

# DHS NEWSPAPER



## WEEKLY 10

### Is It Fine?

Policies and procedures. There are many. What might be okay for one airline is not okay for another. What is never okay is to just say, "It's fine." Before opening your flight check your briefing, look at any notes you have taken, and ask questions. An incorrectly filled out EMA tag may look fine, but is it? If you ever find yourself saying, "it's fine," stop and reconsider if it actually is.

### Corporate Culture:

The airport is considered a corporate environment. Therefore, we must present ourselves in a formal fashion. This includes the uniform, keeping the check-in desks and materials tidy, not bringing food to the counters, and no chewing gum in front of the passengers. Not only this but the language we use should reflect our professionalism. Genuine greetings and yes sir/ma'am can go a long way in impacting how we are perceived and therefore respected by our customers.

### Who Goes Where?

If you don't know where your passenger is flying, how can you ensure their documents are correct? The easiest way to find out is to simply ask, "What is your final destination?" Doing this can help prevent misdirected luggage, stranding a passenger, or worse, INADs.

### DHS Gate Bags:

For the check-in counters we have a few cupboards to help prevent the long walk to retrieve materials from storage. For the gates we are not able to install these cupboards. Therefore, we have gate bags. These should

## STATION: FRA

always be stocked with everything you need for every potential situation at the gate i.e. last-minute PETC, boarding pass reprints, EMA tags etc. Having the material available when you need it can make the difference between routine gate operations and. Check that your gate bag is stocked with everything you can possibly need before you take it with you. Always be prepared.

### Coming Soon: Terminal 3!

Terminal 3 will be opening in just a few short months. Do you know the way? You may have already received the Terminal 3 online orientation training to your DHS email. It is recommended that you complete this soon. Jonathan would appreciate your certificate!

### SAFETY:

Staff Member Report - FRA



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SAY SOMETHING!**