Daily Shift Briefing FRA - ITA

Supervisor: JAS/ELE   **Shift:** EARLY/MID/LATE   **Date:** 01.10.2024

Lead/Coordinator/Briefing Agent: _____

Pre Check-in
1. Flights have been edited. Configuration is correct. Meals have been ordered and updated in Altea.
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
AZ413	09:10	12/126	1/104	76%	No specials
AZ403	11:40	12/162	3/139	82%	CBBG, Many non Schengen connections. Check Timatic for info.
AZ409	14:55	8/140	1/65	45%	CBBG
AZ407	17:55	12/156	2/132	80%	Many non Schengen connections. Check Timatic for info.
AZ419	19:40	8/140	1/99	68%	CBBG, 1 passenger to NRT. Check Timatic for info.

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

Recurring topics:
- **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.*
- **If a passenger arrives with an electric wheelchair, follow DGR procedures, ensure correct SSR is attributed, and inform the Back Office. Send back office the weight and inform them about the battery (type, going into cabin or hold).**
- **Checked luggage must have a name tag provided by ITA unless they have their own.**

Additional topics:

CBBG - Max 55kg, rigid case, assigned window seat next to passenger. Attach Cabin Admitted label. Altea will print a boarding pass for both passenger and CBBG.

API data must be saved for all PAX leaving the Schengen territory. Always swipe passports and input visas or other travel documentation.

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