

IAC 2207

Ground Service Management



Unit 5

Boarding Gate

WE'D LIKE TO START BY BOARDING ANYONE WITH HOT FOOD THEY'VE BEEN WAITING TO EAT ON THE PLANE.



CARTOONSTOCK.com

Search ID: grb120905

guy &
rodd
& dan

Ground Handling Process

- Reservation
- Check in
- Boarding
- Arrival
- Baggage Claim

Boarding Gate

Place where passenger board their flights

Duration for boarding time is about 35-40 mins before dep

Nowadays many airlines close 10-15 mins before schedule departure time (cut-off time)



The boarding process can be done with the help of DCS and by a modern amenities such as Quick boarding gate (self boarding) and boarding pass barcode readers or scanners.

The manual has been replaced by these new technique.



Boarding gate type

There are 2 types of boarding gate

Gate Boarding

The aircraft park next to the terminal, the aircraft door is opened on to the jet bridge which serves as a direct passageway from terminal to the aircraft



Remote bay Boarding

Aircraft parked away from terminal, passenger have to walk or take a bus and climb up to the aircraft.

- Arrange separate bus for f/c ,b/c pax
- Avoid walking near oil, ice, water, wing tips etc.



Boarding Gate

BOARDING GATE EQUIPMENT CONSISTING OF: COMPUTER, PRINTER, PA. SYSTEM AND BOARDING GATE READER



FLIGHT INFORMATION DISPLAY SYSTEM(FIDS)

Fids includes

- Airline's name and logo
- Flight number
- Flight destination
- Gate number

Gate 05	TURKISH AIRLINES TÜRK HAVA YOLLARI  	
	Last Call	
	TK 7624	17:45
	Istanbul	
 22C / 34F		
		

boarding status 'boarding soon', 'boarding now', 'final call', 'gate closed'

Some FIDS provides additional info such as
Weather condition



Message

Boarding_Pass_BA0182_JFK_LHR_065.pdf



BRITISH AIRWAYS BOARDING PASS



Seq. No. 000
e-ticket - no coupon



DONALD D HOGLE you're ready to fly

Flight BA0182	From JOHN F KENNEDY (NY) (NEW YORK Terminal 7	To HEATHROW (LONDON) Terminal 5	Seat 12J
Date 16 March	Gate closes 23:35	Departure time 23:55	
Operating Airline British Airways	Class Club World - Sleeper Service	Booking reference 8GML5W	Frequent flyer SAPPHIRE/



BOARDING PASS



A TATA SIA JV
vistara
Fly the new feeling

BOARDING GATE
1530 @ A6

FLIGHT GATE
UK 897

SEATING FRONT WINDOW
10F

Boarding gates close 30mins prior to departure
Frisking of the person and checking of hand bag is mandatory for all guest Please co-operate with Airport Security

ECONOMY



4 070071 967072

PASSENGER

SHARMA HIMANSHU/MR

PNR

4SB5JJ

FREQUENT FLYER NO

1547632547658

CCU

DELHI
16:15



8DEC
2019

BOM

MUMBAI
18:45



A TATA SIA JV
vistara
Fly the new feeling

PASSENGER

SHARMA HIMANSHU/MR

PNR

4SB5JJ

BOARDING

15:30 8 DEC 2019

GATE

UK 897

SEATING

10F

CCU

DELHI
16:15



BOM

MUMBAI
18:45

SEQUENCE

007

FREQUENT FLYER NO

1547632547658



4 070071 967072

Boarding Gate Responsibilities

- Flight number and boarding time are clearly show in FIDS.
- Coordinate with cabin crew on when to start the boarding process.
- Make clear announcement.
- Giving assistance for all necessary requirements from pax.
- Correct boarding sequence.



Pre boarding ; special need pax; UM, WCHR,
STCR, Mother with infant, MAAS

F/C : May be upon their comfortable

Some airline board by group 1,2,3

Special pax

Board First ; UM, WCHR

Board last: Deportee

Deplane first; UM, Deportee

Deplane last: WCHR

- Boarding starts and finishes on time in order to have “On-Time Performance”.
- All security and safety procedures are implemented.
- All necessary documents are produced and delivered on board.
- Passenger transport at the apron is provided.
- The aircraft door is closed on time.



