

# frontlines

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April - June 2017

A Publication of JAS Airport Services



- Emirates to Offer **Double Daily Services** to Bali, Indonesia
- Saudi Arabian Airlines to **Operate from Terminal 3** Soekarna Hatta Int'l Airport
- JAS Wins** Jetsar Best Services

 **CAS**  
Destination | CAS GROUP

# JAS Airport Services



**CAS**  
Destination

Member of  
**CAS GROUP**

## TOGETHER IN UNITY

**On 8 June 2017**, we celebrated our 33rd Anniversary. Our maturity comes from variety challenges we face, but up to day JAS is still firmly established as national ground handling with ISAGO certified to support the airport services in Indonesia.

Since 1984, our long journey has undergone several important phases in the era of its management. We started the business from ground handling services and now has evolved into several line such as cargo services, Lounge and Priority Check In, Airport Special Assistance, and JAS Academy.

Started with 4 airlines as our first clients, currently we serve around 35 international and domestic airlines, as well as many other partners in the air travel, cargo and hospitality industries in 13 major airports throughout Indonesia.

A comprehensive range of services is also provided by our sister company, PT JAS Aero Engineering (JAES) which handles technical maintenance of aircraft and PT Purantara Mitra Angkasa Dua (PMAD) for aircraft catering.

As President Director of JAS Airport Services with other members of the Board of Directors, we are determined to always do the right thing, in the right way, in order to get the right results. This is a repeated practices we experience from time to time to gain customer's trust and other stakeholders.

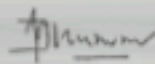
There is no instant road for that. We thank you for your support.

Through this opportunity, allow us to socialize "Together in Unity" to promote togetherness and unity of all of us based on mutual interests and mutual respect.

With such intention, let us overcome all problems and build our better tomorrow. We do not want to move alone, we want to prosper together.

***Dirgahayu PT JAS !!***

Thank you



Adji Gunawan  
President Director



# 33 Years 'Together in Unity'



**JAS Airport Services**, a national private ground handling company are celebrating their 33 years of anniversary!

The ceremony was held on 8 June 2017 at Terminal 2D Soetta Airport together with break fasting and attended by employees, airline customers, and other stakeholders.

In the series of ceremonies, JAS provides funding charity to dozens of orphans, including children of JAS employees and Ardhya Garini Foundation (Yasarini) Halim Perdanakusuma. JAS and Yasarini cooperation has been going for 4 consecutive years.

In his speech, JAS President Director Adji Gunawan said, "At this 33, JAS has passed various experiences that have led the Company to become one of ISAGO's certified ground handlers to support Indonesia's airport services."

On the same occasion, JAS also launched the "Together in Unity" campaign. The purpose of the campaign is to promote togetherness and unity of all sectors, especially in the aviation world.

"Together we have a responsibility to maintain good relationships based on mutual interest and mutual respect and that are one of our basic commitments." (vi)





## Saudi Arabian Airlines to Operate from Terminal 3

**All Saudi Arabian Airlines** begin operating in Terminal 3 of Soekarno-Hatta International Airport as of July 10. This airline previously operated in International Terminal 2.



Saudi Arabian Airlines serve flights with the destinations to Jeddah, Riyadh and Madinah by using wide-body airplane Boeing 777-300 ER.

JAS Airport Services as Saudi Arabian ground handlers has planned the operational transition with services and facilities of both the airside and landside have been prepared. *(budiana)*

## All In A Good Cause



**Cathay** continues to demonstrate its commitment to the community.

Cathay long-standing commitment to helping the less fortunate in society has been highlighted through their community efforts. On 5 May 2017, they invite 30 orphanage children and happily served them as passengers. *(budiana)*

## Cathay Pacific's Customer Experience

**The central** focus of the new Cathay strategy is the customer.

They will become more customer-centric, changing organizational structure to put the customer at the centre of everything they do, and the decisions they make will be driven by deeper customer insights.



To support Cathay customer experience, 18 JAS staffs performed Gambus music on 25 June 2017 at Terminal 2D Soekarno Hatta Int'l Airport.

