



Fall/Winter 2018

AIR CANADA
CUSTOMER SALES AND SERVICE AGENT
JOB DESCRIPTIONS

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JOB OVERVIEW

A Customer Sales and Service Agent (CSSA) will work as a team to deliver customer service excellence at the airport through each touch point of a passenger's journey.

REGULATORY EXPECTATIONS

- ◆ Attend a briefing at the beginning of every shift
- ◆ Ensure a valid Dangerous Goods card is always carried while on duty
- ◆ Air Canada employees are subject to the Air Canada Code of Conduct which sets out the guidelines and expectations for how Air Canada employees conduct themselves ethically within the context of their employment at Air Canada
- ◆ Promote compliance at all times to safety and security activities in the workplace
- ◆ Agents are required to read, acknowledge, and confirm readership of all policies and procedures bulletins issued by Passenger Service Development in ACpedia
- ◆ Follow all standard operating procedures (SOP) as outlined in ACpedia and/or local process documents

CUSTOMER SERVICE STANDARDS

- ◆ Agents are to act as brand ambassadors by delivering customer service excellence; model our Flight Path:
 - **Our Ambition** – to be a Top 10 Global Airline in everything we do and have made a promise to our customers and to each other that we will treat everyone with *'Care & Class'*
 - **Our Guiding Principle** – to *'Fly Every Mile in our Customer's Shoes'*
 - **Our Core Behaviors** – *Safety First, Always; Win as One Air Canada; Glowing-Hearted Hospitality; Fly the Flag.*
- ◆ Agents are to adopt our customer service standards at every touchpoint from the lobby to the departure gates, to the arrivals and all connection areas in between
 - Greet each customer with a warm "Hello/Bonjour, welcome to Air Canada"
 - Use the customer's name at least once during interaction
 - Always return items in hand with eye contact
 - Thank the customer for choosing Air Canada and invite them back
- ◆ Ensure Premium customers are recognized and offered priority service
- ◆ Be empowered to 'take action' to resolve customer issues in real time and act according to the best interest of both the customer and the business
- ◆ Professional appearance; always adherence to uniform brand standards. How you look, act and carry yourself is an important part of our brand image and what our customers remember about us.

OPERATIONAL EXPECTATIONS

***** Based on day-of operational requirements, agents may be assigned during their shift to work any area their qualifications support. *****



LOBBY ROLES AND RESPONSIBILITIES

CHECK-IN

Check-in Assistance Agent:

- ◆ Responsible for checking in customers traveling International, Transborder, or Domestic
- ◆ Ensure customer is checked in prior to the established cut-off times
- ◆ Agents are responsible for validating that the travel document presented by the passenger at the airport matches the API data (Advance Passenger Information) in the DCS record and removing any DOC Alerts
- ◆ Will use scanners for processing boarding passes and travel documents
- ◆ Ensure tickets are valid and associated to the DCS record
- ◆ Collect all applicable fees
- ◆ Ensure customers possess all necessary documents for travel as per Timatic
- ◆ Enter APIS information as required
- ◆ Ensure baggage tags are printed and affixed for the correct destination with name tags and overlays as required (ex; heavy, standby, connection, stroller, wheelchair, etc.)
- ◆ Ensure customer is informed of security regulations concerning liquids, gels, dangerous goods, etc.
- ◆ May be required to prioritize customers in line by order of departure time
- ◆ Check carry-on baggage size and weight to ensure compliance
- ◆ Highlight or circle the departure gate number and boarding time on each boarding card for every customer
- ◆ Verbally inform the customer of their gate number and boarding time, and advise customers to proceed immediately through security
- ◆ Process 'Same Day Change' re-bookings
- ◆ Verify all baggage belt systems are closed and secured before leaving the area
- ◆ Check-in customers requiring special assistance and remark the DCS to ensure proper communication to appropriate parties
- ◆ Ensure all SSRs are correctly appended to the DCS/PNR record and reflect the customer's needs
- ◆ Ensure the proper processing and handling of customers with SSRs including UMS, DEPAs, DEPU, ESCT, PRSN, and MEDA. Ensure all acceptance conditions are met with regards to preparation of firearms and ammunition. Agent is required to have the customer complete the ACF510J Firearms Declaration form. Affix ACF510H Ammunition Sticker to the checked baggage that contains the ammunition. Follow all procedures as outlined in ACpedia – Firearms and Ammunition.
- ◆ Reassure customers with disabilities who require special assistance that they are in good hands and will be well taken care of
- ◆ When the customer is travelling with their own powered mobility device, ensure their DCS record correctly identifies the type of mobility device, including specification of wet or dry cell battery and advise STOC and the LOAD agent accordingly. (Note: Electric wheelchairs should not be sent to the bag room/gate before the battery type 'Wet' or 'Dry' has been identified on the baggage tag.)
- ◆ Responsible for the removal and packaging of batteries and powered mobility devices at the CCT desk when required. Battery removal (WET or DRY) and packaging are only needed if the battery is removable. Agents are to review ACpedia – Wheelchairs and Mobility Aids Policy.



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- ◆ Ensure all forms are completed and signed for Unaccompanied Minor (UM)/UM Adults customers and applicable fees have been collected
- ◆ Liaise with STOC, Load, CCT, ITT, ITPC, and Domestic/USA/INTL connections as required
- ◆ Report any irregularities immediately to the Lead and/or CSM
- ◆ Promote the option of purchasing preferred seats

Line Entrance/Lobby Agent:

- ◆ Set up stanchions and adjust for customer flows
- ◆ Ensure customers enter the correct lineup depending on their needs
- ◆ Must obtain a handheld radio for communication
- ◆ Prevent delays or obstructions at the line entry
- ◆ If assigned to Aisle 1 or 3, ensure that only Business Class and eligible Priority customers are admitted into the Priority Class lane
- ◆ Direct customers to Kiosk Assist agents for boarding cards and/or bag tags
- ◆ Re-direct customers to the correct line if required
- ◆ Ensure customers entering the SSBD line have boarding passes and that baggage tags are placed on checked baggage prior to entering
- ◆ Monitor flight departures, check-in cut-off times, and irregular operations

Podium Agent:

- ◆ Ensure podiums are tidy and clutter free
- ◆ Actively promote and direct customers to the self-service kiosks
- ◆ Respond to customer questions and requests with a smile
- ◆ Anticipate and understand customer needs and proactively identify special requirements
- ◆ Carry a radio and communicate with lobby CCT for any wheelchair requests

Self-Serve Assist Agent (Kiosk & SSBD):

- ◆ Agents working at SSBD or kiosk areas must obtain and utilize a Smart Drop handheld unit
- ◆ Identify customers who require overlays or additional tags (INCS, SPEQ, mobility aids) and direct to the Bag Drop Support positions
- ◆ Use hand-held device (PDA) to scan boarding cards and active baggage tags
- ◆ Redirect customers who require additional tags to kiosk or Check-in Assistance for payment and issuance
- ◆ Provide direction to appropriate induction points
- ◆ Complete and attach overlay tags (priority, standby, gate etc.)
- ◆ Print additional tags for car seats, sporting equipment or mobility aids
- ◆ Activate bag belt to expedite baggage.
- ◆ Baggage Drop Off: ask customer to place baggage on belt in acceptable position, activate bag belt to expedite baggage, provide direction to customer on departure gate and security checkpoints.

