	H073588	70866070	TUN	EGM					
								STD					
								ToB					
								CREW					
								CARGO					
DECLARATION OF HEALTH										FOR OFFICIAL USE ONLY			
<p>Persons on board with illnesses other than airsickness or the effects of accidents (including persons with the symptoms and signs of illness such as rash, fever, chills, diarrhoea) as well as those cases of illness disembarked during the flight.</p> <p>Any other conditions on board which may lead to the spread of disease.</p> <p>Details of each disinfecting or sanitary treatment (place, date, time, method) during the flight. If no disinfecting has been carried out during the flight give details of the most recent disinfecting.</p> <p>Signed, if required :</p>													
<p>I declare that all statements and particulars contained in this General Declaration, and in any supplementary forms required to be presented with this General Declaration are complete, exact and true to the best of my knowledge and that all through passengers will continue/ have continued on the flight.</p> <p>Signature : </p> <p>Authorized Agent or Pilot in Command</p> <p>(1) To be completed only when required by the State. (2) Not to be completed when passenger manifests are presented and to be completed only when required by the State.</p>													
The company stamp on this General Declaration form is electronically generated and printed.										ABY/OPS/060/R02/Jan 31, 2019*			

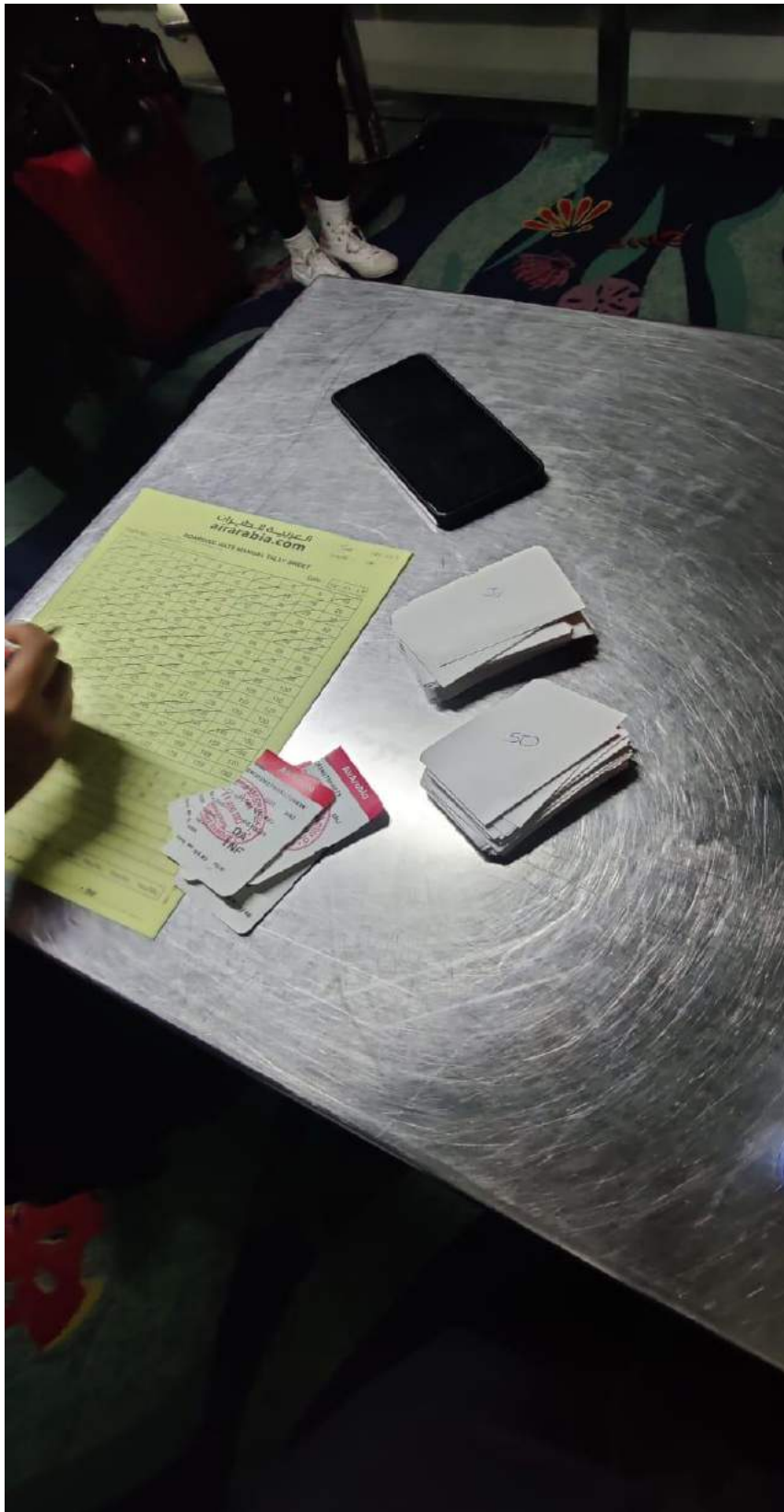
CLEARING LEVEL 4



BOARDING



STUBBING



PHOTOS WHILE I WAS AT WORK BMA





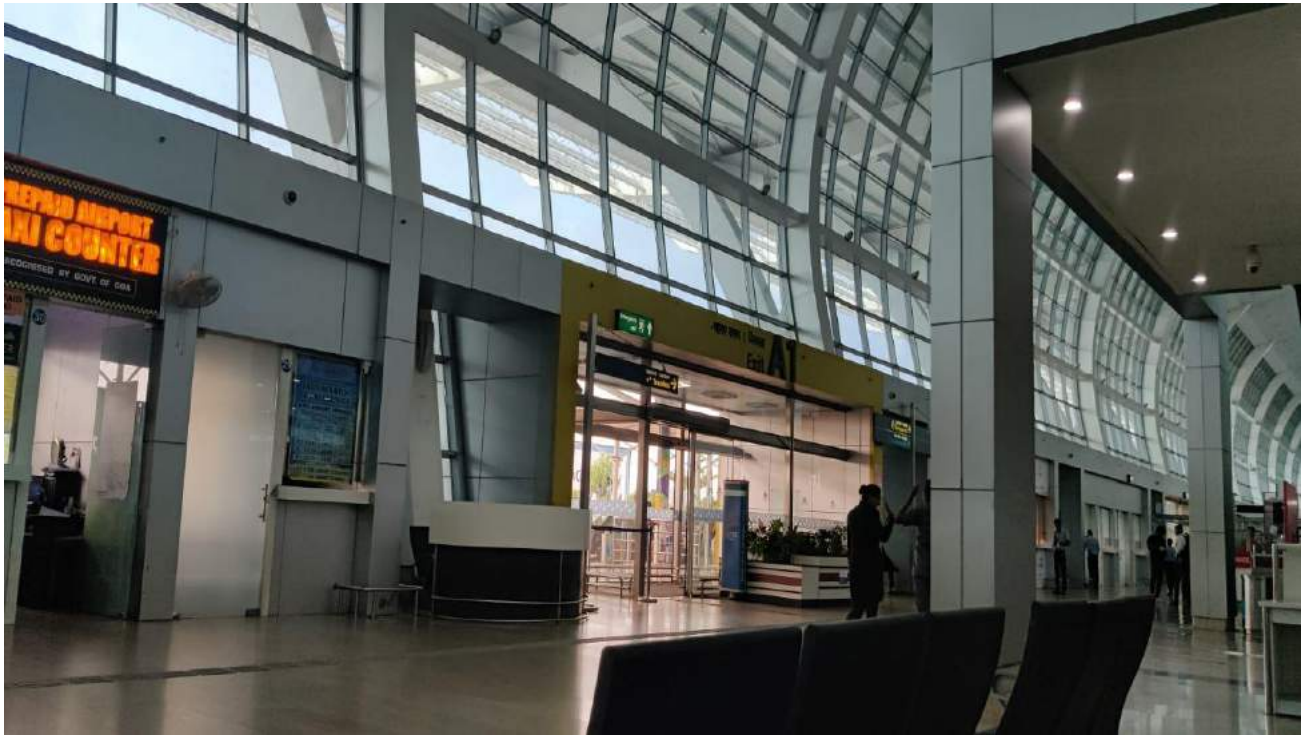
BRIDGE POINT AT BOARDING





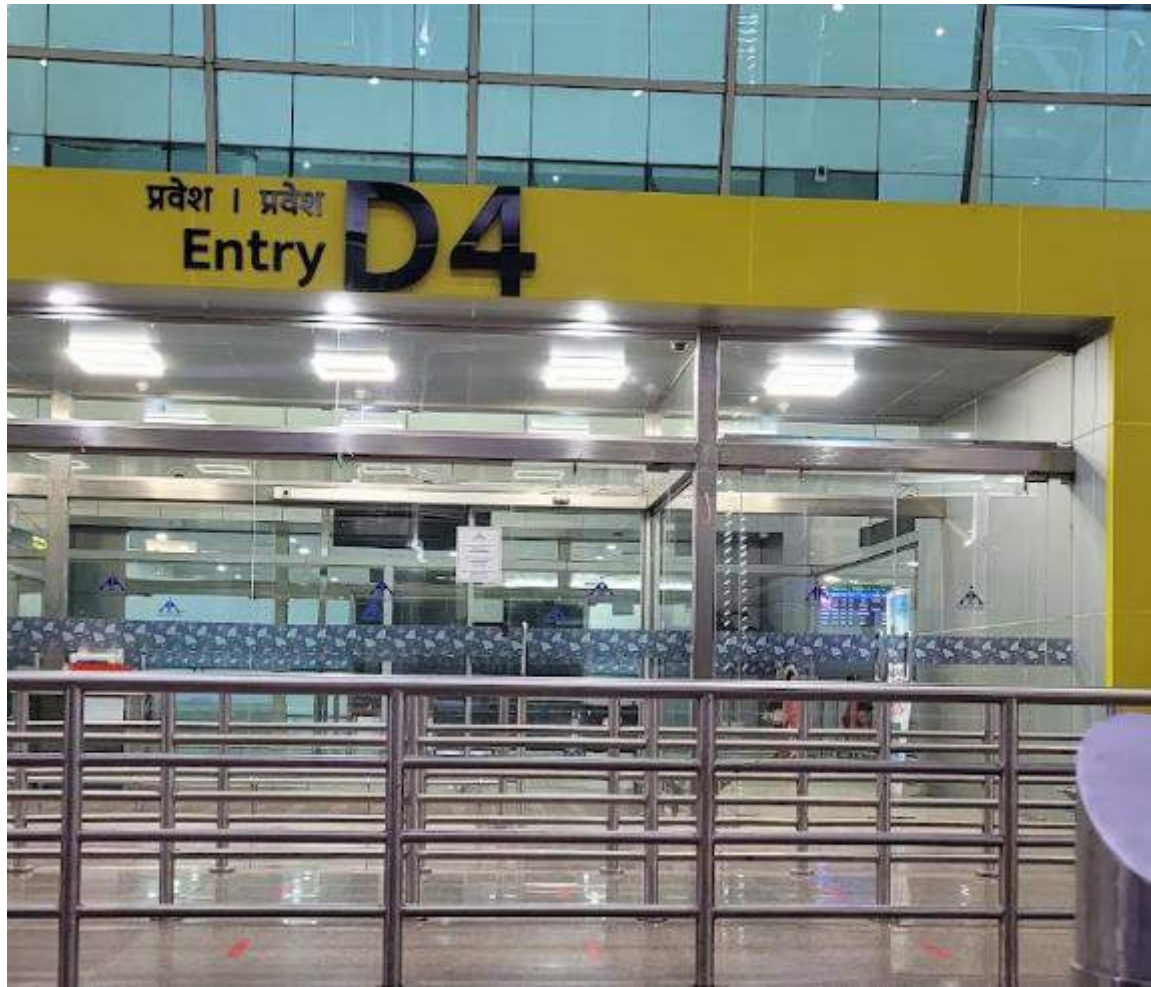


Arrival gates



Departure gates





”

Boarding Gate