The point was not only to elicit positive feedback but to get candid insights on how they are doing and where they need to improve, and a lot was gained through the experience. *(budiana)*

## Emirates announced that it will start second daily service to the island of Bali in Indonesia, on 2 July 2017.



**Emirates announced** that it will start second daily service to the island of Bali in Indonesia, on 2 July 2017.

The new service will be added to meet the growing demand for travel to and from Bali, offering travellers more convenience and connectivity options.

Operated by Emirates' popular Boeing 777-300ER aircraft in a two-class configuration with 42 seats in Business Class and 386 seats in Economy Class. The outbound flight EK360 will depart from Dubai at 0125hrs and arrive in I Gusti Ngurah Rai International Airport at 1430hrs. This service will connect seamlessly with a number of destinations across Europe, including Amsterdam, Moscow, Paris and London. It will also enable passengers to connect domestically to the nearby cities of Surabaya, Makassar and Lombok.

The return flight, EK361, will depart at 1630hrs and arrive in Dubai International Airport at 2130hrs. Both inbound and outbound services also accommodate connections to and from Dili in East Timor.

Passengers in all classes can enjoy gourmet cuisine, Emirates' award-winning inflight entertainment, ice, with more than 2,500 channels and Wi-Fi, which is available on select Boeing 777 aircraft and all Emirates A380 aircraft. Families with young children are also well catered for with special services and products to ensure a comfortable and enjoyable flight, from free toys to kids' meals, entertainment and priority boarding. Passengers on all Emirates flights also have the added bonus of generous baggage allowance with up to 35kg for those travelling in Economy Class and 40kg for Business Class.

Emirates commenced services to Indonesia in 1992 with three flights per week via Singapore and Colombo, and since March 2013, the airline has been operating three non-stop flights daily from Jakarta to Dubai with a Boeing 777 aircraft. Emirates has also been operating daily flights connecting Bali and Dubai since June 2015.

JAS is taking pride on become parts of Emirates big family. *(ending)*

## President Chile, Royal Saudi Arabian, and German Airforce

**JAS ground handling** has been caring for our VIP clients for years, so we know exactly what we do.

Mostly everything is VIP when comes to JAS in HLP from luxury vehicles on the ramp, to the best services land-side. We take care of it all.

### Chilean President (11 - 12 May 2017)



Chilean President Michelle Bachelet is scheduled to have a two-day state visit to Indonesia to strengthen bilateral relations between the two countries.

### Minister of Information Saudi Arabia (11 - 12 May 2017)



### German Economic Cooperation and Development Federal Minister Gerd Müller (12 - 13 May 2017)



Indonesia and Germany have signed a letter of intent (LoI) to deepen their partnership in the field of technical and vocational education and training. *(satnana)*





**JAS in Denpasar** has won best services in disruption handling presented by Jetstar CEO Todd Chapman at the airline's annual ground handling conference in Melbourne in March.

The awards success highlights that JAS is performing well when comes to disruption handling among Jetstar network and we are delivering service, safety and performance strongly.

The awards were presented at Jetstar's annual Ground Handling Conference in Melbourne which brings together the airline's internal and external ground handling teams. *(wira)*



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The 30th IATA Ground Handling Conference took place in Bangkok, Thailand, from 21 to 24 May 2017, at the Centara Grand Hotel at CentralWorld

The IATA Ground Handling Conference is the premier annual event for ground handling professionals.

IGHC 2017 was a unique opportunity to hear from leading industry experts about the most current and relevant topics related to the standards, policies and procedures that continue to shape the future of global ground handling activities.

Each year, IGHC attendees represent an equal mix of senior and middle level management. This exceptional event had include CEOs and other key leaders from both the Operational and Commercial sides of the industry including: Sales, Marketing, Contract Procurement and Operational Management, Business and Product Development, Technology and Innovation Experts, Media, and other Subject Matter Experts.

JAS testimony, "The conference was an amazing and informative event that brought together the very best of the ground handling and airline industry. Extremely powerful forum for networking and business opportunities and a great learning tool." (edwin)



# ground handling INTERNATIONAL

## 10th Asian Ground Handling International Conference



### Ground Handling International's

tenth Asian event, held in the Marina Bay Sands hotel, saw almost 400 delegates attend.