Security Lines:

- ◆ Monitor the flow of customers at the security checkpoints
- ◆ Work in partnership with GTAA and CATSA staff to ensure Air Canada customers clear security with enough time to make their flight
- ◆ Monitor departure times and pull customers into the designated cut-off line as required
- ◆ Advise STOC and your area CSM of any issues that the security checkpoint that could potentially affect our operation



Cash Agent:

- ◆ Subject to Cash Agent training
- ◆ Ensure all information (PNRS/DCS records) are handled in a proper manner to ensure we meet the standards of the Privacy Act
- ◆ Agents are to dispose of documents that contain confidential information according to company policy (do not leave documents or information on the counters or in view of the public)
- ◆ Agents will be required to assist their colleagues with check-in during downtime, IROPs, and whenever operationally required
- ◆ Cash agents are required to pick up a cash float, debit machine, and any required documents from the Revenue office at the start of shift and must return them at the end of their shift
- ◆ Fill out and account for cash and credit documents in the manner prescribed by the Company
- ◆ Complete the Excess Baggage Ticket T352 for customers traveling on international itineraries connecting on OAL
- ◆ Know how to read a sales report and reconcile all transactions
- ◆ Complete, reconcile, sign, and turn in your sales report to the Revenue Office at the end of the shift (all other documents issued must be submitted to the Revenue Office at the completion of your shift)
- ◆ Must cash out at the end of shift or at prescribed times during the shift based on local operational procedures (coordinate cash up times with the Revenue Office to ensure minimal impact on the operation)
- ◆ Responsible for returning all audit coupons at the end of shift
- ◆ Accountable for all transactions completed on their Sales Report as well as handwritten documents
- ◆ Must have sound knowledge of applicable fees and methods of fee collection
- ◆ Make sure all necessary supplies and materials are on hand and that equipment is available, ready, and in working order
- ◆ Any shortages or overages are to be reported
- ◆ Issue hotel accommodation, ground transportation, and meal vouchers
- ◆ Secure all materials, counters, and equipment at the end of the evening shift

Ticketing Agent:

In addition to Cash Agent responsibilities, the ticketing agent will also:

- ◆ Subject to ticketing training
- ◆ Make, update, or change reservations for all Air Canada customers and affiliates according to company and IATA policies and procedures
- ◆ Issue new e-tickets
- ◆ Ensure proper processing of customers at future points of contact
- ◆ Display fares, and collect or refund any additional monies or fees
- ◆ Ensure the customer is in possession of all required travel documentation
- ◆ Issue denied boarding compensation if required



PREMIUM ROLES AND RESPONSIBILITIES

A PREMIUM AGENT WILL DEMONSTRATE THE FOLLOWING "SOFT SKILLS" CONSISTENTLY

- ◆ Embody Premium Agent Service Standards:
 - **Acknowledge the Customer (5/10 Foot Rule):**
 - At 10 feet, make eye contact & smile genuinely
 - At 5 feet, say "Hello/Bonjour, Welcome (back) to Air Canada"
 - Initiate interaction by being in front of counter, go towards the customer
 - Approach the Premium customer in line, don't wait for customer to come to you
 - Acknowledge customers waiting in line (even if busy) with a smile, nod of the head, eye contact
 - **Use the Customer's Name**
 - Must be natural & authentic
 - Must be used 3 times at Priority Check-in (whenever possible)
 - Must be used at least once in the Maple Leaf Lounges
 - **Maintain eye contact & Smile**
 - **Recognize Loyalty**
 - Must mention specific tier level (E50K, E75K, SE100K, MM, Gold Star Alliance)
 - Million Mile Members must be recognized, acknowledged and thanked
 - **Do not interrupt a customer & always give them the benefit of the doubt**
 - Listen actively, give customer your undivided attention
 - Don't rush trying to fix the problem until you have heard them out
 - Reformulate to validate your understanding
 - Never challenge a customer's situation verbally or through negative body language
 - **Take ownership, be empowered & anticipate the customer's needs**
 - Do what is right for the customer
 - It may not be our fault, but it is our problem
 - Provide our customers with options
 - **Extend a genuine and sincere apology, show empathy**
 - *A genuine and sincere apology is the foundation of the recovery process*
 - *Loyalty is built on how we recover when things don't go right*
 - **Return items in hand**
 - Handing any items back to our customers in hand is a sign of Care and Class, respect and courtesy
 - **Make a Final offer of service, provide directions to Security, MLL or Gate**
 - *This is an opportunity to ensure we have addressed all our customer's needs before they leave our counter.*
 - Do not assume that the customer is familiar with the airport that they are travelling through.
 - **Thank customer for choosing Air Canada & invite them back**

- *Every customer should be thanked for flying with us. Our customers have a choice and we need to express our gratitude that they have included Air Canada in their travel plans.*
 - *Inviting them back is displaying our glowing-hearted hospitality.*
- ◆ Discretion; limiting personal conversation to a minimum, remembering that as brand ambassadors, agents are always on stage
 - ◆ Professional appearance; always adherence to uniform brand standards. How you look, act and carry yourself is an important part of our brand image and what our customers remember about us.

