



## Daily Shift Briefing FRA - TUI

Supervisor: SAM Shift: NIGHT Date: 17.11.2024

Lead/Coordinator/Briefing Agent: \_\_\_\_\_

### 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
X3-2812/FAO	04:45	186	52		2X WCHR / 1X WCHS-WCMP
X3-2432/PMI	05:30	189	188		6X WCHR / 1X WCHS
X3-2128/PMI	06:00	186	149		3X PETC / 1X WCHS / 1X WCHR
X3-7106/BVC	06:05	189	188		2X WCHS / 1X WCHR
X3-2964/LPA	08:00	189	185		1X WCHR

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

#### Recent Incident Topics:

- Please check BG and SEAT, if SEAT is changed PRINT new BG ( 2812 / 2128 )
- Lable HBAGs
- Please collect HBAGs free of charge

#### 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:

- Double Check regulations for non-schengen flight
- Double Check the flight code before sending the Bagagge
- WCH Pax can seat anywhere except EXIT seat do not reset WCH Pax
- Make sure WCH Pax has the right SSR added before calling FraCare
- Pax with PETC can seat on window seat only but not FIRST ROW and not EXIT
- Check if Pax seating in EXIT are suitable

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

- Always close Pending flight when CKIN close and send SUMMARY in Avbis
- Please pay attention to CKIN FEE, SEATING and SPECIALS