



AUDIT REPORT
PALEMBANG AIRPORT
AUGUST 2013



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Sultan Mahmud Badaruddin II Airport, Palembang

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QUALITY RANKING

Report contains Star Ranking grades based on criteria below:



Excellent Quality - equating to industry Best practice



Good Quality



Fair Quality



Poor Quality



Very Poor Quality - unacceptable standards assessment

AUDIT SUMMARY - PALEMBANG AIRPORT

At the present time, PLM Airport is meeting a 3½ Star Airport Rating. This could be increased for PLM to achieve a 4-Star Airport rating later in 2013, when the new areas of construction are completed and additional facilities come on stream at the airport. It is Skytrax opinion that with the changes and modifications discussed here, that PLM could achieve the status of a "World Class Airport".

As will be noted in the Audit Report, many of the items that require some improvement and change to meet a 4-Star standard are quite minor, but they do need to be attended to.

Paintwork/Decor - around the airport, we felt that the visual presentation and cleanliness of paintwork on wall, ceilings etc could be improved and this will make a big contribution to the overall ambience.

Outside the Terminal, the area of airline offices and central area / restaurants landside are poorly presented, and again this is an area where the visual image could easily be improved. This will become more important when the new extension parts of the terminal open in 2013.

There are no ATM machines located "inside" the airport and everything is outside. This is not satisfactory, and there should be an Airside ATM facility in the departure lounge, together with an ATM in the landside shopping area.

Toilet presentation was generally fair, but the Quantity of toilets airside is poor and requires improvement., At present there is just 1 toilet area for the domestic airside area, and this was noted to be cramped, and in need of some further attention and expansion.

The toilets located landside (up to the waving gallery area) were much poorer and below an acceptable Quality standard. It is important that the Executive Lounges have their "own" toilets because the present standards are poor.



There are no toilets for International departures, with the only facility located after Immigration but before Security - so once inside the gate, customers cannot access the toilets.

The facilities in the International Airside area are very limited, and there is not even a drinks vending machine which we would expect to see being provided.

The signage "outside" the Terminal requires attention, and we would expect to see some better airline logo / branding signage by the entrances into the Terminal. The signage for arrivals (taxis / buses) is also very poor and confusing and some attention and change is needed.

There are some Interactive Kiosk / Maps available in English and Bahasa/Indonesian (including an e-map), but we did not find the functionality of these kiosks to be very accurate or informative.

Airside, the signage is too small, and lacking in proper directions. For example, there is no signage after security to advise customers the location of the Garuda Executive lounge, and these are all amenities that need to be improved.

The standard of lighting in the main check in hall is sufficient in the daylight periods, but after dusk we found that the check in hall is too dim. The present lights were designed for use with proper spotlight bulbs and it appears that all these light facilities have been replaced with eco-bulbs - which do not deliver the necessary ambience or light quality for this check in hall.

There is no nursery or small child play area in the airside departure lounge for domestic flights, and this is something we would expect to be allocated. In our opinion there is space for this facility to be included.

There is a very poor shortage of electrical / power supply outlets in the airport for customer use, and this is particularly important when looking at the airside departure lounge areas. Many customers want to charge their mobile phones, laptops etc, and this provision of electric power sockets is something that PLM need to improve. We accept that this is not possible in the main structure of the gate areas to just add power sockets, but some form of power kiosks / recharging stations could be sited in this departure lounge.

The inside smoking room in the domestic boarding gate was very dirty, walls covered with dirty marks, and it is generally a very unpleasant area which requires some better cleaning, maintenance and probably improved air filtration.

WiFi service is available across the terminal, but there is no actual signage to inform customers about this free WiFi service.

In conclusion, this Airport is not far from reaching a 4-Star Airport standard, but it will need a few months of care, attention and improvement to these "smaller" product and service items to meet that final ranking.

We would recommend conducting another final Audit of PLM in late 2013, when the new extension works are completed, and hopefully when some of these minor items discussed by Skytrax have been improved.



AIRPORT WEB SITE



1.1 LANGUAGE OPTIONS

Quality Rating ★ ★

The content on the Sultan Mahmud Badaruddin II Airport website is only available in Bahasa language, and is an item which must be improved to ensure that all Angkasa Pura II operated airports have a clear, dedicated website that offers information in both Bahasa and English.

1.2 BRANDING (AIRPORT / COUNTRY)

Quality Rating ★ ★

The branding and use of graphics / logos is fair for the Sultan Mahmud Badaruddin II Airport website, but as an airport operated and managed by Angkasa Pura II, we would have expected to see this more central Corporate them of " Angkasa Pura II" being displayed.

1.3 VISUAL INTEREST / VISUAL IMPACT

Quality Rating ★ ★

The visual interest of this website is meeting a rather poor standard for this website with only a limited use of images and photos.

We find that on inspecting many of the different website links, such as information on transportation, there is a lack of photographs or other visual information.

There are no floor layout plans and this something we would expect to find on an airport website.

1.4 EASE OF SITE NAVIGATION / SITE LINKS

Quality Rating ★ ★ ★

The function of the site navigation and page links are noted to be good, and Sultan Mahmud Badaruddin II Airport website provides passengers with a fairly easy interface to access the information.

We repeat comments that the functional utility for this website is restricted in terms of global ranking, due to the fact that only Bahasa language is provided for customer use.



1.5 AIRPORT LAYOUT / TERMINAL MAPS

Quality Rating ★

There are no airport and terminal maps accessible within the Bahasa language website format, and this must be introduced.

1.6 TRANSIT INFORMATION, PLANS & ASSISTANCE

Quality Rating

PLM is not designed as a "transit" airport, and therefore this is not information that we would expect to find available at this time on the PLM website.

1.7 INFORMATION & LINKS TO TERMINAL FACILITIES / AMENITIES

Quality Rating ★ ★

There is no information presented in English for terminal facilities available to passengers, and this is something that must be introduced.

Some of the "basic" airport amenities, shopping details are provided, but this is in a fairly small visual format and is an area where improvement and change is needed.

This PLM website must be providing the best level of detail possible for the many various airport facilities. This level of change is all about providing the highest levels of customer service, and this is directed at those customers trying to research such information before they actually use PLM.

1.8 REAL TIME FLIGHT INFORMATION - ARRIVALS, DEPARTURES

Quality Rating ★ ★ ★ ★

The flight Arrival and Departure search facility on the homepage is considered adequate, and no change is required.

Access to the flight Arrivals / Departures tables is available through the entry page, and this is satisfactory and is an area that is available in English!?



1.9 AIRLINE INFORMATION / CHECK-IN LOCATIONS / CONTACT NUMBERS

Quality Rating ★ ★

We have recommend that the floor layout plans are included onto the website, so that customers can see the terminal layout, together with clear airline website links. It should be possible for passengers to find the location of the check-in desks and a contact telephone number and website link for each airline.

1.10 ROUTE / AIRLINE FINDER FOR DESTINATIONS SERVED

Quality Rating ★

The website does not offer passengers a search function for finding the different routes and airlines that operate to and from PLM, and this is an important tool that some passengers want to use.

This route and airline Finder tool can either take a search format where passengers choose destination, and the results list show the various airlines offering the route, or a simpler version is a table of the various destinations with the corresponding airlines shown.

1.11 SHOPPING INFORMATION

Quality Rating ★ ★ ★

There is some limited shopping information on the website, but this is an area of the website that needs to be developed. The website needs to provide specific details on shop location, brands, products, offers etc.

1.12 FOOD & BEVERAGE OUTLETS INFORMATION

Quality Rating ★ ★

Some limited food and beverage outlet information is available, but this requires change and improvement.

For all food and beverage services we would recommend that PLM offers this section of the website in a guide format - this would mean the information is clear and user-friendly for terminal facilities, duty free and restaurants etc.



This must include photos of each outlet and further information regarding opening times, types of food, price etc..

1.13 TRANSPORTATION INFORMATION

Quality Rating ★ ★

The transportation section of the website should have detailed timetables, maps, ticket prices and connecting information for downtown transport.

While some of this information is provided, from our assessment of this category it does not deliver the necessary details to the customer in a clear and concise manner that we would expect from a 4-Star airport.

1.14 TRAVEL TOOLS : WEATHER, TRAFFIC, CURRENCY etc

Quality Rating ★ ★

This is poor, and there is no traffic information, currency converter / exchange rates, weather tools on the website, and these are items that could be introduced to improve the passenger experience.

1.15 THIRD PARTY ADVERTISING ACROSS AIRPORT WEB SITE

Quality Rating ★ ★

There is a small quantity of hotel third-party advertising on the website, and this is an area that should be developed to gain extra revenue from the website, and enable PLM offer services or products that would interest passengers.

1.16 SPECIAL TRAVEL & PRODUCT PROMOTIONS

Quality Rating

There is no promotion of special shopping offers on the website, and this is something that could be developed.

1.17 CONTACT INFORMATION FOR AIRPORT OPERATOR

Quality Rating ★ ★ ★

This PLM website does provide telephone numbers and a customer feedback form.

1.18 RESPONSE SERVICE TO CUSTOMER FEEDBACK

Quality Rating ★

We have sent several message using both the Feedback Form and to the Email address supplied on this page, and no acknowledgement or response was given. This type of service "failure" should not be permitted at this airport website and some attention and change is needed.

1.19 CORPORATE INFORMATION FOR AIRPORT OPERATOR

Quality Rating ★ ★

The corporate information available on the website is satisfactory in the present Bahasa format, but we repeat that the whole website should offer a clear, English language version.

1.20 AIRPORT NEWS FEATURES

Quality Rating ★

There is a limited news section but this does not contain any proper news features, and this is something that PLM must look to improve.



**GROUND TRANSPORTATION,
DIRECTIONAL SIGNAGE,
&
PARKING SERVICES**

2.1 APPROACH ROADWAY SIGNPOSTING TO AIRPORT TERMINALS

PLM ★★★★★

The approach roadway signposting to the airport terminal is good, with Bahasa and English translations offered.

