

Topic: Check In Coordinator & Gate Coordinator

Dear All

For a few weeks now you can see an assigned Check In Coordinator and an assigned Gate Coordinator on the Daily Roster, but unfortunately it does not yet work as it was intended to.

With this R&S I would like to summarize the duties which are expected from the colleagues who are assigned to fulfil these roles.

Check In Coordinator:

- Arrives at the counters 15 minutes before opening time (on Pegasus if there are 2 or more flights 15-30 minutes)
- Prepares the lining, baggage sizer and FIDS for all counters
- Prepares the counters with the applicable check in material
- Ensures applicable forms (e.g. PETC form) are available
- Reports to SV/LA if someone is missing or there are any irregularities

Gate Coordinator:

- Takes a phone from the office and registers the phone number in AvBIS
- Takes a gate bag and ensures gate bag is fully stocked
- Is responsible for the communication at the gate with TRC (only gate coordinator shall communicate with TRC to avoid multiple different information being to the TRC from different people)
- Coordinates the boarding and applicable duties

These 2 roles were created to ensure we can do a more organized check in and boarding.

Thank you!

Norbert