

Terms of Reference (TOR) for Domestic Sales and Ground Handling Agents

Issued by: Solomon Airlines Ltd

Date: 24/11/2025

TOR Reference: SAL/VEV/2025

Submission Deadline: 15/12/2025

1. Introduction

Solomon Airlines, the national carrier of the Solomon Islands, invites Expressions of Interest (EOI) from qualified and registered businesses to serve as a **Domestic Sales and Ground Handling Agents** in Barakoma, South Vella La Vella.

This is a unique opportunity for existing businesses to expand their services by representing Solomon Airlines locally — managing ticket sales, supporting passengers, and overseeing ground operations to ensure smooth aircraft turnaround. This TOR outlines the scope, eligibility, responsibilities, and application process for prospective agents.

2. Background

Solomon Airlines operates scheduled domestic services connecting communities across the Solomon Islands, supporting social and economic growth. To strengthen its market presence and operational reliability in key provincial hubs, the airline seeks to engage local businesses as its authorized representatives.

The appointed agents will perform two primary functions:

1. **Sales and Customer Service** – promoting and selling domestic tickets, supporting travelers, and managing bookings.
2. **Ground Handling and Aircraft Turnaround** – coordinating safe and efficient aircraft ground operations in line with Solomon Airlines' procedures and Civil Aviation standards.

3. Scope of Services

The appointed **Domestic Sales and Ground Handling Agent** will be responsible for the following functions:

A. Sales and Customer Service

- **Ticket Sales:** Selling Solomon Airlines domestic flight tickets for routes originating from or connecting through the specified hub.
- **Customer Support:** Providing accurate information on flight schedules, fares, and booking procedures; assisting passengers with check-in, rebooking, and general inquiries.
- **Payment Processing:** Collecting payments via approved methods (e.g., M-Selen or bank transfer) and remitting funds to Solomon Airlines per agreed procedures.
- **Marketing and Promotion:** Promoting Solomon Airlines services through community engagement, local advertising, and approved marketing materials.
- **Reporting:** Submitting regular sales and customer service reports as required by Solomon Airlines.
- **Compliance:** Adhering to the airline's policies, pricing structures, and brand standards.

B. Ground Handling and Aircraft Turnaround

- **Aircraft Handling:** Coordinating aircraft arrival and departure activities, including passenger boarding and disembarkation, baggage loading/unloading, and aircraft marshaling.
- **Turnaround Coordination:** Ensuring quick, safe, and efficient aircraft turnaround according to the published schedule.
- **Communication:** Maintaining real-time communication with Solomon Airlines Operations Control, Flight Crew, and Head Office for operational updates.
- **Safety and Security:** Following Solomon Airlines' safety protocols, including ramp safety, passenger screening (where applicable), and secure handling of baggage and cargo.
- **Resource Management:** Maintaining basic ground handling equipment (cones, trolleys, radios, etc.) as provided or approved by Solomon Airlines.
- **Disruption Support:** Assisting with passenger care and communication during delays, cancellations, or disruptions.

The agent must operate from a **physical office or outlet** at or near the airfield in the specified hub to ensure accessibility for both customers and operational personnel.

4. Eligibility Criteria

Interested parties must meet the following requirements:

- **Registered Business:** Must be a locally registered business with valid documentation.
- **Physical Presence:** Must maintain an accessible office or outlet in the respective hub, ideally located near the airport.
- **Experience:** Prior experience in sales, customer service, aviation support, or logistics will be an advantage.
- **Operational Capacity:** Ability to manage both ticketing and basic ground handling tasks with trained personnel.
- **Financial Capability:** Able to handle secure payment processing and remittance of funds.
- **Reputation:** Demonstrated integrity and reliability within the community.
- **Staffing:** Adequate staff to handle customer service and ground operations, with willingness to undergo training by Solomon Airlines.

5. Compensation

- **Commission Structure:** Sales commissions will be based on the net ticket price (excluding taxes and fees) and defined during contract negotiation.
- **Payment Terms:** Commissions will be paid monthly upon submission of verified reports and reconciliation of sales revenue.
- **Operational Allowance (where applicable):** Agents performing ground handling duties may receive an additional service fee, to be determined based on volume of operations.

- **Performance Incentives:** Additional incentives may be offered for meeting or exceeding sales and operational performance targets.

6. Responsibilities of Solomon Airlines

Solomon Airlines will:

- Provide initial and refresher **training** for ticketing, customer service, and ground handling operations.
- Supply **approved marketing materials, operational manuals, and branding guidelines.**
- Provide **technical support** for ticketing systems, payment tools, and operational reporting.
- Conduct **performance and compliance reviews** to ensure quality service delivery.
- Supply or approve **essential ground handling tools and equipment** for operational use.
- Recognize and reward agents who consistently deliver strong sales and operational performance.

7. Submission Requirements

Interested parties should submit an Expression of Interest (max 6 pages) including:

1. **Business Profile** – registration details, key personnel, and relevant experience.
2. **Operational Plan** – how the applicant will manage both sales and ground handling functions (including staffing, facilities, and safety management).
3. **Facilities and Location** – evidence of a physical outlet near the airport (with photos or address).
4. **Financial Processes** – outline of secure payment and remittance methods.
5. **References** – at least two business or community references.
6. **Proposed Approach** – strategies for promoting Solomon Airlines' services and managing on-ground operations.

EOIs should be emailed to [hr @flysolomons.com.sb](mailto:hr@flysolomons.com.sb) with the subject line:

"EOI – Domestic Sales & Ground Handling Agent VEV/2025" by the deadline.

8. Evaluation Process

EOIs will be evaluated based on:

- Compliance with eligibility and submission requirements.
- Demonstrated capacity to manage both **sales and operational functions.**
- Strength of operational and staffing plans.
- Financial transparency and reliability.
- Local presence and community reputation.

Shortlisted applicants may be invited to participate in further discussions or site assessments.

Solomon Airlines reserves the right to accept or reject any submission.

9. Contract Duration

The initial contract will be for **24 months**, renewable based on performance, compliance, and mutual agreement.

10. Contact Information

For inquiries, contact:

Recruitment

Solomon Airlines

Email: recruitment@flysolomons.com.sb

Phone: +677 28261

Address: Solomon Airlines Head Office, Honiara, Solomon Islands

Note: *This TOR does not constitute a contract or financial commitment by Solomon Airlines. All information received will be treated confidentially and used solely for evaluation purposes*