

## 关于下发北京中转休息室停用的业务提示

### Business Tips on the Cancellation of the Beijing Transit Lounge Service

<b>通告内容</b> CONTENT	<p>海航地服北京分公司：</p> <p>根据海南航空运营及运行规划，拟于 2019 年 10 月 25 日起退租北京 T1 航站楼中转休息室，不再提供中转休息室服务。特拟定本业务提示。</p> <p><b>1 各业务部门工作职责</b></p> <p>1.1 航站管理部</p> <p>发布服务变更业务提示，修订《地面服务手册》北京中转站服务标准并同步修改官网北京中转内容。</p> <p>1.2 商务委员会</p> <p>1.2.1. 请将本提示宣贯至境内外所有销售渠道，提前告知旅客我司将停止北京航站楼中转休息服务；</p> <p>1.2.2 清查梳理所有市场渠道发布的与北京 T1 航站楼中转休息室相关的境内、外产品，取消全部该休息室描述并撤下所有实体性相关品宣物品。</p> <p>1.2.3 提示与我司签有联运协议的航司，若有关北京中转休息室的产品描述，请尽快修改。</p>
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### 1.3 客舱管理部

1.3.1 清查、梳理机上宣传产品、娱乐系统及广播词，取消及撤下涉及北京 T1 中转休息室的服务内容；

1.3.2 传达本业务提示至乘务员知晓我司服务变更内容，并在旅客询问时提供解释口径。

### 1.4 海航地服北京分公司

1.4.1 清查并撤下地面保障涉及 T1 航站楼中转休息室的宣传产品，包括但不限于中转指南，墙面广告等；

1.4.2 传达本业务提示至地面服务人员知晓我司服务变更内容，并在旅客询问时提供解释口径。

## 2 对旅客解释口径

若旅客询问中休息服务时，建议解释口径为：旅客您好，北京 T1 航站楼中转休息室将（已）于 2019 年 10 月 25 日起关闭，请您合理安排您的出行，若因此为您带来不便，我们深表歉意。

## 3 其他注意事项

非北京站点的地面服务人员，如旅客问询北京 T1 航站楼中转休息室，须按给定口径向旅客解释。

海航航空集团有限公司航站管理部

地面服务管理中心

2019 年 10 月 16 日

HNA Aviation Ground Service Beijing Branch:

According to Hainan Airlines' operation plan, it is planned to close the Beijing T1 terminal transit lounge from October 25, 2019, and no longer provide transit lounge service. Now issuing the business tips.

## **1 Job responsibilities of each business unit**

### **1.1 Station Management Department**

Issuing service change business tips, revise the "Ground Service Manual" Beijing transit station service standard and simultaneously modify the official website Beijing transit content.

### **1.2 Commerce Committee**

1.2.1. Please forward to all sales channels, and inform passengers in advance that our company will close the transit lounge in Terminal 1.

1.2.2 Investigate the domestic and foreign products related to the transit lounge of Beijing T1 Terminal issued by all the commercial commissions and market channels, cancel all the descriptions of the lounge and remove all the items related to the products.

1.2.3 If the description of the product of the Beijing transit Lounge exists in cooperative airline, please inform them delete it as soon as possible.

### **1.3 In-flight Management Department**

1.3.1 Inspect and sort out the products, entertainment systems and broadcast words on the cabin, cancel and remove the service contents related to the Beijing T1 transit lounge;

1.3.2 Forward this business tips to the cabin crew to know the changes of our service and provide explanations when the passenger asks.

### **1.4 HNA Aviation Ground Service Beijing Branch**

1.4.1 Inspect and remove the ground protection products related to the transit lounge of the T1 terminal, including but not limited to transit guides, wall advertisements, etc.;

1.4.2 Forward this business tips to the ground service personnel to know the changes of our service and provide explanations when the passenger asks.

## **2 explain the caliber to the passenger**

If the passenger asks for the service, it is recommended to explain the calibre: Hello passengers, Beijing T1 terminal transit lounge will be closed on October 25, 2019. Please arrange your travel reasonably. We apologize for the inconvenience.

## **3 Other considerations**

Ground service personnel at non-Beijing sites, such as passengers, inquiring about the Beijing T1 terminal transit

lounge, must be explained by the given caliber.

HNA Aviation Station Management Department  
Ground Service Management Center  
October. 16<sup>th</sup>