Three days in total, the magazine's tenth handling conference marked two numerical milestones: as well celebrating a decade of handling conference provision in the Asian region, GHI's event also recorded the largest ever attendance. With 30 exhibitors providing ample background in terms of GSE, IT and other services, delegates had no reason to be concerned about their time out of the office. Added to that were the One-to-One meetings, an incredibly popular element of the conference: this year almost 1,500 were logged.

Aside from the more traditional papers, the third day of the Asian event was given over to specialist streams, by popular demand: GSE safety advances, care of the ULD, negotiating skills and e-learning were all covered in these specialist workshops, which rounded off the whole event. *(cont)*



## Aviation Goes To Campus

**Student** of 11 Maret University (UNS) Solo were excited to attend Aviation Goes To Campus, on 22 May 2017, initiated by Directorate General of Civil Aviation of the Ministry of Transportation.

Many prizes were distributed during the event.. There were total 16 students who received the prizes. Four of them received financial tuition support from JAS.



The tuition support was presented by the Director General of Air Transportation Agus Santoso; Rector UNS Ravik Karsidi; and Titus Dewanto as JAS Deputy Director of Corporate Affairs.

Not only the funding, JAS also open opportunities for UNS students who want to have on the job internship or enhance their career in ground handling industry. *(martha)*

## HLP Airport Emergency Exercise 2017

**Halim Perdanakusuma Int'l Airport** on 28 April 2017 held the Airport Emergency Exercise which is a mandatory exercise for emergency cases. This exercise based on safety and security standards was held to test staff readiness for against emergency cases.



According to the Port Authority, the goal of the exercise is to improve joint efforts between airport emergency workers and local organizations to train together and validate response procedures. *(satriana)*

## Kartini Day Celebrated in Premier Lounge

### Raden Ajeng Kartini

who was born on 21 April was an Indonesian heroine. She brought many changes to the lives of many Indonesian women, especially in term of education equality.

To commemorate the Kartini's spirit, JAS held a Kartini's Day Celebration at Premier Lounge Terminal 2D.



The program included distributing 500 products from Mustika Ratu who was the main sponsor in the event. The airlines guests felt happy and enjoyed this celebration. *(akbar)*

## Exploring to Zero Kilometer Indonesia

**Kilometer zero** of Indonesia is marked by the monument located in Weh Island, the north - westernmost point of Indonesia.

The touring fan community of JAS held a Touring event to Kilometer zero Sabang from 17 April 2017 - 2 May 2017.

It involved 33 JAS employees and airlines biker community who travel the East line of Sumatra and crossed several cities include Palembang, Jambi, Pekanbaru, Medan, Lhokseumawe, Banda Aceh.



After social activities in one of mosque in Sabang, they traveled back through West line. *(rawan)*

## ASA For Asphurindo

**On 10 April** 2017, ASA has signed a memorandum to start the cooperation with PT. Tria Papua Avia, an Umrah and Hajj travel agency based in Jakarta.

Trip Avia is one of Asphurindo member, an Association of Hajj & Umroh and In-Bound Indonesia Executives who now has 129 travel agents.

Together with Trip Avia, Asphurindo opens an Umrah lounge service named Executive Lounge Umrah at Bandara Hotel that can accommodate 90 people and will be expanded very soon to accommodate more guests.

On the first day of handling, 19 April 2017, ASA handled 44 TripAvia's Umrah participants, which to include pre check-in process and seating arrangements, baggage handling, and escorting the participants to the boarding gate.

While on the arrival process, ASA team will greet and escort them to immigration counter, then to baggage claim with ASA team organizing and distributing zam zam water as well as the luggage. *(asri)*



## Kualanamu International Airport Medan

**On April** 2017, ASA start handling operations of DBS Bank at Kualanamu International Airport Medan, North Sumatra.

Previously, DBS Bank already cooperates with ASA for Soekarno-Hatta International Airport, Jakarta and Juanda International Airport, Surabaya to handle 1,500 of their customers every month. *(asri)*



## Terminal 3 Soetta Int'l Airport

**On 1 May** 2017, Angkasa Pura II officially opened the international flights of Garuda Indonesia in Terminal 3, Soekarno-Hatta International Airport, Jakarta.

