



WEEKLY 20

STATION: FRA

DGR QUESTIONS:

Dangerous goods questions must always be asked fully and clearly whenever passengers are checking a bag in hold. This is mandatory at both check-in and gate.

LOCKER KEYS AND CHECK IN MATERIALS:

It is forbidden to leave any check-in materials or locker keys behind the check-in counters. Please make sure all the materials/keys are placed right in front of you. When you close the counter make sure all the materials are picked up and counters left tidy.

CUSTOMER SERVICE:

Let's improve the customer service level together. Be kind, nice and polite to passengers. Greet them by using passenger's last name. For example:

- Welcome to Tui Fly
- Thank you for choosing Tui Fly

We must use this for all the airlines.

T3 FAMILIARIZING E-LEARNING:

On Feb 6th Fraport resent the credentials for the T3 familiarizing e-learning to all who have not completed it yet. Please kindly check your inboxes, and please complete the training by the end of the month.

KEEP THE BREAKROOM CLEAN:

Everyone wants to have a coffee break, lunch or just relax for couple of minutes in a clean space.

Taking the trash out takes 30 seconds!

A clean break room is everyone's responsibility!

SAFETY:

Staff Member Report - FRA



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**SEE SOMETHING,
SAY SOMETHING!**