


<div style="text-align: center;">  Aer Lingus Ground Handling Bulletin </div>			
Author:	Adam Connaughton	Approval Date:	6th Apr 23
Approver:	Loraine Brown	Removal Date:	6th Jul 23

GHB No.	4123
Revision:	0
Effective Date:	6th Apr 23
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Background

This Ground Handling Bulletin is issued to advise staff of wording changes to the boarding announcements for short-haul, long-haul and Aer Lingus Regional flights.

Important points to note:

- The correct and most up-to-date version of boarding announcements and general boarding guidelines are now available from the current webpage: <http://www.aerlingus.com/site/boarding>
- Please ensure to familiarise yourself with the new boarding announcements as the standard wording shall be followed, as per the script provided for all flights
- Please refer to the below information for the most up-to-date boarding announcement version and disregard any previous published versions
- If using a printed version of the announcements, please ensure to bring it with you when leaving the boarding gate area

GHB 4123 - Update: New Boarding Announcements



The online boarding reference guide allows you to filter the information by short-haul or long-haul flights. The following sections are outlined in the guide:


- Gate set-up / preparation guidelines
- Boarding sequence
- Standard boarding announcements
- Delay announcements & guidelines
- Cancellation announcements & guidelines

Process to follow:

Aer Lingus Boarding Service Standards

The following standards apply to all flights:

- At least one agent to be at the gate no later than 40 minutes before departure for short-haul flights), 35 minutes before departure for EI Regional flights, and 90 minutes before departure for long-haul flights.
- Ensure the gate is set-up correctly (refer to relevant gate set-up / preparation section on the webpage).
- Make contact with PRMs to confirm they are WCHR/S/C and update DCS where required.
- Proactively approach customers with buggies / strollers to collect their collapsed strollers.
- Make a phone call to the lounge(s) to notify them of when you'll be boarding.
- You should make the pre-boarding announcement 5 minutes prior to boarding. Remember this is only for PRMs.
- Customers should not be pre-loaded into confined spaces such as air bridges or stairwells prior to boarding and the queue time within the air bridge or steps should not exceed 5 minutes (or 8 minutes where transported to the aircraft by bus).
- Be proactive in queue combing, bringing forward certain customers to the front of the queue (e.g. pre-boards, customers who have to pay for a gate-checked bag, etc.) and make all efforts to ensure a well-coordinated and efficient boarding process.
- Keep gate information screens updated.
- Ensure a steady flow of customers through the gate, avoiding a pace that is too fast which could cause bottle-neck queues forming in the cabin aisle or air bridge / steps.

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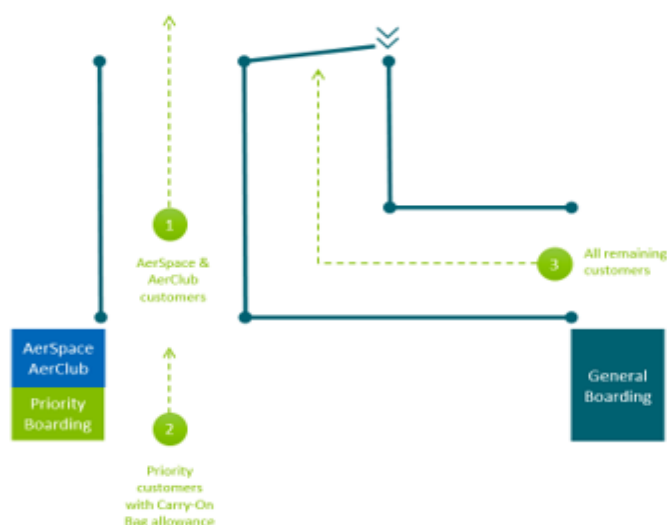
Boarding Guidelines: **Short-haul, 2-lane gate set up**

Version 1.4, 3rd April 2023

Please refer to <http://www.aerlingus.com/site/boarding> for the most up-to-date version of this information.

Gate set-up / preparation

This is an example of how the lane should be set-up:



Ensure the following is done before customers assemble at the gate:

- ✓ Barriers in place, with pole-top signs and other informational signage in correct position & visible for customers.
- ✓ Gate info screens displaying the correct message throughout boarding.
- ✓ Check all gate equipment (scanners, printers, etc.) is working.