2.2 APPROACH ROADWAY SIGNPOSTING TO CAR PARKS

PLM ★★★★★

The approach roadway signposting to car park facilities is meeting a good standard for the terminal, with Bahasa and English language translations available.

2.3 LOCATION OF LONG-TERM CAR PARKING / CHARGES / PAYMENT OPTIONS

PLM ★★★★★

The location of longer term parking is good for PLM, being located on the airport site.

The charges and airport departure booth payment options for the long-term parking are satisfactory, and does not require change at this time.

2.4 LOCATION OF SHORT-TERM CAR PARKING / CHARGES / PAYMENT OPTIONS

PLM ★★★★★

The location of short-term parking opposite the terminal area is good, and no change is needed.

The charges and airport departure booth payment options for the short-term parking facilities are considered to be good for this airport, and no change is needed.

2.5 ROAD ACCESS TO PASSENGER DROP-OFF ZONES

PLM ★★★★★

The road access to the passenger drop-off zone is good, but we see some need for minor improvements to the system.

At peak times, we found that there is considerable congestion, and taxi drop off can often make it very difficult for private cars to drop off customers in a safe manner. There is a marshal on duty outside the terminal, but they do not seem to enforce the traffic systems with maximum efficiency.

2.6 TAXI DROP-OFF ZONES

PLM ★★★★★

The road access to the taxi drop-off zone is good, and no specific changes are required.

2.7 AVAILABILITY OF BAGGAGE CARTS IN CAR PARK AREAS

PLM ★★

There is no availability of baggage carts in the car park area and this is something we would expect to be offered using some covered cart storage areas..

2.8 BAGGAGE CARTS / PORTERS IN DEPARTURE DROP-OFF AREAS

PLM ★★★★★

The availability of baggage carts in the departure drop-off area was noted to be satisfactory.

There are Porters available to provide assistance to customers, and this standard is well rated. However, there are no displayed charges for the Porter service and this is something we would expect to see.



2.9 SIGNAGE TO CHECK-IN AREAS / AIRLINE LOCATION DISPLAYS

PLM ★★ ★

The signage outside the Terminal for the check-in is an item where Quality standards could be improved, and we would expect to see a better standard of signage to show the airline name and airline logos in this passenger drop-off zone - to improve the visibility and airline branding.

The other Directional signage is in places looking "tired" and we would recommend that the T3 signage standards used at CGK are regarded as the Template by which Angkasa Pura II can create a more uniform and better quality of directional assistance at all of these airports - including PLM.

2.10 FLIGHT INFORMATION SCREENS : LANDSIDE DEPARTURE HALL

PLM ★★ ★★

As one enters the Check in hall, there are 2 FIDS mounted above each other, and this faces the customer entrance into the Terminal.

These standards are noted to be satisfactory, but we also believe that there should be a single, large FIDS above the entrance doorway from outside the Terminal.

As passengers are dropped off outside, it is important that they are able to be provided a clear FIDS display for this facility.



ARRIVAL & TERMINAL TRANSFER

ARRIVALS

3.1 TRANSPORTATION - CUSTOMER INFORMATION COUNTER

PLM ★★★★★

The location and number of transportation customer information (taxi, bus) points is at a satisfactory standard here at PLM.

However, there is no central Customer information / HELP counter operated by the airport, and this is something that we expect to find at every airport.

3.2 TAXI TERMINAL SIGNAGE FOR ARRIVING PASSENGERS

PLM ★★

The terminal signage for ground transportation is considered to be quite poor and in need of change and improvement.

Once outside the terminal, there is no clear signposting for the taxi pick up points, and there is also no information about public transport / bus services.

The bus stops do not have any signposts either.

3.2 TRANSLATIONS FOR TRANSPORTATION TERMINAL SIGNAGE

PLM ★★★★★

The language translations for the signage are good for PLM terminal facilities with Bahasa and English languages available, and this does not require any change.

3.4 PUBLIC TRANSPORT TIMETABLE INFORMATION

PLM ★

The public transport timetable information is very poor and there is no information point or any available information for bus services to/from the airport.

3.5 TRANSFER BUS - TIMETABLE INFORMATION

PLM

This is not an applicable feature for this airport.

3.6 AVAILABILITY / CONDITION OF BAGGAGE CARTS

PLM ★★★★★

The availability and condition of baggage carts around the baggage hall / arrival areas is excellent, and does not require change.

3.7 AVAILABILITY / COST OF PORTER ASSISTANCE

PLM ★★★★★

The porter service is good and there always appear to be a good supply of available porters.

We believe there could be signage information for this service feature so that the charges are clearly displayed for arriving passengers. Now, one has to check with the porter what costs are.

3.8 TAXI - LOCATION & QUEUING SYSTEM

PLM ★★★

There is no dedicated taxi rank or taxi queuing system and we believe that this is an area that could be developed and improved.

3.9 TAXI - CONDITION OF PUBLIC TAXIS

PLM ★★★★☆

The condition of public taxicabs is mid-ranked and no changes are required.

3.10 TAXI - DRIVER LANGUAGE SKILLS

PLM ★★★★★

Taxi driver language skills were found to be satisfactory with some drivers able to communicate with some English.

3.11 TERMINAL TRANSFER BUS - LOCATION & SIGNAGE OF PICK-UP STOPS

PLM

This is not an applicable item for this airport.

3.12 TERMINAL TRANSFER BUS - SIGNAGE / RECOGNITION OF BUS

PLM

This is not an applicable item for this airport.

3.13 PUBLIC BUS - LOCATION & SIGNAGE OF PICK-UP STOPS

PLM ★

There is no signage for public bus stops.

3.14 PUBLIC BUS - TICKET PURCHASE OPTIONS

PLM ★

There is no facility to purchase tickets for public bus services.

3.15 PUBLIC BUS - SERVICE FREQUENCY & CHARGES

PLM

This is not applicable item for this airport.



3.16 EXPRESS TRANSPORTATION - LOCATION & SIGNAGE OF PICK-UP STOPS

This is not an applicable item for this airport.

3.17 CAR RENTAL - TERMINAL SIGNAGE TO RENTAL COUNTERS

This is not an applicable item for this airport.

3.18 CAR RENTAL - CHOICE OF RENTAL COMPANIES

This is not an applicable item for this airport.

3.19 CAR RENTAL - COLLECTION & RETURN AREAS

This is not an applicable item for this airport.

3.20 CAR RENTAL - OFFICE OPENING HOURS

This is not an applicable item for this airport.

3.21 HOTEL BUS SHUTTLES - PICK UP LOCATION & SIGNPOSTING

This is not an applicable item for this airport.

3.22 TRAIN SCHEDULES - ARRIVAL & DEPARTURE

This is not an applicable item for this airport.



TERMINAL SEATING



TERMINAL SEATING - ARRIVALS (AIRSIDE)

4.1 SEATING AREAS - GENERAL LAYOUT & AVAILABILITY

PLM ★

There is no seating in the arrival hall and as a basic minimum we would expect to see approx 10-12 seats being offered in this area.

There is enough space to offer some seating which is designed for use by elderly passengers.

4.2 SEATING AREAS - SEAT COMFORT

PLM ★

There is no seating in the arrival hall - this needs to be improved.

4.3 SEATING AREAS - SEAT CLEANLINESS & CONDITION

PLM ★

There is no seating in the arrival hall - this needs to be improved.

TERMINAL SEATING - CHECK-IN / DEPARTURES

4.4 SEATING AREAS - SEAT AVAILABILITY

PLM ★★

The seating in the departure / check in hall is an area where improvements are needed to improve passenger comfort.

There is a shortage of seating available to passengers waiting for check-in, and during the period of the Audit, customers will sit and lie on the floor as they wait.

There is sufficient space to improve this customer seating and to offer customers a much better overall quality of product at this point of their journey.

4.5 SEATING AREAS - SEAT COMFORT

PLM ★ ★ ★

The standard of seat comfort is satisfactory, but it is the quantity of seating that requires attention near check-in here at PLM.

4.6 SEATING AREAS - SEAT CLEANLINESS & CONDITION

PLM ★ ★ ★

The cleanliness and condition of departure / check in hall seating is satisfactory good - but the seat numbers require change.

TERMINAL SEATING - DOMESTIC DEPARTURE / WAITING LOUNGE

4.7 SEATING AREAS - SEAT LAYOUT, CAPACITY & AVAILABILITY

PLM ★ ★ ★ ★

The departure lounge / boarding gate area seating layout is satisfactory and delivers to a good quality standard.

4.8 SEATING AREAS - SEAT COMFORT

PLM ★ ★ ★

The departure lounge / boarding gate area seating comfort is satisfactory, and does not require change or improvement.

4.9 SEATING AREAS - SEAT CLEANLINESS & CONDITION

PLM ★★ ★

The cleanliness and condition of the departure lounge / boarding gate area seating is satisfactory, and meets a good quality standard.

4.10 SEATING AREAS - REST AREAS / RECLINER SEATS

PLM

There are no dedicated rest areas / recliner-seating options but this is not required for this airport.

TERMINAL SEATING - INTERNATIONAL DEPARTURE / WAITING LOUNGE

4.11 SEATING AREAS - SEAT LAYOUT, CAPACITY & AVAILABILITY

PLM ★★ ★

The seat layout, capacity and availability of seats for the international boarding gate is sufficient for a single flight, but more than 1 flight and this area will be very congested.

4.12 SEATING AREAS - SEAT COMFORT

PLM ★★ ★

The standard of seat comfort for the international boarding gate is generally good, but there are no other amenities or facilities provided here.



TERMINAL DÉCOR / AMBIENCE

TERMINAL DÉCOR / AMBIENCE - ARRIVAL HALL AREA

5.1 GENERAL CLEANLINESS, CONDITION & PRESENTATION

PLM ★★★★★

The condition and presentation standard of the arrival hall is considered good here at PLM, and meeting a generally good ranking.

