



TENANT DIRECTIVE

BWI: 700.8
DATE: 10/10/86
DISTRIBUTION: B

TITLE: TICKET AND SERVICE COUNTER CONDUCT

I. REFERENCES:

- A. Code of Maryland Regulations 11.03.01.06, Commercial Activities.
- B. This Directive supersedes BWI Tenant Directive 700.8, dated April 8, 1985.

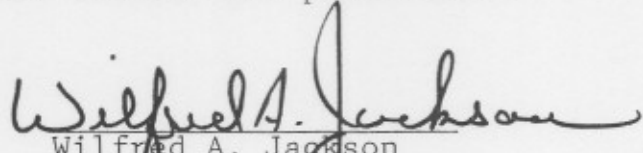
II. DIRECTIVE STATEMENT:

- A. This Directive establishes standards of conduct and appearance for all persons working at a ticket or service counter within the confines of the Terminal building at Baltimore/Washington International Airport (BWI).
- B. The appearance of all public counter or service areas shall meet the minimum standards as set forth herein.

III. PROCEDURES:

- A. Standards of personal conduct and appearance while working at a ticket or service counter will be as follows:
 - 1. All persons will be in proper uniform of the company of their employment. If the employing company does not have a specific uniform, men will be appropriately attired in a coat and tie, and women will be attired in a business dress or suit, as appropriate, subject to the State Aviation Administration's approval.
 - 2. There will be no eating, drinking, or smoking by persons at any counter. These activities are permitted only in an authorized break area, restaurant, nonpublic office space, public lounge, or other area away from the counter where the company business is conducted.

3. The reading of magazines or books not directly related to the job assignment at the ticket or service counter is prohibited.
- B. Standards of appearance of the ticket or service counter areas will be as follows:
1. Counter tops will be neat and orderly at all times.
 2. Only items directly related to the business conducted thereat are condoned. Permitted items include advertising literature naming the company upon whose counter it appears, baggage labels, area maps, etc., but shall not exceed four items.
 3. Food or drink containers, newspapers, magazines, or items unrelated to the business conducted at that counter are prohibited.


Wilfred A. Jackson
Manager, BWI Airport

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