Boarding Announcement

- **Welcome and review announcement**
- **Boarding announcement**
- **Final boarding announcement**
- **Other announcement**
 - * **Gate changing announcement**
 - * **Delayed flight announcement**
 - * **Flight cancellation announcement**

“Good (morning/afternoon/evening), ladies and gentlemen. Welcome to xxx airline’s flight xx no. bound for xxx. Our boarding process will begin in approximately 15 minutes. When boarding begins, please have your boarding pass and passport ready for identification check. Passengers with special needs and those traveling with infants and small children will be invited for priority boarding. Thank you for flying with xxx airlines. We wish you a pleasant flight.”

Gate Change Announcement

“Good (morning/afternoon/evening), ladies and gentlemen. May I have your attention please? The boarding gate for xxx airlines Flight xxx bound for xxx has now been changed to gate xxx.

Passengers on this flight are requested to proceed to Gate xxx for boarding.

Thank you”

Delayed announcement

- As soon as the delay has been confirmed.
- When staffing the gate if it is already known at that time and
- At the original boarding time, if boarding can't start on times, even you do not have new information concerning the delay.



	GATE #	STATUS
ON	A23	DELAYED
ES	C72	DELAYED
	B34	DELAYED
	A14	DELAYED
	C89	DELAYED
	G12	DELAYED
	C5	DELAYED
	D13	DELAYED
0	A4	DELAYED
	B22	DELAYED
		DELAYED

“Good (morning/afternoon/evening), ladies and gentlemen.

May I have your attention please?, xxx
airline Flight xxx

bound for xxx is now cancelled due to (...
late arrival of incoming aircraft / weather
conditions / mechanical problem ...)

Would all passengers on this flight kindly
contact xxx Airlines staff at Gate xxx for
further arrangements. We are sorry for
the inconvenience.”

Preparing final documents which are **used in-flight** and required for the immigration department in the country of destination. GSA has to prepare these documents;

1. **Manifest or Passenger Manifest (PM)** : details of passenger name list and information about **passenger**
2. **General Declaration (GD)** : information about **crews** (name, gender, date of birth etc.) aircraft registration number and itinerary of the flight
3. Arrival immigration form
4. Other airline promotional document

When the flight has taken off from the airport which change status of the flight in DCS to a **Post-Departure**.

These documents are required to be sent a telex to different departments of the airline back office, the next station, and a copy for station filing.

Passenger Messages:

Teletype passenger manifest (**TPM**)

Contains info pertaining checked-in passenger and baggages.

Passenger service manifest (**PSM**)

Contains info about passenger who need special attention in form of SSR code.

Passenger transfer message (**PTM**)

Contains info about transfer passenger and their checked-in baggage.

Messages referring to load/equipment

- **Load Distribution Message (LDM)**

All data must correspond to actual loading of the aircraft ;
passenger in each classes, cargo weight.

- **Container and Pallet Message (CPM)**

Inform the ULD (Unit load device) positions and load
distribution in bulk compartment.

- **ULD Control Message (UCM)**

- **Movement Message (MVT)**

Messages/Reports to Reservation Control:

To optimize sales on future flights.

- **Statistical Load Summary (SLS)**

To provide a common format for information exchange between the handling company and the carrier's statistic department to establish data for revenue reporting.

- **Frequent Traveler List (FTL)**

- **Hand Back or No show/ Go show ? No-record list HB**

- **Passenger Final Sales Message (PFS)**

Transmits info. To reservation system about the final pax count on a/c at the dep station

Baggage reconciliation

The passenger and his baggage must travel on the same aircraft. The baggage of **no - show** passenger. must be offloaded

It is the responsibility of GSA to ensure the correct number of pax board the a/c and the total count on board (**TOB**) with the count of Passenger manifest and a/c load/trim documents.

Head count

In case of pax missing at the gate, GSA will ask the crew to check the seat and page the passenger. Perform headcount if passenger is not in the a/c.

A headcount is made in cases where transit pax remain on board during transit .

Passenger information list (PIL)

When the check-in is finalized, the automated check-in system will automatically produce a PIL, based on check-in record.

PIL shows details of passengers who have been checked-in to each flight at each station. The PIL enables the crew to provide the special requested service onboard.