The cleanliness was found to be good, and requires no change.

5.2 DÉCOR - DESIGN & AMBIENCE

PLM ★★★★★

The décor and ambience of the arrivals hall is good, being spacious and quite bright, and presented in a reasonable condition.

We did find that many of the painted wall areas at PLM require some care and attention, and this is simply an area where some re-painting and general better maintenance of decoration is needed.

5.3 NATURAL LIGHT / EXTERIOR VIEWS

PLM ★★★★★

The daylight and exterior views of the arrival hall is good, and does not require change or improvement.

5.4 ARTIFICIAL LIGHTING STANDARDS

PLM ★★★

The lighting standards are satisfactory for daylight periods, but at night the arrival hall lighting is slightly dim. We assume this is due to Eco low-energy light bulbs being used, instead of the spotlights for which the terminal was originally designed.



5.5 AIR CONDITIONING / TEMPERATURES

PLM ★★★★★

The standard of air conditioning in the arrival area was satisfactory, and does not require change or improvement.

TERMINAL DÉCOR / AMBIENCE - CHECK IN / DEPARTURES

5.6 GENERAL CLEANLINESS, CONDITION & PRESENTATION

PLM ★★★★★

The condition and presentation of the check in hall is good, and delivers a satisfactory rating. The cleanliness of the check in counter facilities was satisfactory.

5.7 DÉCOR - DESIGN & AMBIENCE

PLM ★★★★★

The décor and design ambience of the check in / departure hall is good, and no change is required.

5.8 NATURAL LIGHT / EXTERIOR VIEWS

PLM ★★★★★

The natural light standards of the check in / departure hall is good

5.9 ARTIFICIAL LIGHTING STANDARDS

PLM ★★★

The lighting standards are satisfactory for daylight periods, but at night the lighting is quite dim. We assume this is due to Eco low-energy light bulbs being used, instead of the spotlights for which the terminal was originally designed.

5.10 AIR CONDITIONING / TEMPERATURES

PLM ★★★★★

The standard of air conditioning in the check in / departure hall area was satisfactory, and does not require change or improvement.

TERMINAL DÉCOR / AMBIENCE - AIRSIDE DEPARTURE LOUNGE

5.11 GENERAL CLEANLINESS, CONDITION & PRESENTATION

PLM ★★★★★

The cleanliness for the airside domestic waiting area / departure lounge areas is good, and a good standard is delivered by the cleaning staff. The condition and presentation of most facilities is good.

5.12 DECORATION STANDARDS & PRESENTATION

PLM ★★★

We found that many of the painted wall areas in this Departure Waiting area require some attention, with some re-painting and general better maintenance of decoration is needed.

These are areas that need to be maintained every 3-6 months, but we got the impression that many areas have not been decorated for a long time and this portrays a rather poor and poorly managed amenity.

5.13 NATURAL LIGHT / EXTERIOR VIEWS

PLM ★★★★★

The natural daylight and exterior views in this Departure Waiting is excellent, and does not require change.



5.14 ARTIFICIAL LIGHTING STANDARDS

PLM ★★★★★

The artificial lighting is at a good standard, with lighting quality achieving a consistent standard.

5.15 AIR CONDITIONING / TEMPERATURES

PLM ★★★★★

The standard of air conditioning was satisfactory in the departure lounge area, and we noted a fairly consistent standard of temperatures when looking across the whole of this departure area.



TERMINAL FLOORING

FLOORING - ARRIVAL HALL

6.1 GENERAL CONDITION & PRESENTATION

PLM ★★★★★

The condition and presentation of terminal flooring in the arrival area was good, and does not require any change at this time.

6.2 STAFF CLEANING & MAINTENANCE

PLM ★★★★★

The staff cleaning and maintenance of the arrival area flooring was excellent, and no changes are required at this time.

FLOORING - LANDSIDE : DEPARTURES

6.3 GENERAL CONDITION & PRESENTATION

PLM ★★★★★

The presentation standard of landside departures flooring in the check-in area is good, and does not require any change at this time.

In overall assessment, the condition and presentation of flooring at both of these terminals was noted to be meeting a generally quite strong, 4 or 5-Star standard.

6.4 STAFF CLEANING & MAINTENANCE

PLM ★★★★★

The staff cleaning and maintenance of the departures area flooring was noted to be meeting a good quality standard, and matches the quality levels of 4 and 5-Star airports.



FLOORING - AIRSIDE : DEPARTURE LOUNGE

6.5 GENERAL CONDITION & PRESENTATION

PLM ★★★★★

The standard of floor condition and presentation was satisfactory for the departure lounge areas of the terminal, and this does not require change or improvement.

6.6 STAFF CLEANING & MAINTENANCE

PLM ★★★★★

The staff cleaning standards for the departure lounge areas is ranked at a very good quality standard, and this does not require any change.

FLOORING - AIRSIDE : BOARDING GATE AREAS

6.7 GENERAL CONDITION & PRESENTATION

PLM ★★★★★

The condition of the departure lounge flooring is well ranked, in line with other departure lounge areas, and this does not require any change.

6.8 STAFF CLEANING & MAINTENANCE

PLM ★★★★★

The standard of staff service for general cleaning and maintenance of the terminal is excellent, and does not require change.



TOILET / WASHROOM FACILITIES

TOILETS : ARRIVALS HALL

7.1 DIRECTIONS & SIGNAGE

PLM ★★★★★

The directions and signage for toilets and washrooms in the arrivals area are most satisfactory, and does not require any change at this time.

7.2 NUMBER / QUANTITY OF TOILETS AVAILABLE

PLM ★★★★★

The number and quantity of toilets available in the arrivals area is satisfactory, and matches quality standards available at other airports.

7.3 CONDITION & CLEANLINESS

PLM ★★★★★

The condition and cleanliness of the washrooms in the baggage hall was at a good standard.

The condition and cleanliness of washrooms outside the arrival area (ie. landside for general public) was poorer and particularly when looking at Toilets located on the way up to the waving gallery area - these were old and very dirty.

7.4 CLEANING CHECKS

PLM ★★★★★

The staff cleaning checks for arrival hall washroom facilities appeared to be good.

7.5 ACCESS WITH TROLLEYS, PUSHCHAIRS ETC

PLM ★★★★★

Access with trolleys, pushchairs etc was good for these Arrival / Baggage hall washroom facilities.

7.6 BABY CHANGING FACILITIES

PLM ★

There are no dedicated baby changing or parent rooms available anywhere in this PLM Airport terminal and this is an item where some change is needed.

7.7 DISABLED TOILET FACILITIES

PLM ★★

There is no dedicated Disabled toilet for the Arrival Hall / Baggage claim area and this is something that needs to be improved.

TOILETS - AIRSIDE

7.8 DIRECTIONS & SIGNAGE

PLM ★★

The signage to the Domestic Airside departure lounge washroom facilities was considered to be quite poor, and this is an item where some better directions need to be supplied.

7.9 NUMBER / QUANTITY OF TOILETS AVAILABLE

PLM ★★

The number and quantity of toilets available for the Domestic Airside departure lounge requires improvement and change.

There is currently only one set of Male/Female washrooms and we consider that with the Terminal extensions it should be possible to install another set of washrooms at the other end of the lounge.

7.10 CONDITION & CLEANLINESS

PLM ★★ ★

The condition and cleanliness of the departure area washroom facilities was satisfactory, but with the high volume usage for such a small facility, the cleanliness and condition for this requires some further work and improvement.

7.11 STAFF CLEANING CHECKS

PLM ★★ ★ ★

Staff cleaning checks were noted to be good for these washroom facilities, with regular checks being applied throughout the working day.

7.12 ACCESS WITH TROLLEYS, PUSHCHAIRS ETC

PLM ★★ ★

Access with baggage, pushchairs etc to the washroom facilities is at an adequate standard, but is still limited when compared to expected Quality levels.

7.13 BABY CHANGING FACILITIES

PLM ★

There are no dedicated baby changing or parent rooms available anywhere in this PLM Airport terminal and this is an item where some change is needed.

7.14 DISABLED TOILET FACILITIES

PLM ★★ ★

There is just 1 disabled washroom facility located in this Domestic Departure lounge landside area.

TOILETS - LANDSIDE

7.15 DIRECTIONS & SIGNAGE

PLM ★★★★★

The directions and signage for washroom facilities in the landside areas is fair.

7.16 NUMBER / QUANTITY OF TOILETS AVAILABLE

PLM ★★★★★

The quantity of toilets available around the 2nd floor waiting / shopping area hall area is satisfactory, and no change is needed.

7.17 CONDITION & CLEANLINESS

PLM ★★★★★

The condition and cleanliness of these washroom facility is at a good quality level and no problems were noted.

7.18 STAFF CLEANING CHECKS

PLM ★★★★★

The staff cleaning checks appear to be completed to a good standard across the departure hall facilities, and this is delivering to a good quality standard.

7.19 ACCESS WITH TROLLEYS, PUSHCHAIRS ETC

PLM ★★★★★

Access with baggage, pushchairs etc to the washroom facilities is at an adequate standard, but is still limited when compared to expected Quality levels.



7.20 BABY CHANGING FACILITIES

PLM ★

There are no dedicated baby changing or parent rooms available anywhere in this PLM Airport terminal and this is an item where some change is needed.

7.21 DISABLED TOILET FACILITIES

PLM ★★ ★

Disabled toilet facilities are available in the departure hall areas, and does not require change.

TOILETS - AIRSIDE INTERNATIONAL BOARDING GATE

PLM ★★

The toilets for the International Boarding gate are located after Immigration but before Security - so customers are trapped in the International gate area and do not have access to toilets.

The cleanliness of these toilets behind the immigration area was noted to be some of the poorer cleanliness and the regularity of staff cleaning checks was poor.

SHOWER ROOMS

7.28 DIRECTIONS & SIGNAGE

PLM

There are no shower facilities available and this is not an item for any change.