Premium Check-in Agent:

- ◆ Check-in our most valued customers
- ◆ Rebook valued customers, as required (no need to be Ticketing qualified, but accommodate basic requests, such as rebooking on AC, FIM issuance, same day rebooking on OAL)
- ◆ Provide kiosk assistance
- ◆ Act as a lobby ambassador at check-in
- ◆ Offer IROP assistance (issue meal/hotel vouchers)
- ◆ Perform regular CSSA functions on occasion to maintain operational efficiencies
- ◆ Upsell (J cabin, PY cabin, O cabin, Preferred Seats)
- ◆ Assist premium customers who require special assistance from Check-in to Security (i.e. obtaining/pushing WCHR, guiding DEAF/BLND customers etc.)
- ◆ Premium Agents may be assigned by Management to present a signed Air Canada 'Thank You' card to a customer at check-in, in the MLL, or at the departure/arrival gate.
 - These cards are to recognize our Premium Customers, (i.e. 50K and 75K members) that have reached a 1+ Million Mile Milestone with us, and to thank them for their continued loyalty to Air Canada and congratulate them. (Note: Our Concierge team will continue to recognize our SE and VIP customers on achieving this milestone.)
- ◆ Premium agents may have adhoc requests from Management, to assist identified customers and to ensure a seamless travel experience.
- ◆ Will be cross-utilized with the Maple Leaf Lounge as required
- ◆ Have full knowledge of the following products:
 - Aeroplan/Altitude program (focus on 50K and up)
 - EUPG process and rules
 - Business/Signature Class attributes and service features, including on-board amenities
 - Maple Leaf Lounge/Air Canada Signature Suite access policy and offering (meal times, newspapers, magazines, Press Reader App, alcohol, business center, showers, etc.)
 - Maple Leaf Lounge locations, Air Canada Signature Suite location/Star Lounge access policy (including arrivals lounge)
 - Other Air Canada airport products, including priority services, boarding process, connections processes, baggage processes and recovery, etc.
- ◆ Have general knowledge and understanding of the following:
 - Commercial products, such as Flight Pass
 - Industry-wide Premium standards
 - Customer experience at key hubs (YUL, YYZ, YVR, FRA, LHR, HND, NRT, HKG)



Maple Leaf Lounge (MLL) Agent:

- ◆ Premium agents must keep the MLL reception area clean and clutter free at all times.
- ◆ Use the customer's name and always remember to smile.
- ◆ Maintain eye contact when addressing our customer.
- ◆ Listen attentively and never interrupt a customer
- ◆ Show empathy and always put yourself in the customers' shoes; treat them as you would like to be treated
- ◆ Always return any items the customer has given you (e.g. passport, boarding pass or Altitude card) as well as offer new boarding passes in hand; do not place on counter
- ◆ Assist with any/all requests such as, eUpgrades, same-day change, same-day upgrade, seat changes, gate information
- ◆ Promote and offer upsell to Premium Economy class and same-day upgrade.
- ◆ Pro-actively anticipate and understand customer needs such as MLL services and product offerings and identify special requirements.
- ◆ Understand all the offerings and facilities of the lounge and ensure first time lounge guests are informed
- ◆ Agents should be very knowledgeable of our Air Canada Signature Suite product and those who are eligible to enter. Only offer this exclusive product to customers who qualify.
- ◆ Maintain a high level of service delivery at all times
- ◆ Report any customer feedback (complaints and compliments) or lounge irregularities
- ◆ The reception desk must be staffed by an Air Canada Premium agent at all times and cannot be left unattended
- ◆ The use of personal devices is not permitted
- ◆ The amenities in the MLL are for the exclusive usage of eligible customers; under no circumstances should any of the food, drinks, magazines, newspapers or any other service item be used by the Premium Agent for their own consumption or usage
- ◆ Offer final assistance, "Is there anything else I may help you with today?"
- ◆ Where appropriate, reference to the customer's Altitude status and always recognize Million Mile Members by thanking them.
- ◆ Thank the customer for their loyalty and for choosing Air Canada and invite them back.
- ◆ Agents should have a general knowledge of Aeroplan/Altitude program, eUpgrades, paid upgrades, Business Class, Signature Class product attributes and service features including onboard amenities, MLL access policy and product offering, MLL locations/Star Alliance lounges and access policy Lounge access policy and Flight Passes.
- ◆ Understand the lounge entry system, know how to register members and validate access on entry into the Lounge
- ◆ Will be cross-utilized with Premium Check-in as required
- ◆ Premium agents may have adhoc requests from Management to assist identified customers and ensure a seamless travel experience.

CUSTOMER SERVICE DESK ROLES AND RESPONSIBILITIES

Mainline Customer Service Desk(s) Agent:

- ◆ Subject to gate and IROP/Premium training
- ◆ All agents in these functions report to the area Lead or Manager and will work from the Customer Service Desk.
- ◆ Pick up a Print out a copy of the day's passenger loads (see Lead)



- ◆ Assist customers with questions; offer Gate information, general instructions and directions
- ◆ Responsible to monitor the flights in your area for possible denied boarding or misconnecting customers
- ◆ Contact the Gate agent on oversold flights and advise what the suggested alternate is.
- ◆ Rebooking, issuing vouchers, hotels, or denied boarding compensation
- ◆ Assist our Priority customers in the Priority lane with questions, concerns, rebooking items
- ◆ Ensure the proper processing and handling of customers with SSRs UMS, DEPAs, DEPU, ESCT, PRSN, CAPO, MEDA, etc. Please refer to ACpedia – for further details.
- ◆ In addition, agents will work as a team and may be required to work in any of the functions supporting specific operational areas as follows:
 - Gates
 - Assist with departing flights as required (reference Gates All Functions job description)
 - Support with “hot connections” or flights with “busted connections”
 - Support Arrivals agents with the printing of boarding card for misconnections, as required.
 - Irregular Operations
 - Process customers that are affected by irregular operations.
 - Rebook all affected flights of the customer’s journey
 - Separate tickets issued by any carrier: AC connecting to AC flights (including OAL*/AC flights).
 - Process customers accordingly that are affected by misconnection as per Irregular operations policy.
 - Make announcements every 15 minutes to update our customers with the expected departure and arrival times, along with advice regarding the next update time.
 - May be required to become mobile and assist arriving customers with busted connections on their original flights, meeting the flights on a pro-active basis observing the following procedure: assess the reason for delays (AC controllable or uncontrollable) prepare documents passengers will require upon arrival in YYZ, such as new boarding cards, meal and/or hotel vouchers.
 - Must have a knowledge of how to issue an eINVOL
 - Must have working knowledge of how to build a shadow PNR
 - Must have a working knowledge of Timatic

Jazz Customer Service Desk(s) Agent:

Agents will perform all duties outlined in the “Mainline Customer Service Desk” job description. In addition, Jazz Customer Service Desk agents may be required to assist with gate functions (reference “Jazz Gates All Functions” job description).