ASA is handling arrival / departure guests using Garuda Indonesia international flights, which come from Fairmont Jakarta Hotel, Four Seasons Jakarta Hotel, The Ritz Carlton Jakarta Pacific Place, DBS Bank, Japan Travel Agency, and Sanel Tour. *(asri)*



## Building Creative Economy for Community

**The creative economy** is a powerful engine of growth and community vitality. Together, the people, culture, creative businesses, distribution channel will generate jobs, revenue, and quality of life.

Corporate Social Responsibility (CSR) in JAS supports the social mission of our surrounding through a creative economy.



We stimulate the people in Kelurahan Benda, Tangerang to become a responsible global citizen and to create a motive for sustainable innovation.

JAS provides the initial capital for making ponds and the fish food, also knowledge course of raising the catfishes. On 16 April 2017, after 4 months of waiting, they harvested 4,000 catfishes. *(martha)*

## The Joy of Giving To 1,000 Orphans

**Approximately** 1,000 orphans in Jabodetabek received stimulant assistance in the form of donations and gifts in charity activities held by the Directorate General of Civil Aviation of the Ministry of Transportation on 17 June 2017.

At that moment, the Hall seemed dense and boisterous with the joy of the orphans and their counselors. In addition to the distribution of parcels, the orphans prayed together for the good of the Indonesian people. The little hands that begged for the moment completed their solemnity in praying together at that time.

The purpose of this event is, as the actualization of the value of faith and also imitates the morals of the Prophet in community life. The donations are expected to be a form of solidarity to help orphans to finance their needs.

JAS as one of the stakeholders of the Ministry of Transportation also sincerely participated in the festive of giving. *(martha)*



## JAS Appointed New President Commissioner

**JAS announces** the appointment of Herman Prayitno as President Commissioner from June 2017.

Herman has served various strategic positions starting from Air Force Chief of Staff (2006-2007), President Commissioner of PT Dirgantara Indonesia, President Commissioner of Angkasa Pura II (2009-2012), and finally Ambassador of Indonesia to Malaysia (2012 - 2017).

Herman Prayitno said, "I am delighted to have the opportunity to join PT Jasa Angkasa Semesta, Tbk. It is a leader in the ground handling industry with enormous potential. I very much look forward to joining the management team into a very successful future." *(northa)*



## Congratulations on Your Years of Service

### Congratulations on your 20 - 30 Years of Service!

Thanks to you, we're leaders. At your career milestone, we honor you for the part you play in maintaining our performance standards and commitment to excellence.

We know that achievement and success aren't by accident. Breakthroughs come after spending what seem like hours of hard work and trying new ideas.

People are and always will be our greatest asset. Please know that you are an important member of our team and your abilities and contributions will be an important part of our continued success.

Thank you for all that you do and please accept our good wishes on the anniversary of your employment with JAS. *(Juliantoro)*





## "Employee of The Year 2016" Purantara In-Flight Catering

**Through** voting and a variety of assessments, CAS Food - Purantara In-Flight Catering had selected their Best Employee of The Year 2016. A pastry chef had won the award this year, named Ms. Aishah from Operation Departments.

Every month, CAS Food - Purantara selects their Best Employee of the Month and with tight assessment only 3 of them would be selected as Best of The Best. The winners receive an award and other benefits.



## "Love Your Heart" with Indonesia Heart Foundation



**Organized** by PT Cardig Aero Services Tbk (CAS Group) and PT Cardig International and collaborated with Yayasan Jantung Indonesia (YJI), Cardig Group conducted a series of healthy awareness on 16 & 23 of May 2017. The "Love Your Heart" awareness program was made to raise the healthy living by maintaining our hearts keep alive. Employees of CAS Group, Cardig International and tenants had participated in the two-days of event.

## Iftar with Esa Sasana Surya Orphans

**Every Ramadhan**, PT Cardig Aero Services Tbk (CAS Group) always held an Iftar with orphanage as part of the corporate social responsibility (CSR).

Esa Sasana Surya orphanage was built in the 1990's and located in Duren Sawit, East Jakarta. On 13 June 2017, the management and a number of CAS Group employees donated to Esa Sasana Surya, the total donation collected and handed over to the orphanage amounting to Rp 11,270,000,-



## Industry Leaders Crowned at 2017 AFLAS Awards

**Leading** companies in the cargo, logistics and supply chain sectors took home 43 different awards at the 2017 Asian Freight, Logistics and Supply Chain (AFLAS) Awards at the Singapore Marina Bay Cruise Centre on 29 June.



