



WEEKLY 5

STATION: FRA

INFANT ASSOCIATION

Infants must be associated with the parent before boarding.

Always check how many INFTs are booked and if INFTs maybe are not associated before starting boarding.

PEGASUS – PAYMENTS:

When charging in Acente always check:

- Correct Amount and Currency?
- Correct Passenger selected?
- Correct Flight selected?
- Payment really charged successfully in DCS?

PEGASUS – NEW LOGO:

Please use the new logo for Pegasus bagdrop counter (PGT014):



COLLECTING PAYMENTS:

When collecting payments, never offer the passenger to repack. There is one simple question:

CASH or CARD?



LEARN FROM AN INCIDENT:

2 BIG BAGS NOT COLLECTED AT GATE AND LEFT BEHIND.

At the Gate, the agents did not check the Carry-on bags correctly. The purser then left two bags in the bridge to be loaded into the holds. BCOOR and TRC did not communicate clearly and the bags were forgotten at the gate. The A/C went offblock without the bags.

The TRC misunderstood the BCOOR and closed the A/C door. The BCOOR did not realize what was happening and did not follow up.

→ Always communicate clearly. If in doubt repeat yourself.

**SEE SOMETHING,
SAY SOMETHING!**

Staff Member Report - FRA



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