GATES ROLES AND RESPONSIBILITIES

Gates All Functions:

- ◆ Must be gate trained
- ◆ Must obtain a PDA and radio at the start of shift and acknowledge all tasks on the PDA whenever assigned by Deployment (if unable to follow a task, contact Deployment immediately)



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- ◆ Gate agents are responsible to ensure all stock supplies are present at the gate to work a departing flight in order to facilitate an on-time departure
- ◆ Will be assigned to other functions based on operational requirements, including check-in, arrivals and customer service desks
- ◆ Cross-utilized with Domestic/Transborder Regional and Hardstand outside Operations (reference '*Jazz Gates All Functions*' job description)
- ◆ May be assigned to meet arrivals (reference '*Arrivals Agent*' job description)

Gate agents are also responsible for the following:

- ◆ **On-Time Performance (OTP):**
 - Review Gate Prep lists and complete the ACF610
 - Ensure all required announcements are made in a timely manner
 - Communicate with inflight to ascertain if early boarding is possible
 - Organize and survey the lounge for selected customers a few minutes before boarding commences (i.e. WCHR, WCHC, etc.) and board them prior to zonal boarding
 - When applicable, use the 'Dane Wheelchair-Mover' or one of Air Canada's new ViaMobil electric wheelchairs to assist on steep ramps, extra-long bridges, and when physical effort is required
 - Follow the gate process as outlined in ACpedia under "Gate Departure – Sequence of Events"
- ◆ **Safety & Security:**
 - Proper identification checks are required at all departures
 - When checking ID, verify that:
 - the picture matches the customer in front of you
 - the name on each customer's boarding pass matches their ID
 - the response on the computer screen matches the boarding pass
 - Gate agents must ensure customers with "SSSS" indicator (Selectee Process) on their boarding pass have a stamp from CATSA to indicate that they have gone through additional security screening (this applies to all Domestic, Transborder and International departing flights)
 - Must use the scanners to board all customers (if scanners are not working please report defective scanners to the GTAA and note on your ACF610)
 - ACF610 must be completed for every flight and filed afterwards in the appropriate location
 - Lock gate drawers and ensure all doors are closed
 - Follow sequence process as outlined in ACpedia

Jazz Gates All Functions:

In addition to the roles and responsibilities outlined in the "Gates All Functions" job description, the Jazz gate agent will also:

- ◆ Agents working at Regional should report to the Jazz Customer Service Desk in between assignments
- ◆ Ensure Sky check cart destination plate is accurate and facing customers who are boarding
- ◆ Perform ramp direct duties as required
- ◆ Wear all required PPE (personal protective equipment) when working outdoors
- ◆ Responsible for advising Jazz STOC when the Express Ramp is required to assist customers with special needs

Gate Support Agent:

The gate support agent will perform all duties outlined in "Gates All Functions" and report directly to the area Customer Service Manager. Pick up a radio at the start of shift (PDA is not required for this function).



Gate Recovery Agent:

The gate recovery agent will perform all duties outlined in "Gates All Functions" and report directly to the Deployment manager. Agent is required to pick up a radio and a PDA at the start of their shift.

CONNECTIONS ROLES AND RESPONSIBILITIES

ITT:

- ◆ Subject to gate and IROP training
- ◆ Agents report daily to the Connections Lead and CSMs on duty
- ◆ May be required to assist with any new connection processes
- ◆ Assist and direct customers arriving from USA/INTL flights and connecting to Domestic flights
- ◆ Remind customers that liquids/gels over 100ml must be placed in their checked baggage
- ◆ Communicate with the Gate/CNX managers for tight connections
- ◆ Collect same day change fees (SDCF) for voluntary changes (Transborder to Domestic)
- ◆ Rebook customers and check them in
- ◆ When required, reprint baggage tags and re-tag luggage
- ◆ Issue eINVOLS, hotel/ground transportation/meal vouchers
- ◆ Track late arrivals using AC FIDS
- ◆ Agents will be required to verify boarding cards and baggage tags for connecting customers, and then direct them to the appropriate locations (rebooking lines, baggage induction belts etc.)
- ◆ Assist customers whose connection has been busted
- ◆ Collect excess baggage charges and any other applicable fees as required
- ◆ Ensure the proper processing and handling of customers with SSRs - UMS, DEPAs, DEPU, ESCT, CAPO, PRSN, MEDA, etc. (Refer to ACpedia for further details)
- ◆ May be required to work inside the Baggage Hall to process onward connections and paging customers
- ◆ Must be familiar with ITD flight process
- ◆ May be assigned to the 'Point Position':
 - Point Position agent is responsible to review the hand-over package at the beginning of the shift to obtain an operational overview
 - Point person will be located at the entrance to the ITT connection belt to direct passengers.
 - Direct customers to the desk for re-tagging, re-seating or re-booking

ITPC:

- ◆ Subject to IROP training
- ◆ Monitor all Domestic and International inbound connecting customers passing through ITPC to ensure they have sufficient time to complete the USBP process and make it to their gate on time
- ◆ Pick up a radio at the beginning of every shift
- ◆ Report to the Connections Manager on duty
- ◆ Responsible for re-protecting late inbound/misconnecting customers



- ◆ Assist arriving customers with busted connections; page by name, rebook them, issue new boarding cards and issue vouchers etc. for the re-routing as required
- ◆ Issue meal vouchers, hotel vouchers, ground transportation, FIMS, etc.
- ◆ Contact gate agents regarding any late customers due to baggage issues
- ◆ Assist customers with tight connecting times through USCBP
- ◆ Work with the PAT team for any busted connections from DOM or INTL flights
- ◆ Highlight or circle the departure gate number and boarding time on each boarding card for every customer
- ◆ Verbally inform the customer of their gate number and boarding time, and advise customers to proceed immediately through /USCBP
- ◆ Must have a clear understanding of the BWIS process (Requirement to use BIWIS MANAGEMENT STATION and assist customers with connection baggage)
- ◆ Rebook delayed customers not protected by PRS system
- ◆ Arrange re-flight of baggage with Baggage agents
- ◆ In the event customers are unable to travel with their checked baggage, ensure edits are present on passenger records (such as DCS record and PNR) for further handling. Contact gate agents to advise as required
- ◆ Ensure the proper processing and handling of customers with SSRs, DEPAs, DEPU, ESCT, PRSN, and MEDA
- ◆ Communicate with the baggage agent in the area with regards to all baggage issues
- ◆ Coordinate the handling of irregular operations under the director of the Connections Manager
- ◆ Communicate with our Star Alliance Partners e.g. UA when required.
- ◆ If there are any issues pertaining to passenger flows, contact STOC at 4726 to communicate.
- ◆ May need to support the ITPC CCT agent with pushing wheelchairs and assisting Special Needs customers thru US Customs.
- ◆ May be deployed to assist with immigration flow

ITD Rework Desk Agent:

