

DHS NEWSPAPER



WEEKLY 7

STATION: FRA

GATE PRINTERS & TUI:

Please always check that the printers work at the gate. Furthermore, on TUI please always print the lists as soon as you arrive at the gate.



PASSENGERS PASSING BY THE GATE WITHOUT SCANNING THEIR BOARDING PASSES:

Please be careful at the gate during boarding. Every passenger who enters the aircraft must be boarded in the DCS.



BAGS OF A GROUP ON TUI:

If more than one passenger are flying together, please always

- either register each bag to the real owner,
- or pool the bags and register them to one person.

Please don't register bags one by one incorrectly to the wrong person within a specific group of passengers. That leads to confusion.

UNRULY PASSENGERS:

Some passengers can get very difficult, and unfortunately we see it more often than we would like to.

Even in these situations please stay calm and as a team handle the situation professionally.

PRAMS AND WCH AT THE GATE:



Please always check at the gate, that all buggies, wheelchairs and any items that come to the gate and will end up in the hold are labelled.



SAFETY:

Staff Member Report - FRA



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SAY SOMETHING!**