7.29 NUMBER AVAILABLE

PLM

There are no shower facilities available and this is not an item for any change.



7.30 CONDITION & CLEANLINESS

PLM

There are no shower facilities available and this is not an item for any change.

7.31 PRICES CHARGED

PLM

There are no shower facilities available and this is not an item for any change.

7.32 OPENING HOURS

PLM

There are no shower facilities available and this is not an item for any change.



SMOKING POLICY / SMOKING AREAS



8.1 SIGNAGE INFORMATION ABOUT SMOKING POLICY

PLM ★★ ★

There are some signs around parts of the terminal highlighting non-smoking. There are smoking rooms available, we do not believe that the present signage requires any change at this time.

8.2 EXTERNAL SMOKING AREAS : DIRECTIONS & SIGNAGE

PLM ★ ★

We believe that PLM should be limiting the smoking areas outside the terminal doors.

We observed that customers are smoking by the main terminal entrance doors, and this does not provide a nice atmosphere for non-smoking customers who are coming in and out of the terminal.

We believe that PLM should offer a clearly marked smoking area along the departure / arrival areas to improve the exterior environment for passengers as they enter and leave the terminal.

8.3 EXTERNAL SMOKING AREAS : ASHTRAYS / MAINTENANCE OF CLEANLINESS

PLM ★ ★

There are ashtrays and bins around the terminal forecourt areas but there is still a tendency for passengers to drop used cigarettes. This is one of the key reasons that we have suggested that PLM should introduce a no smoking policy immediately around the entrance and exit doorways into the terminal and create a more specific smoking zones that could be more closely monitored.

8.4 INTERNAL SMOKING AREAS : DIRECTIONS & SIGNAGE

PLM ★ ★

There is no specific signage for the smoking rooms around the internal areas of the airport and this could be developed as part of our recommendations to improve the terminal signage on a more general basis.



8.5 INTERNAL SMOKING AREAS : AIR EXTRACTION / CLEANLINESS

PLM ★★

The extraction and cleanliness of the internal smoking rooms was found to be very varied.

Airside there is a large smoking room as part of one of the restaurants, this was noted to be very poorly ventilated and smoke comes out into the passenger waiting areas.

This is an area where some further improvements are needed in this terminal.

The smoking rooms in the airline Premium lounges were well controlled for the GA Executive Class lounge.



BUSINESS / INTERNET / BANKING



BUSINESS FACILITIES

9.1 BUSINESS CENTRE : DIRECTIONS & SIGNAGE

PLM

There are no Business Centre facilities and this is not an item requiring any change at this airport.

9.2 BUSINESS CENTRE : LOCATION

PLM

There are no Business Centre facilities and this is not an item requiring any change at this airport.

9.3 BUSINESS CENTRE : FACILITIES & PRICING

PLM

There are no Business Centre facilities and this is not an item requiring any change at this airport.

9.4 BUSINESS CENTRE : STAFF SERVICE

PLM

There are no Business Centre facilities and this is not an item requiring any change at this airport.

INTERNET / WI-FI / TELEPHONES

9.5 WIFI - AVAILABILITY

PLM



Free WiFi is available across the terminal and this is well rated. We found that access to the Wi-Fi facility is easy and does not require any change.

There is no signage anywhere in the airport to advise customers that Free WiFi is available and this is something which could be improved.

9.6 WIFI - PRICING

PLM ★★★★★

A free WiFi service is available to passengers and this is easy to access for passengers.

9.7 WIFI - SIGNAL STRENGTH & RELIABILITY

PLM ★★★★★

The WiFi signal strength and reliability was noted to be fairly good for the WiFi network, and during this audit we found that the bandwidth and speed seem to be satisfactory at PLM.

9.8 INTERNET : KIOSK / PAY TO USE FACILITIES

PLM ★

There are no Internet kiosk facilities available airside or landside here at PLM. We do consider that in the Airside domestic lounge it would be appropriate to offer a small counter with 2-3 Internet stations.

9.9 PUBLIC TELEPHONES : AVAILABILITY

PLM ★★

There is no system of public pay phones but some phones are available for free local calls. There are 2 public phones in the check in hall but these are blocked by a Garuda service counter.

Having due regard to customer types and high mobile phone ownership for most travellers, we do not see any need to change this.

9.10 PUBLIC TELEPHONES : CREDIT CARD PHONES

PLM ★

There are no credit card payment phones located airside or landside.



BANKING / MISCELLANEOUS FACILITIES

9.11 BUREAU DE CHANGE FACILITIES : AIRSIDE LOCATION

PLM ★★★★★

There is a Bureau de Change available to arriving international passengers located after the customers check point and this is satisfactory.

9.12 BUREAU DE CHANGE FACILITIES : LANDSIDE LOCATION

PLM

There are no Bureau de Change facilities located landside at PLM but this is not an item where we see any need for change.

9.13 ATM BANK MACHINES : AIRSIDE LOCATION

PLM ★

There are no ATM bank machines located airside in either domestic or international waiting lounges, and this is perceived to be a poor product area where some change is needed. It is essential that at least 1-2 ATM's are located airside here at PLM.

9.14 ATM BANK MACHINES : LANDSIDE LOCATION

PLM ★★★★★

The number of ATM bank machines located landside is satisfactory, these in the central area of the terminal outside.

However, we do believe that there should be 1-2 ATM's located in a prominent position in the Arrival Baggage claim area for both domestic and international. This is a time when many customers may wish to withdraw cash to pay for a taxi etc and such facilities should be available.

9.15 PHOTO BOOTH FACILITIES : LANDSIDE

PLM

There are no photo booth facilities but this is not an item for any change.



9.16 TRAVEL INSURANCE FACILITIES

PLM

There are no travel insurance facilities but this is not an item for any change.

9.17 POSTAL SERVICE FACILITY

PLM

There are no postal facilities but this is not an item for any change.



PASSENGER / FLIGHT INFORMATION



FLIGHT SCREENS : LANDSIDE / AIRSIDE

10.1a : DEPARTURES - ON ENTERING THE TERMINAL

PLM ★

There is no FIDS with flight departure information by the entrance into the Departure / Check in hall and we would expect to see a large screen being located at this entrance.

10.1b : DEPARTURES - AT or CLOSE TO CHECK-IN

PLM ★ ★ ★

There is a FIDS located centrally in the check in hall, which is nearly opposite the entrance from the security clearance channel.

10.1c : DEPARTURES - LANDSIDE SHOPPING / DINING AREAS

PLM ★ ★ ★ ★

There are several FIDS located around the shopping area and we do not see any need for change at this time.

10.1d : DEPARTURES - BEFORE SECURITY SCREENING

PLM ★ ★

There is no FIDS at the entrance to the security check to go airside, and this is a position where we would expect to see a FIDS offering customers clear flight details.

10.1e : DEPARTURES - AIRSIDE DEPARTURE LOUNGE AREAS

PLM ★ ★ ★ ★

The number and location of FIDS in the airside departure hall is noted to be satisfactory, and the flight information is clearly displayed and regularly updated in Bahasa and English.

There is a FIDS by the entrance to the international boarding gate area.

10.1f : ARRIVAL BAGGAGE HALL - BAG RECLAIM INFORMATION

PLM ★★★★★

There are FIDS located by the baggage carousels and these are noted to be satisfactory with no changes needed.

10.1g : ARRIVAL FLIGHT INFORMATION - OUTSIDE FOR WAITING CUSTOMERS

PLM ★★★

There is a single FIDS outside the terminal for Meeters and Greeters to get flight information. Whilst the location is satisfactory, the size of screen is very small and we would expect to see a larger and more prominent screen being used.

10.2 CLARITY OF FLIGHT SCREENS

PLM ★★★★★

The clarity of the flight screens inside the Terminal is at a good standard, with flight information in a clear format.

10.3 LANGUAGE OPTIONS FOR FLIGHT SCREENS

PLM ★★★★★

The FIDS are displayed in Bahasa and English language formats, and this is satisfactory and requiring no change.

AIRPORT PA SYSTEMS

10.4 CLARITY OF AIRPORT PA SYSTEM

PLM ★★★★★

The clarity of the airport PA system is satisfactory and of a fairly clear standard, and no change is needed.

10.5 LANGUAGE OPTIONS FOR AIRPORT PA INFORMATION

PLM ★★★★★

Airport PA information is provided in Bahasa and English language formats, and this does not require change.

10.6 NUISANCE FACTOR OF AIRPORT PA MESSAGES

PLM ★★★★★

The nuisance factor of airport PA messages being made for flight announcements is minimal, and does not have any negative effect on general passenger comfort levels across the terminal areas.



**SECURITY SCREENING
&
CUSTOMS / IMMIGRATION**

PASSENGER SECURITY

11.1 PRESENCE OF POLICE / GUARDS OUTSIDE TERMINAL

PLM ★★★★★

The police presence outside the entrances to PLM terminal was noted to be satisfactory, and these are more related to traffic guidance and direction.

11.2 PRESENCE OF POLICE / GUARDS INSIDE TERMINAL

PLM ★★★★★

There is a minimal uniformed police presence inside the airport terminal, and this is satisfactory.

11.3 SECURITY : PRE CHECK-IN / ENTRANCE DOOR LUGGAGE SCREENING

PLM ★★★★★

The pre-check-in luggage screening applied here was noted to be satisfactory, with polite staff and reasonably good standard of organisation and systems applied.

11.4 HAND LUGGAGE / PAX SCREENING - QUEUE TIMES

PLM ★★★★★

The queue times for airside hand baggage and passenger screening services were at a good standard here at PLM, with the security staff offering a good standard of service during the Audit times monitored during the audit.

11.5 HAND LUGGAGE / PAX SCREENING - QUEUE SYSTEM

PLM ★★★★★

The security screening queue system is most satisfactory, and this does not require any change to the layout.