- ◆ ITD Rework Desk is located in the Canada Customs Hall
- ◆ Subject to gate and IROP training
- ◆ Report to Area Manager and work with all applicable on duty Operational Managers.
- ◆ Must be familiar with the ITD PROCESS
- ◆ Must be well versed in the intricacies of baggage manipulation using QIK-check
- ◆ Must be trained and then well versed with the ITDS recheck software
- ◆ Working knowledge of ITDS Smart Suite and Air Canada SmartSuite
- ◆ Pro-actively prevent PAWOBS by addressing Baggage Source Message (BSM) abnormalities using all applicable Air Canada baggage reconciliation applications
- ◆ Address the following DCS issues; "add tag", "identify short checked tag"
- ◆ Be available to reprint boarding passes and clean up any DCS anomalies
- ◆ Courteously mitigate baggage irregularities within duplicate DCS records
- ◆ Assist all Canada Customs questions and concerns regarding Air Canada Processes, especially those relating to ITD and baggage reconciliation.
- ◆ Coordinate with Arrival Agents to insure proper handling of passenger not picking up bags.
- ◆ Coordinate with ITD agent to insure proper communication of the passenger flow of ITD eligible passengers
- ◆ Answer all Radio/Phone calls pertaining to ITD
- ◆ Assist passengers with other questions/concerns they may have regardless of ITD
- ◆ Report any anomalies to Shift CSM, especially reoccurring issues



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- ◆ Must be able to sit/stand for the entire shift at the Recheck counter in the Canada Customs Hall
- ◆ May be asked to pro-actively discuss irregularities with Canada Customs or inbound customers.
- ◆ May be asked on occasion to seek out passengers waiting for bags, in Canada Customs, Secondary or Immigration
- ◆ Assist with the 'scrubbing' of flights for documentation verification
- ◆ Effective communication skills
- ◆ Knowledge of radio use and etiquette
- ◆ Sign out a radio & sit at the recheck Counter
- ◆ Frequently check e-mail for ITD updates and information

PAT:

- ◆ Subject to IROP and gate training
- ◆ Agents may be required to assist with any new connection processes
- ◆ The Proactive Arrivals Team (PAT) office is a recovery team that help passengers connecting in YYZ whose travel plans have been interrupted due to IROPS and/or delays
- ◆ Will act as the primary contact to Connection STOC, Customer Journey Management (CJM), Connection CSM(s), for disrupted flights with onward connections
- ◆ Proactively prepare flight disruption documentation including but not limited to, boarding cards, hotel vouchers, ground vouchers, meal coupons, etc.
- ◆ Monitor connection activity for all arrivals and departures using RESIII, ACfids and BMS. Check the PH and R*STAR (non-cap stations)
- ◆ Proactively check for all late arrivals (DOM, INT, USA)
- ◆ Check Teletype printer for Busted CNX messages. Check PH or R STAR message from the arriving flight for additional information on the Busted CNXs from CJM
- ◆ When operation requirement permits accompany Arrival Agent to the gate to assist with Misconnections (10+ or more)
- ◆ Make on board announcements upon arrival to customers with itinerary changes
- ◆ Agent may be required to assist and expedite connecting customers, and may also be required to reduce SEB delays by pulling Passenger Name Lists to monitor these connections
- ◆ Support Arrival agents with the printing of boarding cards & hotel vouchers for misconnections, as required
- ◆ Ensure the proper processing and handling of customers with SSRs UMS, DEPAs, DEPU, ESCT, PRSN, CAPO, MEDA etc. Please refer to ACpedia for further details
- ◆ Make, update or change reservations of all Air Canada products and OALs to ensure proper processing of customers at future points of contact
- ◆ In conjunction with Connections CSM(s), input any additional instructions for arrivals agents in the Passenger Service Message (PH), Check-in Information Display (LOZ I) and/or communicate with Deployment
- ◆ If rebooking is initiated from the PAT, the agents will perform flight editing and reconciliation requirements
- ◆ Assist in rebooking of inbound misconnects and communicate with all areas including but not limited to, ITT desk, ITPC desk, Customer Service desk, Arrivals agents, CJM, Connection STOC and Connection team.
- ◆ Review connection progress for customers who require special assistance (UMs, WCHR, etc.) and communicate discrepancies to the connection team.
- ◆ Work with Star Alliance partners to find re-protection solutions where there is no Air Canada availability and contact the AC Ticketing Help Desk to assist with re-routing of customers that have misconnected
- ◆ Ensure that CJM has offloaded busted customers



- ◆ Meet late flights on a pro-active basis and assist arriving customers with busted connections by helping to distribute new boarding cards for the protected flight, and meal/hotel/taxi vouchers when required

Level 3 Arrivals CSD, HHF CNX, CSD Liner:

- ◆ Subject to gate and IROP training
- ◆ Always be visible at the counter to assist arriving customers with their questions and or concerns; offer Gate information, general instructions, and directions.
- ◆ Monitor flights in their area for misconnections or DBCs (denied boarding)
- ◆ Provide arriving customers with boarding passes
- ◆ Support Arrivals agents and Baggage Hall Agents with the printing of boarding card for misconnections, as required.
- ◆ During IROPS, may be required to become mobile and assist arriving customers with busted connections on their original flights, meeting the flights on a pro-active basis observing the following procedure: assess the reason for delays (AC controllable or uncontrollable) prepare documents customers will require upon arrival in YYZ, such as new boarding cards, meal and/or hotel vouchers.
- ◆ Must be familiar with the IROP Playbook procedures, located in the AC portal
- ◆ Process customers accordingly that are affected by misconnection as per Irregular operations policy.
- ◆ May be required to assist Arrivals (see Arrivals All-functions) when the operation requires
- ◆ CSD Liner agent also responsible for flight editing

CUSTOMER CARE TEAM (CCT) ROLES AND RESPONSIBILITIES

Lobby CCT Agent:

- ◆ Check-in customers requiring special assistance and remark the DCS record to ensure proper communication to appropriate parties
- ◆ Reassure customers with disabilities who require special assistance that they are in good hands and we will take care of them and their special needs, including mobility aids
- ◆ Agents will be required to participate in the automated tracking process of special needs customers
- ◆ At off peak Lobby CCT times, Lobby CCT agents will be required to support, help with other aspects of the Lobby function.
- ◆ Podium Agent: required to communicate the expected loads/wheelchair request, track all wheelchair departures and complete the log sheet with accuracy. Ensure supplies are stocked and ready for use including wheelchairs.
- ◆ Lobby Customer Care team agents may be required to collect special needs (Priority) customers from Aisle 1, Aisle 12, and the Concierge office.
- ◆ Comment the DCS record of the customers travelling with their own mobility device. Ensure that the customer's DCS record correctly identifies the powered mobility device, including specification of wet or dry cell battery. Please note: battery removal and packaging is only needed if the battery is either WET or DRY, CANNOT be transported UPRIGHT, along with a few other conditions. Agents are to review ACpedia – Wheelchairs and Mobility Aids Policy.



