



WEEKLY 22

STATION: FRA

Are All PAX at Your Gate?

FraCare and other departments may bring special categories of passengers directly to the aircraft. It has happened that they did not inform the gate staff and bypassed the gate completely. Before boarding starts, always locate your WCH* passengers.

If you are missing your WCH* passengers, begin troubleshooting immediately. Contact FraCare to find out where they are located. If they have been brought to the aircraft, contact your TRC and ask if these passengers have arrived. Document checks are still required. Coordinate with your TRC to perform positive document verification. When your WCH* passengers are confirmed on board and documents have been verified along with the boarding pass, you may proceed to board them in the system.

Help Our Customers Understand

While we may understand all the policies, procedures, and little nuances of navigating the airport, our passengers may not. It is therefore important that we keep them informed and involved throughout the whole process from check-in to boarding. If you tell the passengers what steps you are taking at the moment, they will be much more understanding. Below are some examples:

When APIS data is required at the gate: “We need to check document requirements and validity for this flight. Could you please present your passports and other travel documents to my colleague?”

Waiting for a response about travel

document advice: “It will just take a moment while our document experts work to respond. Could I please ask you to wait on the side? I will call you forward as soon as I have a response.”

New Airline!

This week saw our first flight with Centrum Air. Based in Uzbekistan, this relatively new airline was founded in 2023 to improve the quality and mobility of Uzbekistan residents. Their current fleet consists of a modest 15 aircraft (with more on the way) ranging from the Airbus A320 up to the Airbus A330-300. With up to two flights a week here in FRA we will soon all get to know our new customer.

Material Stock:

Running low on something? Always report when material might be running low.

Quiz!

Which categories of passengers may arrive at the aircraft directly, without coming to the boarding gate?

SAFETY:



**SEE SOMETHING,
SAY SOMETHING!**