Boarding sequence

This is the sequence for boarding your flight:

5 minutes before CTB:


0. Pre-boarding: PRMs only

When cleared to board:

1. AerSpace & AerClub boarding
2. Priority boarding for customers with 'Carry-on Bag' entitlement
3. General boarding for all remaining customers

Remember the minimum customer interaction standards while processing customers for boarding:

- ✓ Greet the customer by surname when checking their documents
- ✓ Smile and use eye contact
- ✓ Thank and wish them a pleasant flight or offer a suitable farewell.

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Boarding Guidelines: **Short-haul, 2-lane announcements**

Version 1.7, 3rd April 2023

Please refer to <http://www.aerlingus.com/site/boarding> for the most up-to-date version of this information.

Standard boarding announcements

Pre-Boarding:

Good (morning / afternoon / evening) everyone.

My name is ____ and I'll be looking after boarding for Aer Lingus flight EI ____ to ____.

Boarding will start shortly for AerSpace & AerClub cardholders. Please stand clear of the gate until your group is called.

Customers who have requested special assistance can come now to Gate ____ and we'll look after you.

Thank you for flying Aer Lingus today.

AerSpace & AerClub boarding:

Good morning / afternoon / evening everyone, you're all very welcome to Aer Lingus flight EI ____ to ____, now ready for boarding for AerSpace and AerClub cardholders – please come to the front of the Priority lane at gate ____ for boarding.

Please have your boarding pass and your ID or passport ready.

Thank you.

Priority boarding (carry-on bag entitlement):

We're now boarding Aer Lingus flight EI ____ to ____ for anyone with 'carry-on bag' printed on their boarding pass, using the Priority lane at gate ____.

Thank you.


General Boarding announcement:

We're now ready to start general boarding for all remaining customers on Aer Lingus flight EI ____ to ____ at gate ____ through the General Boarding lane.

Thank you.



Note: If bussing to the aircraft, advise customers in the final line of your boarding announcements:
 “We have a bus waiting outside to bring you to your aircraft.”

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Boarding Guidelines: **Aer Lingus Regional, 2-lane announcements**

Version 1.7, 3rd April 2023

Please refer to <http://www.aerlingus.com/site/boarding> for the most up-to-date version of this information.

Standard boarding announcements

Pre-Boarding:

Good (morning / afternoon / evening) everyone.

My name is ____ and I'll be looking after boarding for Aer Lingus Regional flight EI ____ to ____.

Boarding will start shortly for AerClub customers. Please stand clear of the gate until your group is called.

Customers who have requested special assistance can come now to Gate ____ and we'll look after you.

Thank you for flying Aer Lingus today.

AerClub boarding:

Good morning / afternoon / evening everyone, you're all very welcome to Aer Lingus Regional flight EI ____ to ____, now ready for boarding for AerClub cardholders – please come to the front of the Priority lane at gate ____ for boarding.

Please have your boarding pass and your ID or passport ready.

We have a bus waiting outside to bring you to your aircraft.

Thank you.

General Boarding announcement (if aircraft on remote / bussing stand):

We're now ready to start general boarding for all remaining customers on Aer Lingus flight EI ____ to ____ at gate ____ through the General Boarding lane.


Thank you.

OR

General Boarding announcement (if aircraft on contact stand):

We're now ready to start general boarding for customers seated in rows ____ to ____ on Aer Lingus flight EI ____ to ____ at gate ____ through the General Boarding lane.

Thank you.