AIR ARABIA OFFICE



AIR AISIA





MANUAL BOARDING PASS

BIRD AIRPORT SERVICES DUTY TERMINAL MANAGER AL SHAMRANI ALI MOEID A		BIRD AIRPORT SERVICES DUTY TERMINAL MANAGER AL SHAMRANI ALI MOEID A	
FLT: <u>VP-CTM</u>	DATE: <u>22-07-2023</u>	FLT: <u>VP-CTM</u>	DATE: <u>22-07-2023</u>
NAME: <u>ALSHAMRANI ALI MOEID A</u>	DEST: <u>LEGL</u>	NAME: <u>ALSHAMRANI ALI MOEID A</u>	DEST: <u>LEGL</u>
SEQ No.: <u> </u>	SEAT No. <u> </u>	SEQ No.: <u> </u>	SEAT No. <u> </u>
BIRD AIRPORT SERVICES DUTY TERMINAL MANAGER AL SHAMRANI ALI MOEID A		BIRD AIRPORT SERVICES DUTY TERMINAL MANAGER AL SHAMRANI ALI MOEID A	
FLT: <u>VP-CTM</u>	DATE: <u>22-07-2023</u>	FLT: <u>VP-CTM</u>	DATE: <u>22-07-2023</u>
NAME: <u>ALFAGIEH ABDEL RAHMAN S</u>	DEST: <u>LEGL</u>	NAME: <u>ALFAGIEH ABDEL RAHMAN S</u>	DEST: <u>LEGL</u>
SEQ No.: <u> </u>	SEAT No. <u> </u>	SEQ No.: <u> </u>	SEAT No. <u> </u>