11.6 HAND LUGGAGE / PAX SCREENING - INFO (EG. LAPTOPS OUT ETC)

PLM ★★★

The level of information provided to passengers approaching the security screening is poor, and there is no clear, visual information provided to customers. We noted that the security staff do not request passengers to remove laptops, liquids etc during this screening?

We recommend that there could be better signage or TV monitor at the entrance to the security queue, which informs passengers of items that must be removed or given up at this security point.

Such information must be provided in English and Bahasa, with good visual images to make it clear to all nationalities of passenger.

11.7 HAND LUGGAGE / PAX SCREENING - STAFF SERVICE EFFICIENCY

PLM ★★★★★

The staff service efficiency for these airside security screening facilities were noted to be good, and this does not require change.

11.8 HAND LUGGAGE / PAX SCREENING - STAFF ATTITUDE / FRIENDLINESS

PLM ★★★★★★

The staff attitude and staff friendliness was found to be most satisfactory for these PLM security screening staff, and this achieves a good quality performance against other airports.

11.9 HAND LUGGAGE / PAX SCREENING - STAFF LANGUAGE SKILLS

PLM ★★☆☆

The staff language skills at the security screening are somewhat variable, however we did find that most staff are able to communicate with a small amount of English.

It is important that all security staff have some basic conversation skills and understand English, because this is the international language that all non-Indonesian passengers will use.

11.10 HAND LUGGAGE / PAX SCREENING - FAST-TRACK CHANNEL

PLM ★

There is no Premium or Fast Track security screening available.

However, we note that here in PLM this will change and improve once the new Premium check in lounge facilities are opened later in 2013.

11.11 TRANSIT PASSENGER - SECURITY SCREENING SYSTEM

PLM

Transit passengers use the standard departure area security facilities and this is sufficient for the layout of these terminals.

IMMIGRATION - ARRIVALS

11.12 IMMIGRATION : TERMINAL DIRECTIONS & SIGNAGE

PLM ★★★★★

The direction signage for arrivals immigration is satisfactory for PLM and does not require any change or improvement.



11.13 IMMIGRATION : QUEUE TIMES

PLM ★★★★★

The queuing times for arrivals immigration are very good for PLM, and no change to this service is needed.

11.14 IMMIGRATION : QUEUE SYSTEMS

PLM ★★★★★

The queue system for arrival immigration deliver a good standard for the immigration section, and is not an area for change.

11.15 IMMIGRATION : QUEUE COMBING / SORTING

PLM

This is not a necessary item of service for PLM to offer at this airport.

11.16 IMMIGRATION : NUMBER OF INDONESIAN PAX COUNTERS

PLM ★★★★★

The number of desks for Indonesian nationals is good and does not require change.

11.17 IMMIGRATION : NUMBER OF "FOREIGNER" PAX COUNTERS

PLM ★★★★★

The number of immigration desks for foreign nationals is good for PLM.

11.18 IMMIGRATION : SPEED OF SERVICE

PLM ★★★★★

The speed of service for the immigration staff was observed to be good for PLM operations, and compares well against other airports, with no change required.

11.19 IMMIGRATION : STAFF LANGUAGE SKILLS

PLM ★★★★★

The standard of immigration staff language skills is sufficient with staff being able to speak basic English.

11.20 IMMIGRATION : FRIENDLINESS OF STAFF

PLM ★★★★★

We found that immigration staff apply some attention to customer service and soft service aspects, and these staff should be able to greet passengers politely, welcoming them and displaying the best aspects of Indonesian hospitality.

We expect to see these arrival immigration staff wishing passengers a pleasant stay, and help to develop the reputation of Palembang and Indonesia as being a friendly and hospitable place to travel.

11.21 IMMIGRATION : FAST TRACK CHANNEL

PLM

There is no Fastrack immigration channel for Premium passenger use in PLM, but this is not an item for any change.



11.22 IMMIGRATION : AUTOMATED SERVICES (EG IRIS SCANNING)

PLM

There are no automated immigration options for passengers at this time, and this is not required here at PLM.

IMMIGRATION - DEPARTURES

11.12 IMMIGRATION : TERMINAL DIRECTIONS & SIGNAGE

PLM ★★★★★

The signage for departure immigration is most satisfactory for the International section of PLM, and is not an area for any change.

11.13 IMMIGRATION : QUEUE TIMES

PLM ★★★★★

Immigration queue times for PLM were observed and at a good standard with passengers having to wait just 2-3 minutes and no change is needed.

11.14 IMMIGRATION : QUEUE SYSTEMS

PLM ★★★★★

The queuing system in place for the immigration counters at PLM is most satisfactory, and this is not an area for change or improvement.

11.15 IMMIGRATION : QUEUE COMBING / SORTING

PLM

This is not a necessary item for change here at PLM.

11.16 IMMIGRATION : NUMBER OF INDONESIAN PAX COUNTERS

PLM ★★★★★

The immigration counters at PLM offer service for Indonesian and foreigner as well.

11.17 IMMIGRATION : NUMBER OF "FOREIGNER" PAX COUNTERS

PLM ★★★★★

The immigration counters at PLM offer service for Indonesian and foreigner as well.

11.18 IMMIGRATION : SPEED OF SERVICE

PLM ★★★★★

The speed of service at the immigration counters is noted to be good, and does not need any change at this time.

11.19 IMMIGRATION : STAFF LANGUAGE SKILLS

PLM ★★★★★

The standard of immigration staff language skills is adequate with staff speaking some English and having a basic English understanding.

11.20 IMMIGRATION : FRIENDLINESS OF STAFF

PLM ★★★★★

We recommend that Immigration officers can always try to offer passengers a better level of soft service dialogue. There is a need to balance service formality with some dialogue such as *Enjoy your flight* or *Have a nice stay etc.* This is a service used at other airports, and is necessary to meet the highest Quality of service rankings in this category.



11.21 IMMIGRATION : FAST TRACK CHANNEL

PLM

There is no Fastrack immigration channel for Premium passenger use in PLM, but this is not an item for any change.

11.22 IMMIGRATION : AUTOMATED SERVICES (EG IRIS SCANNING)

PLM

This is not a necessary item for change here at PLM.

CUSTOMS - ARRIVALS

11.23 WAITING TIMES TO PASS THROUGH CUSTOMS

PLM



The waiting times for customs clearance were noted to be at a very good standard for PLM, and do not require change.

11.24 STAFF SERVICE EFFICIENCY

PLM



The service efficiency for customs clearance procedures was observed to be at a good standard, and no change is needed.

11.25 STAFF ATTITUDES

PLM



The staff service attitude for customs clearance procedures was observed to be at a good standard, and no change needed.



AIRPORT CUSTOMER SERVICE
&
TOURIST SERVICE ASSISTANCE

CUSTOMER SERVICE

12.1 LOCATION OF CUSTOMER SERVICE COUNTER : LANDSIDE

PLM ★ ★ ★

The location of customer service counter is upstairs in landside area. There could be some improvement made to the signage of this customer service counter in this area, and we should add that during the Audit, the counter did not have any staff to offer assistance!

There is no "Airport operated" Help counter in the Arrival Baggage hall area and this is something we consider would offer a considerable improvement for PLM standards if it to be provided.

12.2 LOCATION OF CUSTOMER SERVICE COUNTER : AIRSIDE

PLM ★

There is no airside customer service counter and this is a facility that we consider could be provided airside here at PLM.

12.3 SIGNAGE / APPEARANCE OF CUSTOMER SERVICE COUNTER : LANDSIDE

PLM ★ ★

The signage of the customer service counters is rather poor, with a lack of branding for PLM at this front line service point.

We consider that a brighter and more modern design could be used, and this needs to focus much more upon providing a prominent HELP style of signage and lighting to attract customers to use this counter.

12.4 SIGNAGE / APPEARANCE OF CUSTOMER SERVICE COUNTER : AIRSIDE

PLM ★

There is no airside customer service counter.



12.5 STAFF SERVICE AT CUSTOMER SERVICE COUNTER : LANDSIDE

PLM ★

During the Audit, the landside Customer Service counter did not have any staff to offer assistance!

12.6 STAFF SERVICE AT CUSTOMER SERVICE COUNTER : AIRSIDE

PLM ★

There is no airside customer service counter.

12.5 STAFF LANGUAGE SKILLS AT CUSTOMER SERVICE COUNTER : LANDSIDE

PLM

We cannot comment on staff language skills because the landside Customer Service counter did not have staff to offer assistance.

12.6 STAFF LANGUAGE SKILLS AT CUSTOMER SERVICE COUNTER : AIRSIDE

PLM ★

There is no airside customer service counter.

TOURIST INFORMATION SERVICES

12.7 TOURIST INFORMATION COUNTERS : LOCATION

PLM ★ ★

In the arrival hall there are counters for Princess, The Jakarta Diara Palembang, The Arista, Novotel, Taxi, Hotel Aryaduta, Hotel Swarna Dwipa, Hotel Sandiaia, Swiss - belim

There is no "separate" Help or Tourist Information counters available.



12.8 TOURIST INFORMATION COUNTERS : PRESENTATION

PLM ★★ ★

The presentation of the hotel and taxi information counters is satisfactory, but we did note that there is no central "corporate" theme applied to the counter facade. This means that they can look rather scrappy and we would expect to see a single standard of signage size and presentation format being used.

This is very much a situation where standards need to be "tidied" up.

12.9 TOURIST INFORMATION COUNTERS : STAFF LANGUAGE SKILLS

PLM ★★ ★★ ★

The staff language skills for these information counters was noted to be satisfactory and no change is needed.

12.10 TOURIST INFORMATION COUNTERS : STAFF ATTITUDE / FRIENDLINESS

PLM ★★ ★★

The staff attitude and friendliness was noted to be satisfactory.

These front-line staff need to be skilled at general customer service techniques and to have the necessary skills in terms of customer handling, how to interact with customers and conduct themselves with some basic levels of conversation – this is an area where we see a need for some small changes and improvement.

