



## Topic: Flight Briefing under Flight Comms in AvBIS

Dear All

It has been noticed that the briefing in Flight Comms is often times ignored, and people working on a specific flight are not aware of the booked specials.

Kind reminder, the information in Flight Comms for each flight is not optional reading but belongs to the briefing and needs to be read for those flights that you are working on.

A few weeks ago, we introduced this briefing to improve the way of communication and provide you with as many help as possible in advance. Our supervisors and lead agents invest a lot of time to check all flights in advance and prepare them as much as possible, please read the comments there on the flights that you work on.

To highlight the importance, on one occasion it has led to an incident already, when a passenger with a PETC was assigned to an exit row, because the information in Flight Comms regarding the seating was ignored.

Thank you for your cooperation!

Norbert