



Topic: Giulia's Requests

Dear Supervisors and Lead Agents

During the last ITA supplier meeting Giulia had a few requests:

1. Every time an aircraft change happens, and a lot of seats are changed, please inform Giulia. She is in touch with their IT, and she would like to activate the printers on the self-boarding devices, so we would not need to reprint all these boarding passes but when a customer scans a boarding pass with an old seat, the self-boarding device would print it automatically – just like on LH. These emails would help her to push their IT.
2. If the cabin crew is causing issues with the handbags, please also write an email to Giulia. They have been observing a lot of issues with their crews not doing their job, and this info would help her as well.
3. And lastly, to speed up the boarding process, preboarding into the bridge until the aircraft's door is now allowed. You don't need to wait until everyone is fully ready. Once deboarding is finished, you can start filling up the bridge. This should save us a few minutes.

Norbert