



Boarding Distractions

Everyone wants the boarding process to go as smoothly and error-free as possible. With limited time, there is a lot of pressure to do things quickly. Because of this, it does not take much for the boarding experience to go from calm and coordinated to chaotic and stressful. If events are happening at the gate that begin to take your attention away from the boarding process, you must ensure that boarding integrity is maintained. Do not let the boarding point become overcrowded. When necessary, halt the boarding process, close the entrance doors, solve any issues, ask passengers to form an orderly line, and regain your composure before resuming.

Distractions result in boarding discrepancies.

New Skyline Issues

The opening of Terminal 3 brings with it the new Skyline. This speedy little train brings you from T1 to T2 and beyond around the eastern part of the airfield where you may see aircraft taking off and landing overhead, and finally to T3. The new Skyline is not without some issues though. When overcrowded you may not be guaranteed a spot onboard. This may mean you are delayed getting to where you need to be on time. It is a good idea to plan accordingly.

Tip: If you expect issues with overcrowding, try entering the new Skyline from the non-Schengen side in Hall E.

Sign-ins

Please take the time to log into all your accounts during your next shift. If you have any issues, please write an email to Jonathan.

Wasted Material

Materials provided by DHS and airlines have a cost associated with them. Therefore, they should be used appropriately for the tasks they are meant to be used for, on the flights that require them. In addition, things like bag tags, boarding passes, and DHS receipts should be used until the roll or stack is empty. Before grabbing a new one, use up one of the smaller ones. Not only is this a more efficient use of materials, but it also helps us lower our impact on the environment.

Sales Sheets

Upon handing over airline sales to the supervisor, ensure that you have included everything such as receipts (from POS, DHS, and/or system) and a completely filled out payment sheet with all the relevant information about the sale clearly specified. Of course all of this should be written legibly.

Quiz!

What is the maximum number of WCH pax allowed on a Pegasus Airlines flight?

SAFETY:



Powered by **SafetyCulture**

**SEE SOMETHING,
SAY SOMETHING!**