

### Company background (HAGSL)

Hong Kong Aviation Ground Services Limited (HAGSL) started operation in 2014 to provide ground handling services (self-handling and third party handling) at Hong Kong International Airport. HAGSL is a wholly-owned subsidiary of Hong Kong Airlines.

公司背景（HAGSL）

香港航空地面服務有限公司 (HAGSL) 是香港航空的全資附屬公司，並於 2014 年開始運作。主要於香港國際機場提供地勤代理服務。(包括香港航空及其他外資航空)

### Our core value

- Energetic
- Flexible
- Reliable

### Our Service Approach (PEOPLE)

- Passion to deliver
- Extra to give
- Options to offer
- Promise to fulfill
- Lasting impression to create
- Emotional quotient to serve

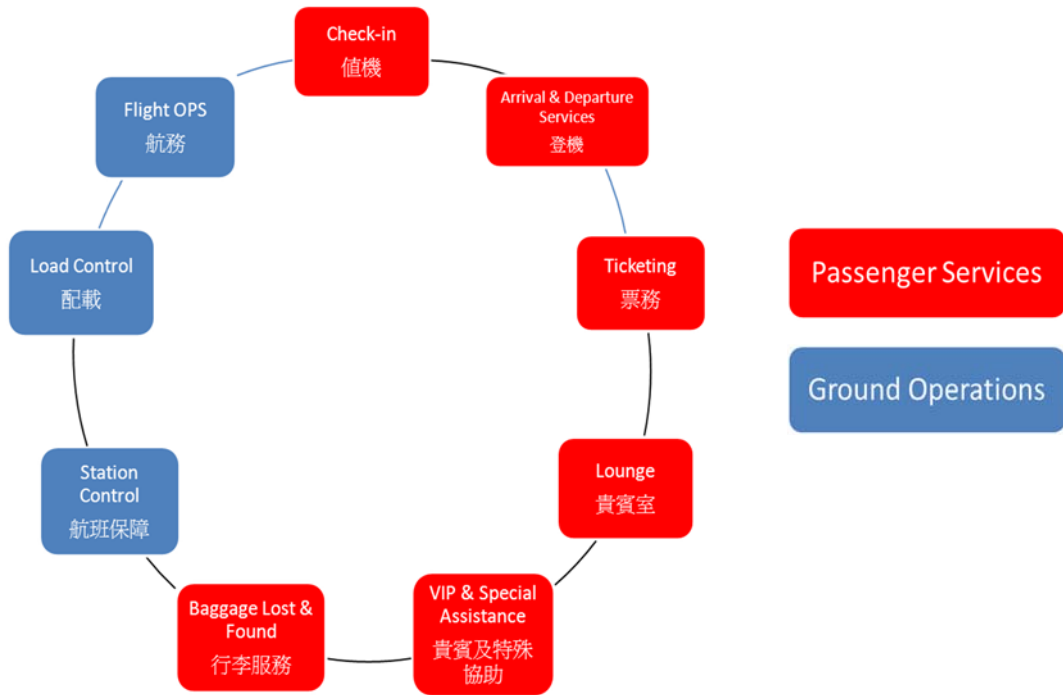
### 我們的核心價值

- 活力
- 靈活
- 可靠

### 我們的服務精神（PEOPLE）

- 熱情待客
- 多走一步
- 提供選擇
- 履行承諾
- 難忘印象
- 高度情商

## Our Services Scope (服務範疇)



## **Passenger Services**

We Serve with PEOPLE

We offer professional check-in services at Hong Kong International Airport (HKIA), Ferry Terminal (FTO) and In Town Check Stations (ITCH & ITCK). Passengers can also locate our agents at our Information Counter, Airlines Services Desk (outbound passengers) and Transfer Desk (Inbound passengers) for information enquires or assistance.

We also have an experienced VIP team for passengers who require special assistance, including elderly, unaccompanied minors and passenger with reduced mobility (PRMs) to ensure their needs are catered. For more information, please visit our VIP Meet & Greets Services page.

