



Topic: Manual Announcements

Dear all,

Frankfurt Airport is fortunate to have automated system announcements that are compatible with most of our flights. However, not all automated announcements are tailored to every scenario we may encounter. For example: Sales incentives, safety announcements, specific boarding scenarios, or even just calling for a specific passenger to come forward. Luckily, airlines provide scripts for us to read when making many of these manual announcements. As for the times when a script is not readily available or an ad hoc announcement needs to be made, see the guide below with some examples.

Announcement Structure: Use the examples below to help you easily make announcements at the gate. Just fill in the blanks.

Example 1: Calling a Passenger Forward

“Attention please. Passenger, NAME, booked on AIRLINE flight # to DESTINATION, please contact the staff at gate # . NAME, please contact the staff at gate # .”

“Achtung bitte. Passagier, NAME, gebucht auf den Flug # nach ZIEL, bitte melden Sie sich bei dem Personal am Gate # . NAME, bitte melden Sie sich bei dem Personal am Gate # .”

Example 2: Flight Delayed

“Attention please passengers booked on AIRLINE flight # to DESTINATION. Due to [THE LATE ARRIVAL OF THE INBOUND AIRCRAFT/ WEATHER CONDITIONS / A TECHNICAL ISSUE], boarding of your flight has been delayed BY # MINUTES. Further information will be given in minutes.”
IF AVAILABLE/DESIRED

“Achtung bitte, Passagiere gebucht auf den Flug # nach ZIEL: Aufgrund [VERSPÄTETER ANKUNFT DES FLUGZEUGS/WETTERBEDINGUNGEN/EINES TECHNISCHEN PROBLEMS] verzögert sich das Boarding um # MINUTEN. Weitere Informationen folgen in Minuten.”
Wenn möglich



Example 3: Gate Change

“Attention please passengers booked on AIRLINE flight # to DESTINATION. Your boarding gate has changed. Please proceed to gate # for boarding. Once again, passengers booked on AIRLINE flight # to DESTINATION, your gate has changed to #. Please proceed immediately to gate # for boarding your flight # to DESTINATION.”

“Achtung bitte, Passagiere gebucht auf den Flug # nach DESTINATION: Ihr Gate hat sich geändert. Bitte begeben Sie sich zum Gate #. Nochmals: Passagiere gebucht auf den Flug # nach ZIEL, Ihr Gate hat sich geändert. Bitte begeben Sie sich umgehend zum Gate # für Ihren Flug # nach ZIEL.”

Announcements should be structured in chunks and consist of an attention grabber, relevance (who should be listening e.g. PAX on our flight), the subject or reason for the announcement, and a repeat of the key points.

Remember! Do not tap the microphone or blow into it. Hold the microphone button for 0.5 seconds and begin speaking clearly. If you hold the microphone button for too long it may automatically increase its sensitivity and cause unpleasant noises.