- ◆ Check-in agent is responsible for the removal and packaging of batteries and powered mobility devices at CCT desk-in or rechecks areas when required.
- ◆ Must contact STOC and Load to advise flight number/name of customer and type of mobility device. Comment the DCS record.
- ◆ Ensure all Unaccompanied Minor (UM)/UM Adults customers forms are completed, signed for and applicable fees have been collected. If required, ensure Gate Pass Escort (Canada only) form ACF602 is completed and name of the escort matches government issued identification. Please refer to ACpedia – Gate Pass Escort forms for complete process.
- ◆ Liaise with STOC, Load, Customer Care Agents, and ITT, ITPC and Domestic /USA/INTL connections as required.
- ◆ Agents may be assigned to work at any function within the Check-in/Lobby compliment: Line Entrance, Baggage Drop Off, Self-Service Bag Drop, Check-in Assistance, Assist Lobby CCT as required, Priority Check-in, Super Elite & Business class Check-in, Podium, and take position at the Security points to monitor carry-on baggage (COB).
- ◆ May be cross-utilized with Gate/Security CCT (reference: Security/Gate /Hammerhead CCT Agent)

Security/Gate/Hammerhead CCT Agent:

- ◆ Customer Care team agents are expected to work together as a team and communicate customer details as it relates to the relay process with other Customer Care team agents, as required.
- ◆ Agents report daily to the Lead in their designated area.
- ◆ Agents will be required to participate in the automated tracking process of special needs customers
- ◆ Agents are required to deliver customers (once cleared from Security check-points) to their departure gate, this includes customers travelling on Air Canada Express flights (Domestic Regional gate area).
- ◆ Agents must be able to push a customer in a wheelchair up/down a bridge. Agents working on Arrivals must also be Gate Assist trained.
- ◆ Agents are required to make use of the Surrey service whenever possible.
- ◆ Will be required to assist departing or arriving customers requiring wheelchair or special assistance from other areas when required.
- ◆ Liaise and prioritize with the Maple Leaf lounge/Signature Suite agents for pickup times for customers to be delivered to their departure gate.
- ◆ Prioritize the order in which customers are taken to the Gate. If there is no one at the Gate, upon delivering a customer, edit the DCS record with a Gate comment, e.g. "Mr. Smith delivered to Gate 153/AHE (employee sine)/01MAR (date)/1430 (time)".
- ◆ One TBR Security CCT agent will be assigned as the Podium Agent who will stay with the customers waiting post-security, prioritizing the order in which they are taken through USCBP
- ◆ Ensure proper handover process of UM handling is followed through. For more details, please refer to ACpedia – UM Handling.
- ◆ Ensure all edits are completed correctly for WCHR, WCHC, and WCHR etc.
- ◆ On occasions, arrival agents will hand off arriving customers to this position. These customers will need to be taken to either Domestic Baggage Hall or ITPC area.
- ◆ Reassure customers with disabilities who require special assistance that they are in good hands and that we will take care of them and their special needs, including mobility aids.
- ◆ When applicable, use the 'Dane Wheelchair-Mover' or one of Air Canada's new electric wheelchairs to assist on steep ramps, extra-long bridges, and when physical effort is required.



- ◆ Liaise with Maple Leaf Lounge/Signature Suite, Customer Service Desk, ITT, ITPC, PAT Team, USA/INTL Connections and Gate agents as required.

Jazz CCT Agent:

- ◆ Agents working at Regional should report to the Jazz Customer Service Desk in between assignments
- ◆ Perform ramp direct duties for arrivals and departures as required
- ◆ Wear all required PPE (personal protective equipment) when working outdoors
- ◆ Will be required to assist customers requiring wheelchair assistance for both arrivals and departures
- ◆ Liaise with Jazz Gate agents, Domestic/Transborder Gate CCT, Baggage Hall and CNX/Recovery CCT agents as required
- ◆ May be required to assist with other Regional Gate operations (reference – Jazz Gates All-Functions)
- ◆ May be required to support Check-in and other areas of the operation when CCT demand is low

CNX/Recovery CCT Agent:

- ◆ Agents in this function report to the area Connections Customer Service Manager.
- ◆ Primary role will be to support the Customer Care Team (CCT) operation by assisting connecting customers requiring special assistance from Domestic and International Arrivals (“dark side”) to Transborder security.
- ◆ May be required to assist the ITPC CCT agent when CCT demand is high
- ◆ When demand within the CCT operation is low, you will be required to assist in other areas of the operation.
- ◆ Agents will be required to participate in the automated tracking process of special needs customers.

ITPC CCT Agent:

- ◆ Agents in this function report to the area Connection Customer Service Manager.
- ◆ Primary role will be to support the ITPC operation by assisting connecting customers requiring special assistance from ITPC through US Customs clearance.
- ◆ Liaise with the US Gate CCT, CNXs CCT and Baggage Hall agents as required
- ◆ When CCT demand within the ITPC is low, may be required support the ITPC operation
- ◆ Agents will be required to participate in the automated tracking process of special needs customers

BAGGAGE ROLES AND RESPONSIBILITIES

NO LOAD Agent:

- ◆ Reports to the Above the Wing Connections Manager and works together as a team player to ensure seamless operation.
- ◆ Pro-actively prevent PAWOBS by addressing Baggage Source Message (BSM) abnormalities using the Baggage Management System (BMS), Smart Drop and the Transfer Decision Tool (TDT).
- ◆ Respond to communication from all Baggage rooms and rectifying missing or corrupted baggage messages using QIK-Check and Smart Drop applications.
- ◆ Identify, using the “BMS” and “TDT” program to pro-actively monitor corrupted baggage tags and rectify to ensure baggage tags are activated before arrival.
- ◆ No Load agent helps to catch bags that potentially could become a PAWOB.