SATS Cargo has successfully won the Best Air Cargo Terminal Operator. The awards, hosted and organized annually by Asia Cargo News, recognize leading service providers including air and shipping lines; airports and seaports; and logistics, 3PLs and other associated industry professionals.

### The full list of 2017 AFLAS winners

<b>Best Airport - Asia</b> Singapore Changi Airport	<b>Best Seaport - North America</b> Port of Long Beach	<b>Best Logistics Service Provider - Project Cargo</b> DHL
<b>Best Airport - Europe</b> Amsterdam Airport Schiphol	<b>Best Seaport - Oceania</b> Ports of Auckland	<b>Best Logistics Service Provider - Express</b> DHL
<b>Best Airport - Middle East</b> Dubai International Airport	<b>Best Container Terminal - Asia (over 4m TEUs)</b> PSA Singapore Terminals	<b>Best Logistics Service Provider - 3PL</b> Kerry Logistics
<b>Best Airport - North America</b> Los Angeles International Airport	<b>Best Container Terminal - Asia (under 4m TEUs)</b> Colombo International Container Terminals	<b>Best Green Airport</b> Shanghai Pudong International Airport
<b>Best Airport - Oceania</b> Sydney Airport	<b>Best Container Terminal - Europe</b> La Spezia Container Terminal	<b>Best Green Air Cargo Terminal Operator</b> PACTL
<b>Best Global Airport</b> Hong Kong International Airport	<b>Best Global Container Terminal Operating Company</b> PSA	<b>Best Green Airline</b> Cargolux
<b>Best Air Cargo Terminal Operator - Asia</b> SATS	<b>Best Shipping Line - Asia-Africa</b> Evergreen Line	<b>Best Green Seaport</b> HAROPA, Port of Le Havre
<b>Best Air Cargo Terminal Operator - Europe</b> dnata UK	<b>Best Shipping Line - Asia-Europe</b> MSC	<b>Best Green Container Terminal Operator</b> Hamburger Hafen und Logistik
<b>Best Air Cargo Carrier - Asia</b> Singapore Airlines Cargo	<b>Best Shipping Line - Intra-Asia</b> Yang Ming	<b>Best Green Shipping Line</b> Hamburg Süd
<b>Best Air Cargo Carrier - Europe</b> Lufthansa Cargo	<b>Best Shipping Line - Trans-Pacific</b> APL	<b>Best Green Logistics Operator</b> Bolloré Logistics
<b>Best Air Cargo Carrier - Middle East</b> Emirates SkyCargo	<b>Best Shipping Line - Project Cargo</b> AAL	<b>Best Educational Course Provider</b> Hong Kong Polytechnic University - Faculty of Business
<b>Best Air Cargo Carrier - North America</b> United Cargo	<b>Best Global Shipping Line</b> CMA CGM	<b>Best Transport/Shipping/Maritime Law Firm</b> Clyde & Co
<b>Best All-Cargo Airline</b> AirBridgeCargo	<b>Best Logistics Service Provider - Air</b> Kerry Logistics	
<b>Best Low-Cost Carrier</b> AirAsia	<b>Best Logistics Service Provider - Rail</b> DB Schenker	
<b>Best Seaport - Asia</b> Port of Singapore	<b>Best Logistics Service Provider - Road</b> FedEx	
<b>Best Seaport - Europe</b> HAROPA, Port of Le Havre	<b>Best Logistics Service Provider - Sea</b> CEVA Logistics	
<b>Best Seaport - Middle East</b> Jebel Ali Port		

## SATS Technology Innovation Centre Power Up Employees with Innovations Beyond Boundaries

**Recently**, SATS has been in the spotlight for being at the forefront of technological advancements in the aviation industry. Behind the scene of this glitz and glamour is the SATS Technology Innovation Centre or TechnIC@SATS which oversees the implementation of technological solutions for both their food and gateway operations.

