

# DHS NEWSPAPER



## WEEKLY 9

### INADS

Travel documents must be checked carefully and any time without any exceptions.

For Non – Schengen flights it is really important that timatic is checked, always.

All passports and travel documents must be checked at the check in and gate. It does not matter anymore, if the passenger arrived at the check in or not. You must check all travel documents.

### Sizers at Gate:

We have EasyJet and PC sizer at the gate.

In case you operate a PC at a LH gate, it is mandatory to use the sizer.

For all EasyJet gates it is mandatory to use the sizer without any doubts.

### EasyJet Payments:

**LUA:** Charged at the check-in and sometimes at the gate. These bags are meant to be checked in. You must tag the bag and send it to the aircraft so it can be loaded.

**AGB:** This is a carry on bag, which is only charged at the gate and will be taken into the cabin.

Please make sure you are following these instructions.

## STATION: FRA

### COLLECTING PAYMENTS:

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

**CASH or CARD?**



### Uniform standards:

Everyone of you received a full uniform. In case something doesn't fit, please send an email with the new size and what you would like to return.

This means: no personal cloths anymore!!

Anyone wearing private cloths will be send home.

### SEE SOMETHING, SAY SOMETHING!

Staff Member Report - FRA



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