- ◆ Reduce PAWOBS, and correct inactive bag tags.
- ◆ Agents must be IROP-trained and follow IROPS policy as outlined in ACpedia. Also must be familiar with the IROP Playbook located in the AC Portal.
- ◆ Will act as a contact for all Bag Room "No Load" calls and provide assistance by rectifying and re-activating corrupted baggage tags when called upon.
- ◆ Activate or re-activate "Smart drop" baggage tags.
- ◆ Maintain a "No load" log providing flight and tag numbers for local and connection baggage.
- ◆ Ensure STOC Connection CSM is alerted on any excessive amount of corrupted baggage tags per flight which may identify a system failure.
- ◆ Update Check-in Information Display (LOZ I) for Gate changes.
- ◆ Complete and file NO LOAD Baggage Calls Log Sheet (Excel file) daily

ARRIVALS ROLES AND RESPONSIBILITIES

All Functions Arrivals:

- ◆ Arrivals agents will carry a radio and PDA and report to Deployment
- ◆ Meet inbound aircraft upon arrival at the gate and ensure all bridge and corridor doors are open and swung the right way (if applicable)
- ◆ Monitor the customer flow within the arrival corridor and responsible to ensure arriving customers follow the correct arrival path in accordance to the flight's origin (Domestic arrival vs Transborder/International arrival)
- ◆ Will be required to assist arriving customers requiring wheelchair or special assistance
- ◆ Agents will be required to participate in the automated tracking process of special needs customers
- ◆ Agents must be able to push a customer in a wheelchair up/down a bridge
- ◆ Agents working on Arrivals must also be Gate Assist trained and may be required to assist with outbound departures
- ◆ Agents are required to make use of the Surrey service whenever possible
- ◆ Ensure proper handover process of UM handling is followed
- ◆ Reassure customers with disabilities who require special assistance that they are in good hands and that we will take care of them and their special needs, including mobility aids, etc.
- ◆ When applicable, use the 'Dane Wheelchair-Mover' or one of Air Canada's new electric wheelchairs to assist on steep ramps, extra-long bridges, and when physical effort is required
- ◆ Liaise with Maple Leaf Lounge/Customer Service Desks, ITT, ITPC, PAT Team and USA/INTL Connections agents as required

Baggage Hall Agents:

- ◆ Will be required to assist arriving customers requiring wheelchair or special assistance
- ◆ Arrival agents will hand off arriving customers requiring wheelchair assistance, to this position.
- ◆ Agents will assist local customers requiring assistance through the Primary Customs process to the Baggage Hall and out to the main arrival concourse or ground transportation pick-up point.
- ◆ Agents will assist connecting customers requiring assistance to their connection handoff point (ITPC, Canada Customs Spill, Domestic Security)
- ◆ Agents will be required to participate in the automated tracking process of special needs customers



- ◆ Agents must be able to push a customer in a wheelchair up/down a bridge
- ◆ May be assigned to Podium/clipboard position to stay at the Rainbow waiting area to prioritize the order in which customers are taken
- ◆ May be assigned to assist the Flow team/Check-in/Gate CCT when operation requires
- ◆ Reassure customers with disabilities who require special assistance that they are in good hands and that we will take care of them and their special needs, including mobility aids, etc.

International Arrivals Flow Team:

- ◆ The International Arrivals Flow Team is a designated team of Arrivals agents who will provide added support to help assist customers requiring wheelchair assistance from our first International arrivals of the day namely: DEL, BOM, DXB, BOG, GRU, & SCL which have a high volume of wheelchair requests.
- ◆ Agents will follow a 4-phase process whereby they will be positioned at key positions from the Rainbow to the Baggage Hall to help move customers through the arrival process
- ◆ Agents will be assigned to one or potentially could 'flow' through all 4 phases during and arrival until all customers have been assisted
 - Phase 1 – Rainbow to Primary Customs Entrance Doors
 - Phase 2 – Primary Customs Hall (Pre-clearance)
 - Phase 3 – Primary Customs Hall (Post-clearance)
 - Phase 4 – Baggage Hall to Exit/CNX Handoff Point
- ◆ Flow Agents will remain at their assigned flow point position until all CCT customers have been assisted to the next point, at which time they may be requested to 'flow' to the next phase until they eventually end up in the Baggage Hall
- ◆ One of the 'Phase 4 – Baggage Hall' agents will be stationary at the baggage belt, while the remaining allotment of agents will be 'runners' who assist customers out of the Canada Customs Hall
- ◆ May be required to assist with All Functions Arrivals and/or Gate Assist
- ◆ Agents will be required to participate in the automated tracking process of special needs customers

OPERATIONAL RECOVERY ROLES AND RESPONSIBILITIES

Operational (OPS) Recovery Agent:

- ◆ OPS recovery agent could be assigned to assist anywhere in the terminal that their qualifications support including outside/hardstand operations (Domestic/Transborder Jazz)
- ◆ Agents are to pick up a radio and PDA at the start of shift and acknowledge all tasks
- ◆ Please refer to the job description for the area you have been assigned to work

CARRY-ON BAGGAGE ROLES AND RESPONSIBILITIES

Carry-on Baggage (COB) Agent:

- ◆ Report to the on duty CSM and/or MO daily.
- ◆ Obtain a radio at the beginning of their shift.
- ◆ Obtain and sign out a Microsoft Surface tablet from the Revenue Office. Agents are responsible to return the tablets at the end of their shift.
- ◆ COB agents are to pair the Microsoft tablet to a baggage tag and boarding pass printer.
- ◆ Required to work in the Gate, Check-in/Lobby and Security areas.



- ◆ COB agents are to consistently apply Air Canada's Carry-on baggage policy at all touch points and ensures that the customers' expectations are met, and applicable baggage revenues are collected.
- ◆ Please ensure to place baggage sizers in from the counters for visibility.
- ◆ Make the new Carry-on Baggage announcement.
- ◆ Size all larger carry-on for customers who respond to the announcements.
- ◆ Check non-compliant carry-on baggage and collect applicable fees.
- ◆ Ensure the Carry-on baggage tag is affixed to the complaint COB, whether checked or not.
- ◆ Time permitting prior to the start of the boarding, scan the gate area, and continue compliance checks.
- ◆ At the Gate: move the baggage sizers behind the gate counters and before the bridge doors. Position yourself with the sizer. Intercept COB not tagged with the Carry-on Baggage Tag (ACF515A) and proceed as outlined. Instruct customers to leave their checked COB at the aircraft door/elevator at boarding and that items can be retrieved on the baggage carousel at their final destination.
- ◆ At check-in/lobby and/or security scan the area and continue compliance checks.
- ◆ Encourage credit card use for excess baggage fees. If the customer insists on cash, they must be responsible in providing exact change.
- ◆ Advise customers to remove electronic devices, valuables and medication if they are checking in their carry-on baggage.
- ◆ Customers in transit are exempt from baggage fees due to government regulations.
- ◆ At off peak COB times, COB agents will be required to support, help with other aspects of the Lobby and or Gate functions.