12.11 TOURIST INFORMATION COUNTERS : LOCAL KNOWLEDGE & EXPERTISE

PLM ★★ ★★ ★

Amongst the counter staff that we spoke to, we found that most have a good knowledge of the local area and attractions.



FOOD & BEVERAGES

LANDSIDE - DEPARTURES + ARRIVALS

13.1 RESTAURANTS : LOCATION & EASE OF ACCESS

PLM ★★★★★

The location and access to restaurants located landside at PLM was satisfactory, with all the available options clearly visible to customers.

13.2 RESTAURANTS : VARIETY / ETHNIC & INTERNATIONAL

PLM ★★★★★

There is a good variety of food choices, and offering a good variety that should appeal to most passengers - and of course most passengers using these restaurants are Indonesian.

13.3 RESTAURANTS : CLEANLINESS & PRESENTATION

PLM ★★★★★

The cleanliness and presentation of the landside restaurant and snack facilities was generally good, and does not require any change.

13.4 RESTAURANTS : SEATING CAPACITY

PLM ★★★★★

The seating capacity of the landside restaurants was satisfactory, and no change is needed.

13.5 RESTAURANTS : PRICES CHARGED

PLM ★★★★★

The prices in the different restaurants are suited to the local Indonesian economy and were found to be competitive for an airport facility, and no change is needed.

13.6 RESTAURANTS : CURRENCY ACCEPTANCE

PLM ★★★★★

The currency acceptance in the different restaurants is limited to Indonesian Rupiah and in some cases for payment using credit and debit cards. We do not see any need for changes to the existing policy for these landside food and beverage outlets.

13.7 RESTAURANTS : FOOD QUALITY STANDARDS

PLM ★★★★★

The quality of food served in the different restaurants located landside at PLM found to be good, with the variety of dishes suiting both Indonesian and Western tastes.

13.8 RESTAURANTS : ACCESS WITH TROLLEYS, PUSHCHAIRS ETC

PLM ★★★★★

Access to restaurants with trolleys, pushchairs etc was satisfactory for most of the food and beverage outlets and no change is required.

13.9 RESTAURANTS : STAFF SERVICE

PLM ★★★★★

The restaurant staff service for the different food outlets was noted to be good. We did find some staff language skills for English to be slightly inconsistent but overall delivering to a good standard.

13.10 FAST FOOD / SNACK / SELF-SERVE : AVAILABLE OPTIONS

PLM ★★★★★

There is a fast food outlet (CFC) located at Level 2 landside, and this was noted to be supplying a good standard.

13.11 FAST FOOD / SNACK / SELF-SERVE : FOOD QUALITY STANDARDS

PLM ★★★★★

The quality of food served at the fast food and snack outlets was most satisfactory, and no change is needed.

13.12 FAST FOOD / SNACK / SELF-SERVE : PRICES CHARGED

PLM ★★★★★

The prices charged at the fast food restaurant outlet was satisfactory for an airport environment, and no change is needed.

13.13 FAST FOOD / SNACK / SELF-SERVE : CURRENCY ACCEPTANCE

PLM ★★★★★

Indonesian Rupiah is the only currency accepted, with credit and debit card payments, and no changes are required.

13.14 FAST FOOD / SNACK / SELF-SERVE : STAFF SERVICE STANDARDS

PLM ★★★★★

The staff service standards at the fast food outlet was noted to be very good, and no change is needed.

13.15 COFFEE /SNACK BARS: AVAILABLE OPTIONS

PLM ★★★

There are no coffee shop outlets landside at PLM, but the snack food outlets for Indonesian food are noted to offer a reasonable standard.

13.16 COFFEE /SNACK BARS: PRICES CHARGED

PLM ★★★★★

The food and beverage prices are well ranked for these landside outlets at PLM.

13.17 COFFEE SHOPS: CURRENCY ACCEPTANCE

PLM ★★★★★

Indonesian Rupiah is the currency accepted and no changes are needed.

13.18 COFFEE SHOPS: STAFF SERVICE STANDARDS

PLM ★★★★★

The standards of staff service in the different snack food outlets were noted to be good, and no change is needed.



AIRSIDE - DEPARTURES

13.19 RESTAURANTS/SNACK FOOD OUTLETS : LOCATION & EASE OF ACCESS

PLM ★★★★★

The location and customer access to airside food and beverage outlets is meeting a good standard and does not require any change.

13.20 RESTAURANTS : VARIETY / ETHNIC & INTERNATIONAL

PLM ★★★★★

There is a good variety of food choices located in the Domestic airside departure areas, and this delivers to a good standard for this airport.

13.21 RESTAURANTS : CLEANLINESS & PRESENTATION

PLM ★★★★★

The cleanliness of the restaurants /snack bar outlets located in this domestic airside lounge is satisfactory, and is delivering to a high standard of cleanliness.

13.22 RESTAURANTS : SEATING CAPACITY

PLM ★★★★★

The seating capacity of the food and beverage outlets / restaurants is good, and no change is necessary at this time.

13.23 RESTAURANTS : PRICES CHARGED

PLM ★★★★★

The prices being charged in the airside food and beverage outlets / restaurants is most satisfactory for local and international passengers, and compares well against other airports.

13.24 RESTAURANTS : CURRENCY ACCEPTANCE

PLM ★★★★★

Indonesian Rupiah is the currency accepted and no changes are needed, with debit and credit card acceptance.

13.25 RESTAURANTS : FOOD QUALITY STANDARDS

PLM ★★★★★

The food quality standards in the different airside food and beverage outlets and restaurants was noted to be very satisfactory where tested, and no change is needed.

13.26 RESTAURANTS : ACCESS WITH BAG TROLLEYS, PUSHCHAIRS ETC

PLM ★★★★★

Access to the airside restaurants, coffee shops and other food outlets with bag trolleys, pushchairs etc is noted to be good, and passengers should not experience any problems in using these facilities.

13.27 RESTAURANTS : STAFF SERVICE

PLM ★★★★★

The standards of the staff service in airside restaurants is at a good international standard, and compares well against staff service quality levels at other airports.

13.28 FAST FOOD / SNACK / SELF-SERVE : AVAILABLE OPTIONS

PLM ★★★★★

The fast food and snack options available airside inside this domestic airside departure lounge is at a most satisfactory standard.



13.29 FAST FOOD / SNACK / SELF-SERVE : FOOD QUALITY STANDARDS

PLM ★★★★★

The quality standards for the fast food and snacks in these airside outlets is satisfactory, and no change is needed.

13.30 FAST FOOD / SNACK / SELF-SERVE : PRICES CHARGED

PLM ★★★★★

The prices charged in airside fast food and snack outlets are good and very competitive.

13.31 FAST FOOD / SNACK / SELF-SERVE : CURRENCY ACCEPTANCE

PLM ★★★★★

Indonesian Rupiah is the currency accepted and no changes are needed, with debit and credit card acceptance.

13.32 FAST FOOD / SNACK / SELF-SERVE : STAFF SERVICE STANDARDS

PLM ★★★★★

The staff service at the outlets tested during this audit were noted to be satisfactory, and does not require change at this time.

13.33 COFFEE SHOPS : AVAILABLE OPTIONS

PLM ★★★★★

The Starbucks coffee shop quality standards were noted to be most satisfactory and delivering to a world-class benchmark level.



13.34 COFFEE SHOPS: PRICES CHARGED

PLM ★★★★★

The prices charged in Starbucks coffee shop is satisfactory and competitive, and no change needed.

13.35 COFFEE SHOPS: CURRENCY ACCEPTANCE

PLM ★★★★★

Indonesian Rupiah is the currency accepted and no changes are needed, with debit and credit card acceptance.

13.36 COFFEE SHOPS: STAFF SERVICE STANDARDS

PLM ★★★★★

The staff service in Starbucks coffee shop was noted to be excellent, and no change is needed.



RETAIL FACILITIES

SHOPPING FACILITIES - LANDSIDE

14.1 VISUAL APPEAL OF SHOPPING AREAS

PLM ★★★★★

The visual appearance of the landside shop areas at Level 2 is good, and this is meeting the expected Quality levels for an airport the size of PLM.

14.2 VARIETY / SELECTION OF SHOP TYPES

PLM ★★★★★

The selection of shops available landside at Level 2 is good, and no changes are seen as necessary.

14.3 LAYOUT OF SHOPS IN LANDSIDE AREA

PLM ★★★★★

The layout of shops landside at Level 2 is noted to be good and no changes are required.

14.4 ACCESS TO SHOPS (EG WITH TROLLEY, PUSHCHAIR)

PLM ★★★★★

The access to these shops landside at Level 2 with trolleys, pushchairs etc is noted to be very satisfactory, and no change is needed.

14.5 CURRENCY / CREDIT CARD ACCEPTANCE

PLM ★★★★★

Shops across both of these passenger terminals accept many debit / credit cards, together with Indonesian Rupiah, and these standards do not require change.

14.6 OPENING HOURS (VERSUS FLIGHT OPERATION TIMES)

PLM ★★★★★

The opening times of shops located both airside and landside is noted to be satisfactory and is appropriate to the flight departure times.

14.7 STAFF SERVICE ASSISTANCE

PLM ★★★★★

The staff service assistance in the shop outlets was noted to be good for landside shop facilities, with a good quality of efficiency and staff courtesy.

14.8 STAFF SERVICE ATTITUDE & FRIENDLINESS

PLM ★★★★★★

We found the staff service attitude and friendliness is at a consistent and generally good standard across the different shops, and this compares well against staff service at other airports in Asia.

14.9 STAFF LANGUAGE SKILLS

PLM ★★★★★

The staff language skills are satisfactory for the landside shopping outlets, with most staff able to converse in English and of course Bahasa.

SHOPPING FACILITIES - AIRSIDE

15.1 VISUAL APPEAL OF SHOPPING AREAS

PLM ★★★★★

The visual appearance of airside shopping is satisfactory, and this will improve further with the new retailing area being constructed as part of the extension to the terminal building.

