



## Topic: Shift Briefings

Dear Supervisors and Lead Agents,

New briefing sheets have been created. As of 01.10.2024 these briefings will need to be created and given at the start of your shifts for each Airline. Ideally these should be prepared first thing in the mornings alongside PAX figures and specials, however the LOT briefing will need to be prepared by the night shift.

The briefings shall be done in person with verbal confirmation from the agents that they understand the contents of the briefing. If you are unable to do the briefing yourself, the completed briefing sheet should be handed off with a short verbal overview to the check-in coordinator who will then be responsible for briefing the other agents at the check-in.

These briefing forms should remain at the check-in for all flights and be brought to the office after the last one for accountability and to assess any feedback. Please encourage everyone to write any feedback they have in the feedback section. This could be anything from questions about a procedure or policy to sharing something that they have seen for the first time or making suggestions about how things could be improved. The following day's briefings should address this feedback and include any issues from the previous days.

For now, briefing sheets have been created for TUI, Pegasus, and ITA. There is a general one to be used for the other airlines until more recurrent topics have been identified.

These can be found in the FRA Supervisor – DHS – Daily Routine – Briefing Sheets folder.

Below is an example of the new briefing sheet. These do not necessarily need to be filled out by hand and can be opened and edited in Adobe Acrobat for better clarity, but please do not overwrite the original files.



## READ AND SIGN

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### Daily Shift Briefing FRA

Supervisor: \_\_\_\_\_ Shift: \_\_\_\_\_ Date: \_\_\_\_\_

Lead/Coordinator/Briefing Agent: \_\_\_\_\_

Pre Check-in				
1. Flights have been edited. Configuration is correct (If aircraft was swapped, is this correct in the DCS?) 2. Check-in counters setup, all staff on time. 3. FIDs and lining are correct. Counters are set up according to airline policy (IATA signs, 2.3A chart, bag sizer, etc.) 4. Uniforms are in line with company standards. 5. Sufficient and correct materials are stocked. 6. Agents are using their own login credentials. If not, include in the feedback below.				
Flight Specific Briefing				
Flight No.	STD	Conf.	PAX	Load Factor
Specials, Comments				
Shift Specific Briefing (R&S, New Procedures, Remarks & Comments, etc.)				
Recent Incident Topics:				
Recurring Topics:				
Additional Topics:				
Feedback (irregularities, missing materials, open questions, etc.)				

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These items should be checked daily, and any issues mentioned in the feedback section.

Load Factor is booked PAX divided by the aircraft configuration. 75% is the general rule for if HBAGs need to be collected. Include all specials here. Detailed procedures can be added below.

Recent incident topics are about recent incidence that have occurred that should be brought to everyone's attention.

Recurring topics have been input already for a few airlines. These are trending issues or important daily reminders that may change over time.

Additional topics are the detailed procedures (AVIH, PETC, DEPO, etc.) or information about the specials on a flight. In addition, this section can also be used to highlight new R&Ss, procedures, or topics brought up from previous days.

Feedback can be provided by anyone. Check-in agents should feel encouraged to write questions or about "1st time" experiences which can be addressed in future briefings.