



PROFILE

airport service





12^{Years}

of airport operations
across India



Welcome to PAM Airport Services!!!

PAM Airport services is one of the leading providers of quality Operations and Maintenance services for Airports in India. It is currently operating with 7 International Airports in India. They are Calicut, Cochin, Trivandrum, Manglore, Goa, Coimbatore and Trichy.

PAM is an abbreviation for its founder P.A Mustafa who founded and led this venture since 1995. And today PAM provides multiple airport services like baggage wrapping, Operating airport stalls, Managing Advertisement and Maintenance of Passenger Baggage trolleys, etc.



Corporate Profile

PAM Airport Services

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PAM has been successfully operating since its inception in 1995. And today PAM provides multiple airport services like baggage wrapping, Operating airport stalls, Managing Advertisement and Maintenance of Passenger Baggage trolleys, etc.

PAM Journey

Launched 15 years ago as a small venture in Calicut Airport, PAM Airport services has now expanded its base to 7 other international airport across the countries with total staff strength of more than 150 members is one of the fastest growing airport services companies in India.

PAM is one of the leading providers of quality Operations and Maintenance services for Airports in India. PAM airport services is currently operating in Calicut, Cochin, Trivandrum, Manglore, Goa, Coimbatore and Trichy.





Why PAM service? Why is it the most sought after?

The excellence in services which we offer has become the reason for companies first choose PAM to outsource their services. PAM provides all necessary requirements for the installation, operations and maintenance in the airport services industry and also the highest level of customer service possible.

PAM's Unbeatable Professionalism

We present highly trained and talented professionals to make sure quality as well as excellent customer service. PAM's operations are very systematic and computerized. It offers services 24 hours a day and 365 days a year. Whether it is automatic fault monitoring, task management, automatic fault paging or predictive maintenance, PAM's computer management system ensures excellent reliability.

PAM's Mission Statement – BON VOYAGE

Quality and customer satisfaction is put as the first priority in our business, and our commitment to improve management, efficiency, and facility along with economical pricing of our services has given us the highest customer satisfaction ratings in the industry. PAM's result oriented approach has led to meeting and exceeding customers' expectations. PAM's Quality Management system is very clearly designed so as to give a customer service that is exactly as per their needs.

Services and Products

Services and Products

PAM provides a series of services to its customers in their outlets in the country. A brief outline about these services has been provided below. You may contact us or walk into any of our outlets to learn more about the services.

Baggage wrapping

Among all the services provided in the airport, baggage wrapping is currently one among the leading services we get at domestic as well as international airport. The crew members and airport staffs may not take or may not be able to take an entire responsibility in handling the luggage; therefore passengers are willing to pay a small amount to have them protected. A few advantages of having a baggage wrapping are listed below.

For Passengers

By Baggage wrapping the passengers can be relaxed about luggage and personal belongings against:

1. Accidents caused during loading and unloading
2. Illegal insert of a prohibited items or drugs
3. Against bad weather that may happen during baggage transfers
4. Theft of valuable items
5. Packaging of several pieces together
6. Protects the Baggage from breaking or tearing
7. A sign to recognize and identify your baggage
8. Labeling can be made easy
9. Misshaped luggage such as bicycles, Musical Instruments etc can be easily transported.





For the airlines

For the airlines

Baggage wrapping helps in bringing down the claims of broken or damaged luggage due to mishandling or otherwise and also makes transporting any misshaped luggage such as bicycles, Musical Instruments, Skateboards and things as such

For the airports:

By tracking the wrapped luggage the airport can easily measure the safety of the loading process and the impact of the loading belts over the fragile baggage. And ultimately improve the quality of the passenger facilities and services.

Trolley retrieval, maintenance and advertisement service.

Trolleys are one among the most valuable assets for an airport, being used by almost all passengers in and out of the airport, the chance of having a return of investment and beyond will be an easy catch through advertisement on the same. We at PAM provide a complete and comprehensive packages one the trolley advertisements to various companies and have been able to provide a clear picture to the companies on the effective the advertising will be.



A few advantages of advertising on airport trolleys are listed below:

- Exposure to target market of millions of passengers each year
- Constant Increase in passenger traffic each year
- Quality target market with high awareness to brands
- People in a spending mood
- Optimal exposure by various media mix options
- Perfect Media / Product / Consumer Match
- One single partner for a growing number of airports
- The target market is more product quality specific

Airport Stalls

At PAM we have a wide range of experience in the installation and operation, maintenance of small to medium scale stalls inside and in the immediate vicinity of the Airports. These stalls cater to all the needs of the travellers. Installation and maintenance of these stalls are done within all the safety aspects of the Airport. Our stalls range from Book stalls, Travellers requisites stalls, etc, making available all best selling and latest books magazines in English and Regional Languages for the passengers and more.





In-flight Services

PAM not only is restricted to the ground level services, we take our business into the air too. We undertake miscellaneous services including supply of newspapers and magazines to Airlines. A few airlines we have joined hands with are Emirates Airlines, Qatar Airways, Oman Airways, Air India, Air India Express, Indian Airlines and the list goes on.



Baggage Wrapping	5 Years	7 Airports
Trolley Management	12 Years	2 Airports
In-Flight Services	11 Years	1 Airports
Airport Stalls	12 Years	1 Airports



130
employees
7 airports

Airports : Calicut | Cochin | Trivandrum | Mangalore | Goa | Trichy | Coimbatore



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