### **旅客服務**

我們為顧客提供之服務

我們在香港國際機場（HKIA），海天碼頭（FTO），機場快線香港站及九龍站（ITCH & ITCK）為旅客提供專業周到的登機手續辦理服務。旅客如欲查詢航班及其他有關航空公司資訊，亦可到我們的資訊櫃檯、航空公司服務櫃檯（離港旅客）、轉機櫃檯（抵港旅客）取得最新資訊。

另外，我們擁有經驗豐富的貴賓服務團隊向有需要協助的旅客提供特殊協助服務，對象包括長者，獨行兒童和行動不便（PRMs）的乘客，以確保能照顧所有乘客的需要。查詢更多有關貴賓服務的資訊，歡迎瀏覽我們貴賓服務的專頁。

## **Baggage Services**

We Promise with PEOPLE

We provide quality baggage services with a dedicated team specializing in daily baggage operation, which include lost and found, baggage enquiry and baggage tracing. With the World Tracer System, our baggage services makes sure the properties of our passengers are being protected and deliver the destination within the reasonable time.

### **行李服務**

以 PEOPLE 去承諾

透過獨立專業的行李團隊，我們為旅客提供優質的行李服務，包括失物認領、行李查詢及追蹤服務。另外透過全球追蹤系統（WorldTracer System），我們確保能為旅客提供最新的行李資訊以及最大的保障。

## **Ticketing and Passenger Information**

We Care with PEOPLE

Located at Check-in Island K, Terminal 1, we provide experienced Ticketing Services for Airlines ticket reservation, and ticket issuance, and revalidation. We also provide advisory services for any latest flight information or customer airlines enquiry from our passengers.

### **票務及查詢**

以 PEOPLE 去關心

如欲對航班資訊及票務問題作出查詢，我們位於一號客運大樓 K 段的資訊櫃檯將樂意為旅客解答疑問。我們具有豐富經驗的票務團隊將主要為旅客提供包括航空公司機票預訂、機票保障以及機票驗證服務。票務團隊同時亦能為旅客提供有關最新航班資訊以及其他有關航空公司的資訊查詢服務。

### **Lounge Service**

Being a VIP handling expert in the field, our friendly lounge service staffs provide a sky high professional services with leading hospitality standard to our passengers.

