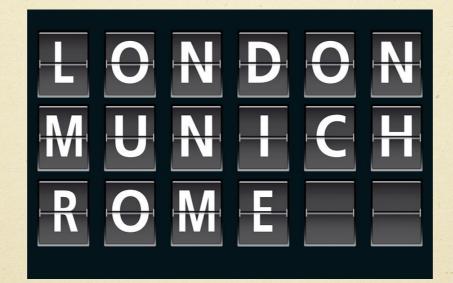
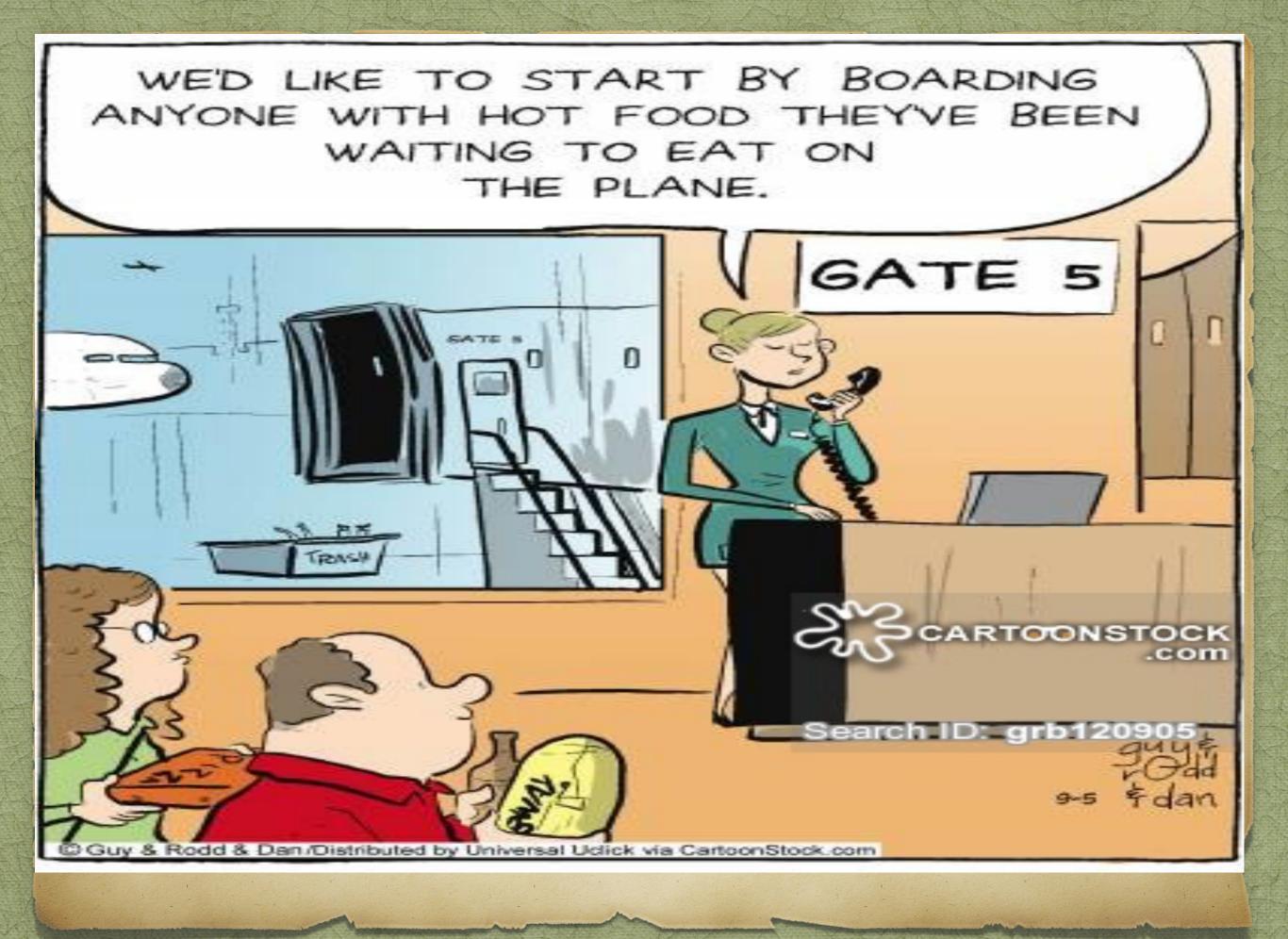
IAC 2207 Ground Service Management



Unit 5

Boarding Gate



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The manual has been replaced by these new technique.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)