15.2 VARIETY / SELECTION OF SHOP TYPES

PLM ★★★★★

The selection of shops airside domestic is satisfactory, and does not require any change at this time.

For international departures there is no small kiosk of duty free items offered, and this is something we would expect to be installed next to the international boarding gates.

15.3 SELECTION OF INTERNATIONAL LABEL RETAIL OUTLETS

PLM ★★★★★

The selection of International brand labels is limited, but we do not regard this as an item where PLM needs to make any change, having regard to the passenger numbers and traveller type.

15.4 SOUVENIR / REGIONAL HANDICRAFT SHOPPING

PLM ★★★★★

The standard and availability of souvenir and Indonesian handicraft shopping is very good, and this does not need any change.

15.5 COMPETITIVENESS OF RETAIL PRICES

PLM ★★★★★

The product prices for the shopping outlets was noted to be good and very competitive, and compare well against other Asian airports.

15.6 LAYOUT OF SHOPS IN AIRSIDE AREA

PLM ★★★★★

The layout of shops airside is satisfactory, and this does not require change.

15.7 EASE OF ACCESS TO SHOPS (EG WITH TROLLEY, PUSHCHAIR)

PLM ★★★★★

The shopping outlets are accessible to passengers with trolleys, pushchairs etc, and this does not require any change.

15.8 CREDIT CARD ACCEPTANCE

PLM ★★★★★

Many shops at PLM Airport accept major credit cards and debit cards, together with shops accepting Indonesian Rupiah.

15.9 OPENING HOURS (VERSUS FLIGHT OPERATION TIMES)

PLM ★★★★★

The opening times of shops is noted to be satisfactory and is appropriate to flight departure times.



15.10 STAFF SERVICE ASSISTANCE

PLM ★★★★★

The quality of staff service in these airside shops was noted to be very good, and does not require any change.

15.11 STAFF SERVICE ATTITUDE & FRIENDLINESS

PLM ★★★★★

We found the quality and standard of staff service attitude and friendliness to be ranked at a good standard for these shopping facilities.

15.12 STAFF LANGUAGE SKILLS

PLM ★★★★★

The staff language skills are good for the Airside shopping outlets, with staff able to converse in English and Bahasa.



PASSENGER TRANSIT SYSTEMS



16.1 SIGNAGE & DIRECTIONS TO TRANSIT COUNTERS ON ARRIVAL

PLM

There is no dedicated Transfer system or Transfer counter arrangements here at PLM Airport.

16.2 DISTANCE TO TRANSIT COUNTERS / EASE OF ACCESS

PLM

There is no dedicated Transfer system or Transfer counter arrangements here at PLM Airport.

16.3 QUEUING SYSTEM AT TRANSIT COUNTERS

PLM

There is no dedicated Transfer system or Transfer counter arrangements here at PLM Airport.

16.4 QUEUING TIMES AT TRANSIT COUNTERS

PLM

There is no dedicated Transfer system or Transfer counter arrangements here at PLM Airport.

16.5 EFFICIENCY OF SECURITY SCREENING FOR TRANSIT PASSENGERS

PLM

There is no dedicated Transfer system or Transfer counter arrangements here at PLM Airport.

16.6 QUEUING TIMES FOR SECURITY SCREENING TRANSIT PASSENGERS

PLM

There is no dedicated Transfer system or Transfer counter arrangements here at PLM Airport.

16.7 EASE OF TRANSFERRING TERMINAL TO TERMINAL

PLM

There is no dedicated Transfer system or Transfer counter arrangements here at PLM Airport.

16.8 TERMINAL TRANSFER - RAIL / BUS / WALKWAY

PLM

There is no dedicated Transfer system or Transfer counter arrangements here at PLM Airport.

16.9 TRANSFER TIMES BETWEEN TERMINALS

PLM

There is no dedicated Transfer system or Transfer counter arrangements here at PLM Airport.

16.10 DOMESTIC TO DOMESTIC TRANSFERS

PLM ★★★★★

The ease of domestic-to-domestic transfers here at PLM is generally good and it is a quick process for passengers to exit the arrivals area and walk around to the check in area.

16.11 INTERNATIONAL TO DOMESTIC TRANSFERS

PLM ★★★★★

The ease of international-to-domestic transfers here at PLM is generally good and it is a quick process for passengers to exit the arrivals area and walk around to the check in area.



TERMINAL HOTEL, DAYROOMS ETC



AIRPORT / DOWNTOWN HOTEL SERVICES

17.1 LOCATION / VISIBILITY OF HOTEL COUNTERS

PLM ★★★★★

The location and visibility of hotel counters is good in the arrival hall area for Domestic flights.

17.2 STAFF SERVICE AT HOTEL COUNTER

PLM ★★★★★

The staff service at the hotel counters was noted to be satisfactory, and staff were polite and courteous with good efficiency.

17.3 STAFF LANGUAGE SKILLS

PLM ★★★★★

Staff language skills at the hotel counters were found to be good in both Bahasa and English language abilities.

17.4 FREEFONE HOTEL LINKS

PLM

There were no direct hotel phone links available and this does not require change.

17.5 HOTEL ADVERTISING AROUND TERMINAL AREA

PLM ★★★

The hotel advertising around the airport is slightly restricted, and we would expect to see this associated travel product being better promoted within the airport.



17.6 HOTEL SHUTTLE / TRANSPORTATION OPTIONS

PLM

There is no organised hotel shuttle services offered here at PLM, but we do not consider this to be a required area of product or change.

TERMINAL HOTEL / DAYROOMS

PLM

There is no terminal hotel / dayrooms provided and we do not consider this to be a required area of product.



BAGGAGE CARTS / BAG TROLLEYS

BAGGAGE TROLLEYS

18.1 BAGGAGE CART AVAILABILITY : DROP-OFF ZONE / NEAR CHECK-IN

PLM ★★★★★

The availability of baggage carts in the passenger drop-off zone and close to the check-in area was noted to be good.

18.2 BAGGAGE CART AVAILABILITY : ARRIVALS AREA / BAGGAGE HALL

PLM ★★★★★

The availability of baggage carts in the arrival area and baggage hall was excellent, and meets Best Practice standard.

18.3 BAGGAGE CART CONDITION & EASE OF USE

PLM ★★★★★

The condition of baggage carts available around PLM airport was noted to be generally good, and no changes are required.

18.4 BAG TROLLEY : AVAILABILITY IN AIRSIDE DEPARTURE HALL

PLM

Baggage trolleys are not available in the airside departure hall, but this is not necessary in an airport of this size and no changes are required.

18.5 ADVERTISING ON BAGGAGE CARTS / TROLLEYS

PLM ★★★

This is satisfactory with some advertising on some of the baggage trolleys.

BAGGAGE / LEFT LUGGAGE SERVICES : LANDSIDE / AIRSIDE

18.6 LEFT LUGGAGE FACILITIES : LOCATION

PLM ★

There is no left luggage facility at this Terminal and whilst we note that the demand for this might be quite low, we consider that PLM should offer a small left-luggage counter area.

This would be located just outside the arrivals hall on the landside.

18.7 LEFT LUGGAGE FACILITIES : DIRECTIONS / SIGNAGE

PLM

No facility is presently provided at PLM Airport.

18.8 LEFT LUGGAGE FACILITIES : PRICES

PLM

No facility is presently provided at PLM Airport.

18.9 BAGGAGE WRAPPING SERVICE (DEPARTURES)

PLM ★★★★★

The baggage wrapping services are available in the Check-in hall, and these were noted to be excellent.

We believe that the prices for the Wrapping service should be clearly displayed at each of these wrapping units.



**LEISURE FACILITIES,
DISABLED PASSENGER FACILITIES,
SELF-SERVICE OPTIONS,
PRAYER ROOMS**

LEISURE FACILITIES

19.1 GYM / SWIMMING POOL

PLM

This is not a necessary or applicable item for this airport.

19.2 HAIRDRESSER

PLM

This is not a necessary or applicable item for this airport.

19.3 DRY CLEANER / LAUNDRETTE

PLM

This is not a necessary or applicable item for this airport.

19.4 CINEMA / ENTERTAINMENT ZONE

PLM

This is not a necessary or applicable item for this airport.

19.5 TV LOCATIONS AROUND TERMINAL AREAS

PLM



The number of TV sets located around the terminal areas is good, and is a well-rated feature of service.

19.6 SELECTION OF TV PROGRAMMING SHOWN

PLM ★★★★★

The selection of TV programming was noted to be suitable and satisfactory, and does not require any change.

19.7 NOISE INTRUSION FROM PUBLIC TV FACILITIES

PLM ★★★★★

The noise intrusion from TV sets located around different terminal areas was not a problem during the airport audit, and is not an area for any change.

19.8 CHILDREN'S PLAY AREA / FACILITIES

PLM ★★

There is no children's play facility in this terminal, and we believe that this is a small area of change.

In the main Airside departure lounge, we would suggest a small 5 metre by 3 metre area of floor space is allocated for an area for children's toys, play mats etc. This does not need to be staffed.

19.9 STAFFED NURSERY AREA

PLM

There is no staffed nursery area but this is not required. We suggest that a small children's play area is provided, in line with our earlier recommendation.

19.10 MEDICAL / FIRST AID FACILITIES

PLM ★

There is no dedicated medical centre facilities available to passengers.



DISABLED PASSENGER AMENITIES

19.11 LOCATION & AVAILABILITY OF DISABLED WASHROOMS

PLM ★★☆☆

The location and availability of disabled washrooms in the landside section is satisfactory, and for the airside there are 2 disabled toilets.

19.12 STAFF ASSISTANCE FOR DISABLED PASSENGERS

PLM ★★★★★

We would expect disabled passengers to be able to request special assistance with wheelchairs etc from PLM Airport staff.