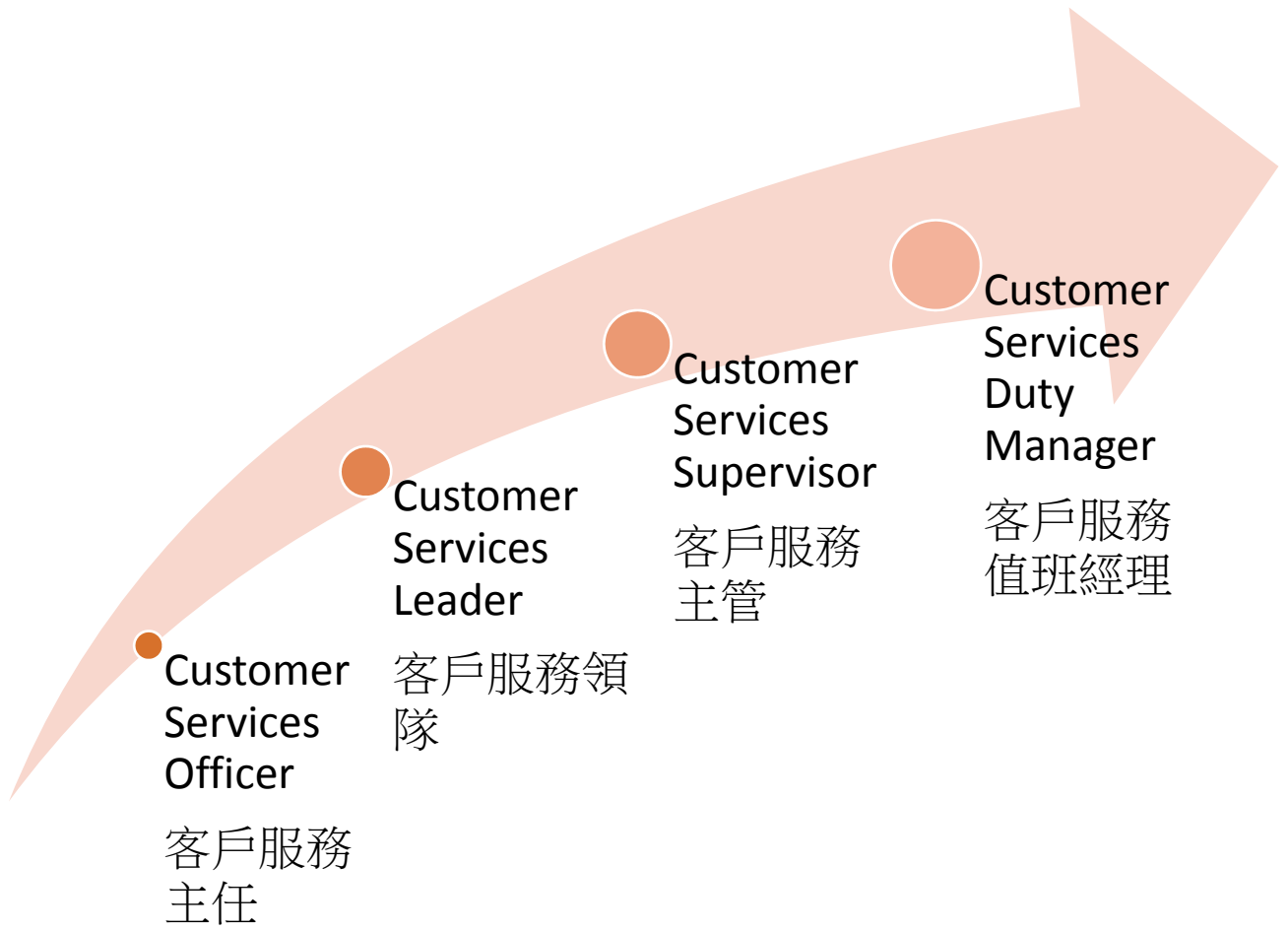
Hong Kong Airlines VIP Lounge (Club Bauhinia) is one of our premium services to our prestigious passengers. Designed by renowned Hong Kong designer, Club Bauhinia incorporated comfortable, relaxing and luxurious elements to value unforgettable experiences for our passengers. With the theme “The Feelings of Hong Kong”, Club Bauhinia offers signature Hong Kong-style appetizers and snacks where passengers can choose according to their preference.

### **貴賓室服務**

作為 VIP 服務的專家，我們友好的貴賓室服務人員將以卓越、頂級的專業服務以及首屈一指的貴賓招待標準為旅客在旅途上添上舒適無憂的享受。

我們現時主要為香港航空公司的貴賓室（洋紫荊會）提供專貴的旅客服務。由香港著名設計師設計，洋紫荊會融入了現代、舒適、高雅的元素，務求令旅客獲得一個難忘的體驗。作為扎根於香港的貴賓室，洋紫荊會於食品上加入了「香港風情」的主題並為旅客提供多款香港特色食品，例如雞蛋仔、雲吞麵等美食，令旅客於離港前能夠再次回味一番。

Career Path



## Staff benefits



**Free Leisure Travel**  
員工機票福利



**Recreation Events**  
休閒娛樂活動



**Professional Training**  
專業培訓



**Development Opportunity**  
職位晉升計劃

Attractive Remuneration  
薪酬津貼

Medical Insurance  
Coverage  
醫療計劃

Flexible Shifts  
彈性上班