TechnIC@SATS, which was established in March 2015, is set up with an objective to improve productivity, up skill their employees, reimagine job roles to enhance job attractiveness, and create new capabilities. It has a unique setup because contrary to its name, it does not have a physical centre where technological innovations are incubated. As technological innovations require extensive customizations to ensure that they can be operationalised for tangible benefits in cost and productivity, the team co-opted a lot of ground expertise for the projects.

Just last year, SATS deployed the use of Samsung Gear S3 and a Bluetooth bone-conductor headset in technical ramp handling to increase productivity and enhance safety in their aviation ground handling operations.

SATS has adopted the Internet of Things to digitize work schedules and foster hands-free communication in their processes, making them the first ground handler in the world to use such technologies in their technical ramp operations. This not only modernizes technical ramp operations and reimagines the role of the Technical Ramp personnel, but also up skills their workforce by allowing their people to acquire the skills needed to operate efficiently with new technology.



From left to right: The team in TechnIC@SATS includes Matthew, Edmund, Kenneth, Paddy and Donald



The Smart watch was deployed to 140 Technical Ramp personnel and has sparked interested across many sectors.



The team doing a trial on the Follow Me wheelchair where 1 Passenger Services Officer can assist up to 4 passengers each time.

***"SATS took the right step to institute a SATS Technology Innovation Centre by investing in Technology. As more technologies mature for adoption, SATS is well poised to reap the benefits of improved productivity, upskill and enhance the images for some of our more laborious jobs and achieve our strategy of Feeding and Connecting Asia to grow SATS".***

*Donald Lum,  
Assistant Vice President, Technology*

## Junjung Kearifan Lokal, Bandara Adisutjipto Suguhan Bahasa Jawa Dalam Pelayanan Informasi

**Bahasa Jawa**, salah satu kearifan budaya lokal Daerah Istimewa Yogyakarta, dihadirkan di Bandara Internasional Adisutjipto Yogyakarta, Sleman, mulai Senin, 17 Juli 2017.



Bandara Internasional Adisutjipto menambahkan layanan kepada penumpang dengan menghadirkan Bahasa Jawa dalam penyampaian informasi announcement di bandara, yang saat ini disampaikan dalam 2 bahasa yaitu Bahasa Indonesia dan Bahasa Inggris. Penambahan bahasa dalam penyampaian informasi announcement ini diharapkan dapat menghadirkan nuansa "keramahan" Yogyakarta di bandara, sekaligus untuk mengenalkan dan mempromosikan Bahasa Jawa sebagai bahasa daerah baik kepada wisatawan domestik maupun mancanegara yang melalui Bandara Adisutjipto.

Yogyakarta yang merupakan salah satu destinasi utama di Pulau Jawa, memberikan peranan penting bagi bandara dalam mendukung industri kepariwisataan suatu daerah. Bandara menjadi etalase karena fungsi konektivitasnya dari dan menuju suatu lokasi wisata. Hal ini pula menjadi langkah Angkasa Pura Airports Kantor Cabang Bandara Internasional Adisutjipto Yogyakarta dalam mendukung Pemerintah Daerah untuk mencapai target 4% wisatawan yang berkunjung di Yogyakarta pada tahun 2018, melalui promosi wisata DIY. (AP)

## Angkasa Pura Airports Terus Dukung Pengembangan Industri Pariwisata dan Konektivitas Transportasi Udara

**Angkasa Pura Airports** terus gencarkan perwujudan konektivitas transportasi udara dan pengembangan industri pariwisata daerah tengah dan timur Indonesia untuk mendukung peningkatan pertumbuhan ekonomi nasional.



Hal ini dapat dilihat dari penambahan pembukaan 28 rute baru, yang terdiri dari 20 rute domestik dan 8 rute internasional, oleh maskapai di bandara-bandara yang dikelola Angkasa Pura Airports pada periode Januari hingga Juni 2017.

Pembukaan 28 rute baru ini seiring dengan upaya Angkasa Pura Airports untuk mengembangkan industri pariwisata daerah melalui inisiatif program Collaborative Destination Development (CDD) yang melibatkan seluruh pemangku kepentingan industri pariwisata daerah dari mulai pemerintah pusat dan lokal, maskapai, asosiasi perusahaan perjalanan, dan institusi terkait lainnya.

