

DHS NEWSPAPER



WEEKLY 13

Passenger with Special Assistance

Not all passengers book their SSRs correctly. Sometimes a WCHC is only a WCHR and sometimes it is the other way around.

Some PAX do not book any SSR. It is your responsibility to make sure that the correct SSRs are added.

Focus on: Blind and Deaf



Am I handing out the correct Boarding Pass to the correct Passenger?

When checking in passenger, make sure that the passenger in front of you is really the person in the passport.

Is the name correct in the booking?

Is the name spelled correctly?

Is the gender correctly booked?

Make sure everything is 100% matching. If not, please contact the supervisor.

Tui Non Schengen flights:

We started with SSBD for TUI Non Schengen flights.

As you can see, the Check-In is not too busy anymore.

STATION: FRA

Please also don't forget to use the tensartopper for that.

As you are aware, the passports must be swiped at the gate.

In case you see during the check-in that almost all passengers are using SSBD and you have over 80 passports to swipe at the gate, please contact the supervisor asap and one agent can go to the gate as early as possible.

You can start preboarding -90 STD for Non-Schengen. If you don't feel comfortable to swipe all passports and do preboarding, simply just call the passengers names and do the doc verification and then start preboarding -45 STD.

Jackets behind the CKIN:

Please do not leave your jackets behind the check-in counters. You have a break room for your jackets.

In case you really need your jacket, it must be kept behind the counter and never on the chair.

**SEE SOMETHING,
SAY SOMETHING!**



Staff Member Report - FRA

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