19.13 RAMPS, GENERAL ACCESS TO FACILITIES

PLM ★★★★★

The access to facilities for disabled passengers is satisfactory when assessed across the entire airport, and no specific changes are needed.

SELF-SERVE OPTIONS

19.14 FOOD & BEVERAGE VENDING MACHINES

PLM ★★★

There are no self-service vending machines available, airside or landside. This is not required for the domestic departure hall airside, but in the International airside waiting room we would recommend that a beverage vending machine is installed.



19.15 HOT / COLD WATER MACHINES

PLM ★★ ★

There are no cold water dispensers available, airside or landside. This is not seen as a necessary item for change at this time.

19.16 GAMING OPTIONS / VIDEO ARCADE

PLM

There were no video gaming options in the airport, but this is not an item for any change.

19.17 ACCESS TO POWER POINTS / RECHARGING OPTIONS

PLM ★★

This is a poor item for PLM and there is no proper availability of power supply sockets located around the airport, for customers to charge their mobile phones, use laptops etc.

Both landside and airside this is a very poor product feature, and an area where we consider PLM must look at the infrastructure of the building to try and achieve some change and improvement.

Whilst the structural part of the floors and wall does not enable easy change, it should be possible for PLM to look at the option of installing some mobile power stands. This would require approx 4 power stands to be located in the airside departure hall, and possibly 1 in the landside Level 2 shopping area, and a further power stand in the International airside boarding gate area.

19.18 PHONE / IPOD CHARGING STATIONS

PLM ★★

This is highlighted above in 19.17 and is a poor product feature at PLM airport. With the high number of Indonesian customers all with iPhones etc, this is a product facility that is now a total necessity for any airport to offer customers.



PRAYER ROOMS - AIRSIDE DEPARTURES

19.19 DIRECTIONS & SIGNAGE

PLM ★★★★★

The availability of prayer rooms is good for the domestic Airside departure area and no change is required.

19.20 CLEANLINESS & PRESENTATION

PLM ★★★★★

The cleanliness of prayer rooms was noted to be satisfactory and no changed is needed.



MOVING AROUND THE AIRPORT

MOVING AROUND THE AIRPORT

21.1 STANDARD OF TERMINAL DIRECTION SIGNS

PLM ★★★★★

The standard of direction signs around PLM Airport is noted to be at a good standard, but with the condition that we see some areas of change and improvement.

We believe the signage and branding for customer service counters is not sufficiently developed, and there is no strong corporate or branding theme applied. PLM Airport can create a brighter and more recognisable uniform for customer service staff and service ambassadors who patrol the passenger terminal areas to offer assistance and service.

21.2 STANDARD OF SIGNAGE BETWEEN DIFFERENT FLOOR LEVELS

PLM ★★★★★

The standard of signage between the different floor levels is good, and this is not an area for any change at this time.

21.3 WALKING DISTANCES - ON ARRIVAL

PLM ★★★★★

The walking distances for passenger arrivals into both Domestic and International arrival gates are good, and we do not see any need for change to this 5-Star standard.

21.4 WALKING DISTANCES - ON DEPARTURE

PLM ★★★★★

The departure walking distances for both Domestic and International departure gates is excellent, and we do not see any need for change to this 5-Star standard.

21.5 SIGNPOSTING TO KEY AIRPORT AMENITIES

PLM ★★★★★

The signposting for the principle airport amenities "inside" the terminal is at a good standard.

We have suggested that the Airline Lounges could have a better signposting in the airside departure lounge, and also the Toilet facilities in the departure lounge are also not well signposted.

21.6 SIGNPOSTING TO BOARDING GATE AREAS

PLM ★★★★★

The signposting for the boarding gates is excellent, and no change is needed.

21.7 AVAILABILITY & UTILITY OF TRAVELATORS

PLM

There are no travelators (moving walkways) at this airport, and this is not an item for any change with the terminal offering a compact and passenger friendly layout.

21.8 AVAILABILITY & UTILITY OF ESCALATORS

PLM ★★★★★

The availability of escalators is good and no changes in the main terminal are needed. If the new commercial area landside on Level 3 is to be opened up with the renovation works, then we would expect to see a further escalator being provided.

21.9 AVAILABILITY & UTILITY OF ELEVATORS

PLM ★★★★★

The availability and utility of elevators is good for elderly and disabled passengers, and no change is required.

21.10 PASSENGER FLOW - ARRIVALS

PLM ★★★★★

The directional flow / ease of movement for arriving passengers is at a good standard, and passengers are able to move easily and efficiently through the procedures.

The signage and general "wayfinding" for arrival customers does not require any change and we note the improvements planned for November 2013.

21.11 PASSENGER FLOW - DEPARTURES

PLM ★★★★★★

Standards are well ranked for the directional flow / ease of movement of passengers for departures, and this meets a good quality standard.



CHECK-IN / AIRLINE LOUNGES



22.1 EXTERNAL TERMINAL SIGNAGE FOR CHECK-IN ZONES

PLM ★★☆☆

The external terminal signage for Domestic and International check in is satisfactory, but we consider that the Airline branding on the outside of the terminal building could be improved, and a more prominent Airline logo display provided outside the entrance doors.

The present Black/Yellow direction signage to check in zone is satisfactory and the attention is needed for the airline signage.

22.2 CURBSIDE CHECK-IN / AIRLINE GREETING FACILITIES

PLM

There are no curbside check-in facilities at this airport, and this is not an item that is required at PLM.

The new Premium Check in facility will deliver a considerable Quality improvement.

22.3 DIRECTION SIGNAGE : INSIDE TERMINAL TO CHECK-IN ZONES

PLM ★★★★★

The signage inside the terminals for the check-in zones is excellent, and no change is needed.

22.4 SIZE / CLARITY OF SIGNAGE FOR CHECK-IN ZONES

PLM ★★☆☆

The size and total clarity and display of signage for the check-in zones is clear, and airline staff are available to direct customers.

The overhead Display screen above each check in counter does not offer the correct display size for the different airline logos and brands, and this requires some change.

22.5 EASE OF LOCATING SPECIFIC CHECK-IN ZONE

PLM ★★★★★

It is easy for passengers to locate the required check-in area in the terminal, and this is not a problem that requires any change.

22.6 WIDTH / SPACE AROUND CHECK-IN AISLES

PLM ★★★★★

The width and space around the check-in aisles is most satisfactory, and the queue management systems operate to an efficient level.

22.7 PASSENGER CROWDING AROUND CHECK-IN AREAS

PLM ★★★★★

Passenger crowding around the check-in areas was not seen to be a problem in PLM, although at times of flight cancellations and delays, there will be some crowding around the check-in area that cannot be avoided.

22.8 EASE OF ACCESS TO CHECK-IN ZONE WITH BAGGAGE CARTS

PLM ★★★★★

Clear access to the check-in zones is available, and is not an item for change. The service to remove used / empty baggage trolleys appears to be most efficient.

22.9 APPEARANCE / STANDARD OF CHECK-IN COUNTERS

PLM ★★★★★

The appearance of the check-in counters is good and a reasonably modern appearance is portrayed.



22.10 BRANDING / LOGO IMAGE PROVIDED FOR AIRLINES AT CHECK-IN

PLM ★★ ★

The size of branding on the overhead TV screens at the check-in counters is adequate, we believe that PLM should improve the display screens above each check-in counter to provide a larger image/logo for display of each airline brand – at present the airline logo/name is very small.

22.11 SEATING AREAS AT OR NEAR TO CHECK-IN

PLM ★★ ★

The amount of seating around the check-in area IS an item that could be improved, with the amount of available seating being very restricted and too limited.

There is seating for about 30 customers located at the back of the check in hall, and this is used the majority of the time. There is plenty of available space in this check in hall to add seating for another 40-50 customers and this is now required to improve quality rating.

22.12 AMBIENCE / DECORATION / LIGHTING OF CHECK-IN HALL

PLM ★★ ★★ ★

The general appearance is good in this check in hall, but there are some improvements required to bring this up to a 5 Star standard.

- The painted white canopy area over the check in counters requires cleaning and painting
- The lighting during evening / hours of darkness is quite dim and we noted that not all ceiling lights are working and this needs some improvement.

22.13 DIRECTION SIGNAGE : FROM CHECK-IN TO DEPARTURES

PLM ★★ ★★ ★★

The directional signage from check-in to departures is clear and most satisfactory.

The PSC payment counter is clearly visible by the exit of the check in hall, and the elevator for the access to the upper floor is satisfactory.

22.14 DIRECTION SIGNAGE TO AIRLINE LOUNGES

PLM ★★ ★

There is no signage to the different airline lounges once customers have cleared through Security, and this is something that we believe could be improved.

The pillars in this airside lounge area could integrate some clear signs to show customers which direction to follow for the Garuda, Eljohn lounges etc.

22.15 EASE OF LOCATING AIRLINE LOUNGES

PLM ★★ ★★ ★

The airline lounges are fairly easy to locate, but this is an item where we consider that some directional signposting in the airside lounge could be introduced.

22.16 LOUNGE DISTANCE FROM BOARDING GATES

PLM ★★ ★★ ★

The airline lounges are all close to the boarding gates, and no changes are required.

We note that a new Premium check-in / lounge area will be introduced in November 2013 at PLM, although we do not know how customers will be transported to the aircraft boarding?

22.17 LOUNGE LOCATION WITHIN DEPARTURE LOUNGE

PLM ★★ ★★ ★

The location of the lounges in the departures area is most satisfactory, and customers have easy access to the retail outlets, airport amenities and food and beverage facilities.

22.18 AIRLINE BRANDING OUTSIDE LOUNGE ENTRANCE

PLM ★★★★★

The airline branding located outside the lounges is at a satisfactory standard, and this is not an area for early improvement.

22.19 SPACE ALLOCATED TO AIRLINE LOUNGES

PLM ★★★★★

The total amount of space allocated for the airline lounges was noted to be good at the present time, with new International CIP lounge space to be added in November 2013.