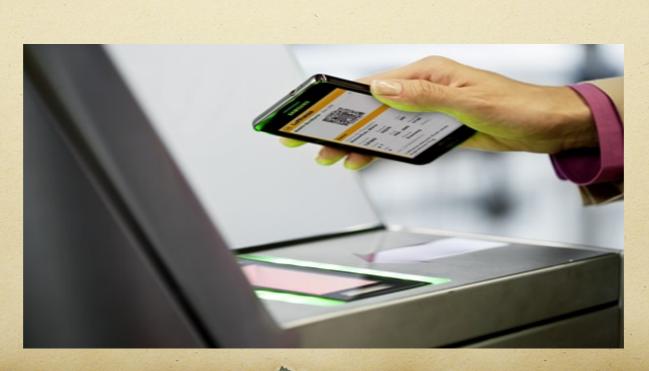
Fids includes

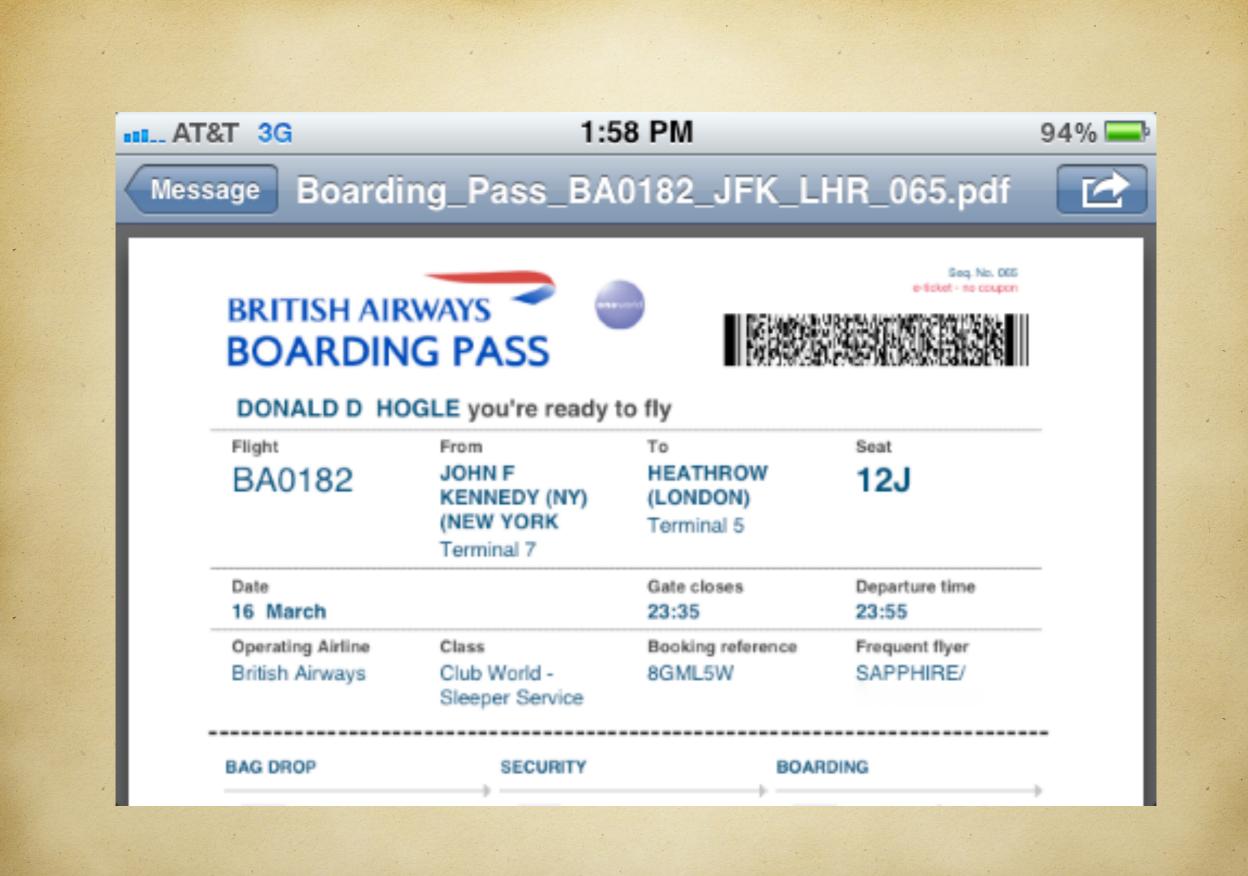
- Airline's name and logo
- Flight number
- Flight destination
- Gate number



boarding status 'boarding soon', 'boarding now', 'final call', 'gate closed' Some FIDS provides additional info such as Weather condition







ECONOMY VI. ARCATATA VLAR ATATA vistara[.] vistara[.] Fly the new feeling 4 070071 967072 Fly the new feeling SS L PASSENGER PASSENGER BOARDING GATE SHARMA HIMANSHU/MR SHARMA HIMANSHU/MR A D 1530 @ A6 | PNR BOARDING 4SB5JJ 15:30 8 DEC 2019 PNR FRERUENT FLYER NO Ъ 4SB5JJ 1547632547658 GATE SEALIN GATE FLIGHT UK 897 10F UK 897 DARDI CCU DELHI MUMBAI 18:45 16:15 CCU BOM SEATING DELHI MUMBAI FRONT SEQUENCE FRERUENT FLYER NO 10F WINDOW 007 1547632547658 18:45 16:15 m 8DEC 2019 Fricking of the person and checking of hand bag is mandatory for all guest Please co-operate with Airport 070071 967072 Security

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.



"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. <u>must be offloaded</u>

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 finalizes, the automated check-in system will auto produce a PIL, based on check-in record.

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