<div style="text-align: center;"> Aer Lingus  </div> <div style="text-align: center; color: green; font-weight: bold; font-size: 1.2em;"> Ground Handling Bulletin </div>			
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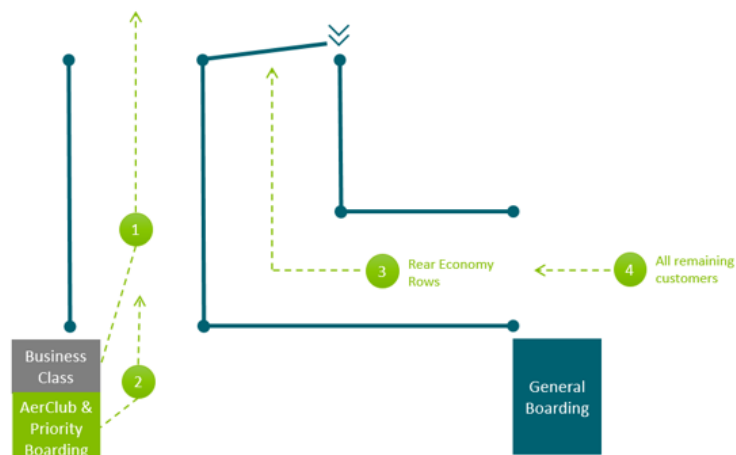
Boarding Guidelines: Long-haul, 2-lane gate set up

Version 1.5, 3rd April 2023

Please refer to <http://www.aerlingus.com/site/boarding> for the most up-to-date version of this information.

Gate set-up / preparation

This is an example of how the lane should be set-up:



Ensure the following is done before customers assemble at the gate:

- ✓ Barriers in place, with pole-top signs and other informational signage in correct position & visible for customers.
- ✓ Gate info screens displaying the correct message throughout boarding.
- ✓ Check all gate equipment (scanners, printers, etc.) is working.

Boarding sequence

This is the sequence for boarding your flight:

5 minutes before CTB:


0. Pre-boarding: PRMs only

When cleared to board:

1. Business Class boarding
2. AerClub boarding
3. General boarding by seat row number

Remember the minimum customer interaction standards while processing customers for boarding:

- ✓ Greet the customer by surname when checking their documents
- ✓ Smile and use eye contact
- ✓ Thank and wish them a pleasant flight or offer a suitable farewell.

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Boarding Guidelines: **Long-haul, 2-lane announcements:**

Version 1.7, 3rd April 2023

Please refer to <http://www.aerlingus.com/site/boarding> for the most up-to-date version of this information.

Standard boarding announcements

Pre-boarding:

Good (morning / afternoon / evening) everyone.

My name is ____ and I'll be looking after boarding for Aer Lingus flight EI ____ to ____.

Boarding will start shortly for Business Class customers. Please stand clear of the gate until your group is called.

Customers who have requested special assistance can come now to Gate ____ and we'll look after you.

Thank you for flying Aer Lingus today.

Business Class boarding:

Good morning/afternoon/evening everyone.

Good morning / afternoon / evening everyone, you're all very welcome to Aer Lingus flight EI ____ to ____, now ready for boarding for Business Class customers – please come to the front of the Priority lane at gate ____ for boarding.

Please have your boarding pass and your ID or passport ready.

Thank you.

Priority boarding (AerClub):

We're now boarding Aer Lingus flight EI ____ to ____ for our AerClub cardholders, using the Priority lane at gate ____.

Thank you.

General boarding (Rear Rows):


We're now ready to start general boarding for customers seated in rows ____ to ____ on Aer Lingus flight EI ____ to _____. You are now welcome to board at gate ____ through the General Boarding lane.

Thank you.

General Boarding (All Remaining Customers):

We're now ready to start general boarding for all remaining customers on Aer Lingus flight EI ____ to ____ at gate ____ through the General Boarding lane.

Thank you.

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Boarding Guidelines: **Guidelines for making PA announcements**

The following are our standards and guidelines for announcements made to customers over the PA system:

- ✓ Make the required announcement at the appropriate time. Avoid annoying customers with constant, repetitive or prolonged announcements.
- ✓ Include essential information with minimal deviation from the standard announcement wording.
- ✓ Mention code share partners relevant to the flight.
- ✓ Face the customers (do not hide behind the counter) and use positive body language and gestures.
- ✓ Be prepared and know what you are going to announce, avoid ad-libbing.
- ✓ Pace yourself to deliver PAs that are fluid, steady and clearly understandable – bear in mind many customers may not be native English speakers.
- ✓ Ensure your tone of voice is friendly, welcoming and calm. Avoid sounding monotonous, loud or commanding.
- ✓ English announcements to be made first, followed by non-English versions, where applicable.