Selain itu, bandara-bandara Angkasa Pura Airports juga dirancang ramah dengan wisatawan (tourist friendly airport) dengan mendirikan tourist information center (TIC) dan pemilihan duta bandara di tiap bandara, menyelenggarakan thematic event pada waktu-waktu tertentu di tiap bandara, icon wisata, dan lainnya. (AP)

## Terminal 3 Bandara Internasional Soekarno-Hatta Sediakan Tourist Information Center

### PT Angkasa Pura II (Persero),

Kementerian Pariwisata, dan Kementerian Perhubungan bersinergi untuk menghadirkan layanan digital Tourist Information Center di Terminal 3 Bandara Internasional Soekarno-Hatta mulai 19 Juni 2017.

Keberadaan Tourist Information Center atau yang dikenal dengan TIC itu diharapkan dapat membantu promosi pariwisata di Indonesia sehingga target kunjungan wisatawan tahun ini dapat tercapai.

Adapun konten dalam TIC ini adalah berbagai destinasi pariwisata di Indonesia yang disiapkan oleh Kementerian Pariwisata, utamanya terkait dengan branding Wonderful Indonesia dan Pesona Indonesia.

Sebagai bagian dari promosi bersama, AP II akan menampilkan video dan foto milik Kemenpar di seluruh bandara yang dikelola serta berpartisipasi dalam event internasional atau kegiatan lainnya guna memperkenalkan pariwisata di Indonesia. (APII)



## Bandara Internasional Kualanamu dan Soekarno-Hatta raih Sertifikat Skytrax

**Bandara** Internasional Kualanamu pada tahun ini kembali meraih sertifikasi Bintang 4 dari Skytrax atas pelayanan yang baik kepada para penumpang pesawat dan pengunjung bandara. Selain Kualanamu, bandara Internasional Soekarno-Hatta juga berhasil meraih sertifikasi Bintang 3.



Adapun kedua sertifikasi tersebut diberikan berdasarkan penilaian Airline Quality Ranking yang dilakukan oleh Skytrax. Penilaian didasarkan pada kemampuan bandara dalam memberikan pelayanan yang terbaik terhadap produk yang berhubungan langsung dengan konsumen atau penumpang pesawat, termasuk juga layanan dari para staf frontliners di terminal.

Bandara Internasional Kualanamu saat ini melayani penerbangan dari 12 maskapai termasuk penerbangan internasional ke Malaysia, Singapura, Thailand, dan Arab Saudi.

Bandara Internasional Kualanamu saat ini juga merupakan satu-satunya bandara di Indonesia yang terintegrasi dengan jaringan kereta guna memberikan alternatif moda transportasi bagi pengunjung atau penumpang pesawat.

Ke depannya, ditargetkan Kualanamu dan Soekarno-Hatta dapat meraih sertifikasi Bintang 5 atau peringkat tertinggi untuk penilaian bandara versi Skytrax. (APII)

## 10 'New Bali' Indonesia's New Priority Destinations



**Bali**, with all its natural beauty and cultural richness, has been the iconic tourist destination in Indonesia and even in Southeast Asia. Of the approximately 10.41 million foreign tourists visiting Indonesia throughout 2015, Bali is still deemed to be most favorite. Tourist arrivals to Bali, both domestic and foreign, have brought a lot of progress and prosperity to the people of Bali.

Recognizing this, the government, through the Tourism Minister Arief Yahya, has set up 10 tourist destinations as a priority to be developed in order to be at least as aligned and developed as tourism in Bali. Regional tourism destinations such as Lake Toba (North Sumatra), Belitung (Babel), Tanjung Lesung (Banten), the Thousand Islands (DKI Jakarta), Borobudur (Central Java), Mount Bromo (East Java), Mandalika Lombok (NTB), Komodo Island (NTT), Wakatobi National Park (Southeast Sulawesi), and Morotai (Maluku Utara) with each uniqueness will be put forward on Government's promotion to prospective tourists, both domestic and foreign.

To encourage travellers to visit these alternative destinations, the airports chosen to be improved include Adi Sumarmo Airport in Surakarta, Central Java, Kualanamu Airport in Medan and Lombok International Airport in West Nusa Tenggara. (martha)



# JAS Airport Services

## frontlines

April - June 2017

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