Boarding Responsibilities

Dear all,

As a Gate Agent, you play a critical role in ensuring the **safety, security, and order** of the boarding process. It is essential that every step is performed with **precision, focus, and calmness**, even under stressful conditions.

🔑 Key Priorities:

1. 👤 Passenger Reconciliation
   - The passenger whose boarding pass is scanned in the DCS must be the same individual boarding the aircraft.
   - No exceptions. This is the foundation of flight safety.

2. 🎯 Special Attention
   - **SSRs:** Ensure correct handling and seating.
   - **Infants:** Verify seating arrangements and compliance with safety rules and the infant is actually an infant.
   - **Exit Rows:** Confirm eligibility (fit, able, language requirements, no infants, no mobility restrictions).

3. 📓 Boarding Process
   - Maintain **order, accuracy, and professionalism** at all times.
   - Stay **calm and consistent**, even in high-pressure or stressful boarding situations.
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⚠️ Why This Matters:

Failure to follow these procedures is a **serious security risk**. If the wrong passenger boards, or if SSR/exit row regulations are not respected, the consequences can be severe.

Imagine if an unauthorized or dangerous person gained access to the flight. What if that flight carried someone you love? 🤍 No one wants to take that risk!

Accountability:
   - Any deviation from these procedures will be considered a violation of company and safety policies. This may result in disciplinary measures, up to and including termination of employment.

Your diligence ensures the **safety of our passengers, crew, and aircraft** ✈️.

Thank you!!

Laura