T4 Check in transaction times

We are monitoring the time it takes to check in at economy desks only

Each Interviewer should be able to monitor two economy adjacent desks at one time (do not count a desk where they check in business and economy together or where they are doing web check in/bag drop)

- Start the clock as soon as the passengers is present at the desk

- Stop the clock when the passenger(s) walks away from the desk

- Count babies as passengers but please make a note of when this happens and put the details on your shift report (transaction time and flight number)

- Only count baggage that goes down the belt. We do not count baby buggy's golf bags, sports or music equipment that goes on the out of gauge

- Only spend an hour max on the same airline and if we can move desks every 15 minutes so we get a variety of check in agents

- If only one desk is open, you can stay up to an hour

- This does not have to be continuous, but we would like you to go for separate break times