



Daily Shift Briefing FRA - TUI

Supervisor: LAU Shift: EARLY Date: 12.10.2024

Lead/Coordinator/Briefing Agent: TBA

Pre Check-in

1. Flights have been edited. Configuration is correct (if aircraft was swapped, is this correct in the DCS?)
2. Check-in counters setup, all staff on time.
3. FIDs and lining are correct. Counters are set up according to airline policy (DGR signs, 2.3A chart, bag sizer, etc.)
4. Uniforms are in line with company standards.
5. Sufficient and correct materials are stocked. Note in feedback if materials are running low.
6. Agents are using their own login credentials. If not, include in the feedback below.

Flight Specific Briefing

Flight No.	STD	Conf.	PAX	Load Factor	Specials, Comments
X32138	1200	186	186		
X32142	1205	189	189		
X32258	1230	186	188	1X WCHR	MEDH OVERBOOKED PLEASE PUT ON STBY NYCWRT
X34262	1400	186	186		1X WCHS

Detailed Briefing (R&S, New Procedures, Remarks & Comments, etc.)

Recent Incident Topics:

Recurring Topics:

- Check DCKI
- Collect HBAGs on all flights. Collect HBAGs free of charge for those without the SSR HBAG. HBAGs *cannot* be sold at the check-in.
- WCH* - Ensure correct SSRs are assigned to passengers. Always ask if passengers are able to ascend the aircraft stairs on their own (WCHR) or if they require assistance up the stairs (WCHS). Describe the complete procedure e.g. *they must descend stairs to board a bus on their own and ascend the stairs at the aircraft*.
- WCMP - Use baggage attribute WCMP.
- If a passenger arrives with an electric wheelchair, use EMA Tag, print tag with attribute ELEC, follow DGR procedures, and inform the Back Office. Send back office the weight and inform them about the battery (type, going into cabin or hold).
- Car seats on board (Child Restraining Devices) – Passengers must have preapproved printed permission directly from TUI. SSR INCS must be included/added at the check-in. (See R&S "Accepting Car Seats Onboard")
- Small Items – Max 6kg. Items like beach umbrellas, body boards, and other items that cannot be taken as hand luggage yet are also not considered additional baggage.
- Always ask about the passenger's final destination.

Additional topics:

PLEASE ALWAYS ASK BEFORE STARTING THE CKIN PROCESS: „GOOD MORNING, WHERE ARE YOU FLYING TO TODAY?“ AND SET UP THE BAGGAGE BELT

Feedback (irregularities, missing materials, open questions, etc.)