GROUPS SET UP ROLES AND RESPONSIBILITIES

Group Set Up Agent:

- ◆ On the job training will be provided as required
- ◆ Agent will check-in customers who have booked as a group
- ◆ Familiarization training for working with Group PNR's and group processing is available through the CSM on duty
- ◆ Receive group information from Downtown Group Department (booking) and process the file for Airport automation.
- ◆ Edit all group files, ensuring that all passengers have advance seat selection.
- ◆ Confirm if group is connecting and add on carriage as necessary.
- ◆ Produce all baggage tags and boarding cards in advance of group check-in
- ◆ Liaise with Tour Leaders/Conductors/Travel Agencies and outside personnel connected with the group environment
- ◆ Confirm all equipment lists and liaise with baggage and STOC Center
- ◆ Report any irregularities immediately to the area Customer Service Manager.
- ◆ Groups Setup Agents are responsible for maintaining the necessary stock in the Groups Setup Office and at the Groups check-in location.

MIDNIGHTS ROLES AND RESPONSIBILITIES

Midnight Agents:

- ◆ Agents must obtain a radio and PDA at the beginning of their shift. If unable to complete a task, agents must contact Deployment immediately.
- ◆ Must be Gate-trained, IROP-trained and Premium-trained



- ◆ Check the STOC Hotline at X6767 to ascertain any operational updates and note any “punch messages” providing updates on the operation.
- ◆ Assist in solving customer concerns/issues that may arise and directly affect the day-to-day operation (oversold flights, check-in, etc.)
- ◆ Regularly assigned to work at Check-in, Gates & Arrivals (including Domestic/Transborder Regional outside operations) , Connection Points, IROP desks, & Customer Service Desks.
- ◆ Agents will be required to push a customer in a wheelchair up/down a bridge.
- ◆ When required, use the ‘Dane Wheelchair-Mover’ or one of the new Air Canada electric wheelchairs to assist passengers requiring wheelchair assistance on steep ramps, extra-long bridges, or any customers that may pose a physical challenge.
- ◆ Ensure the proper processing and handling of customers with SSRs UMS, DEPAs, DEPU, ESCT, CAPO, PRSN, MEDA, etc. Refer to ACpedia for further information.
- ◆ Meet arriving inbound flights.
- ◆ Voucher preparation, including but not exclusively, MPD’s and DBC’s.
- ◆ Work or assist departing outbound flights. During IROPS make announcement every 15 minutes to our customers informing them of the expected departure and arrival times, along with advice regarding the next update time.
- ◆ Follow the recovery tools for IROPS as outlined in ACpedia- Irregular Operations.
- ◆ During IROPS, encourage our customers to use the Self-Service Rebooking Tool (SSRT).
- ◆ Assist in handling and processing customers affected by irregular operations or misconnections, including transferring and connecting passengers. This includes: all customers travelling on AC operated flights are our responsibility. This means we will rebook all affected flights of the customer’s journey. All ticket stock (i.e. 016, 220,) all fare types, all booking sources. Separate AC014 tickets, AC connecting to AC or to OAL flights. Separate tickets issued by any carrier: AC connecting to AC flights (including OAL*/AC flights).
- ◆ Responsible for FIA screen set up, mobile weigh scales are in position at Check-in, in preparation for the AM shift.
- ◆ Ensure the Gate and Check-in areas are always stocked with boarding cards, baggage tags, name tags, etc.

REVENUE OFFICE ROLES AND RESPONSIBILITIES

Revenue Office Agent:

- ◆ Record all cash sales and give a receipt for each transaction to each agent
- ◆ Advise Revenue Coordinator of any missing documents
- ◆ Must be Ticket trained (minimum of 1 year)
- ◆ All manual documents must be signed out and recorded on the computer spread sheet
- ◆ Help answer questions from employees and Leads
- ◆ Order all Ticket Stock that is required at YYZ
- ◆ Tally all excess baggage charges and change fee charges
- ◆ Void electronic miscellaneous charges from sales reports when requested by check in/gates or Manager. Comment each PNR with the reason for the void and the name of the agent/manager that request the charge to be voided. A copy of each PNR that has voided charge must be forwarded to the Revenue Manager along with the reason for the void and the names of the agent/manager requesting the void.
- ◆ Record on proper form: Walking required to pick up flight coupon envelopes
- ◆ ACF610s at designated drop off points in Terminal 1. Track lifted flight coupon



- ◆ envelopes and prepare for shipping.
- ◆ Verify all flight coupon envelopes contain all paper documents for each departing flight and attempt to locate any missing ET's linked to DCS record.
- ◆ Forward any discrepancies to the Revenue Manager.
- ◆ Forward "Missing Envelope List" daily to Coordinator.
- ◆ Assist any agent with reporting shortages.
- ◆ AM & PM Cashiers must sign the Safe combination sheet as per the auditor's report
- ◆ Lock safe
- ◆ 20
- ◆ Issue General Disbursement Drafts for Lost wallet monies.

AM Revenue Office Duties:

- Open Revenue office and safe
- Prepare monies for the morning shift
- Sign out ticket stock to agents
- Prepare all Cash agents and Ticket agents on check-in aisles with cores, floats, wireless debit machines, X/s and SST documents
- Sort and complete any paperwork from previous evening
- Balance previous day debits
- Record all, X/S baggage charges, change fees, hotel vouchers, etc. and tally amounts from previous evening, Sales office 192 and 806 and add to ticket summary
- Complete ticket counter summary from previous and forward to Revenue accountant
- Replenish manual ticket stock
- Required to walk distances within the Terminal to pick up documents, i.e. flight coupon envelopes, ACF610s, from the CSD desks – DOM/USA/INTL and Jazz areas (Dom & USA) and lunchroom drop boxes as required
- Verify flight coupon envelopes – box them, fax sheets to YWG, and photocopy sheets
- Forward "Missing Envelope List" to Coordinator for follow-up
- Assist with accountant with previous day's deposits
- Prepare \$900.00 for bank change, if needed.
- Complete Ticket Counter Summary Sheet from the previous evening.

PM Revenue Office Duties:

- Prepare monies for the evening shift.
- Assist AM Revenue agent, by completing any outstanding tasks prior to the end of their shift.
- Required to walk distances within the Terminal to pick up documents, i.e. flight coupons, ACF610's, CSD desk – DOM/USA/INTL and Jazz areas (DOM & TB) drop box, and lunchroom drop boxes as required.
- Sign out ticket stock to agents
- Make changes for floats
- During shift, ensure that debit transactions are checked to ensure no shortages or overages
- Print refund summary for all Terminal 1 Sales Offices
- Verify that all refunds processed at Terminal 1 have been received. If not, print a copy of the refund for follow-up the next day.
- All automated cash sales issued after the sales office is closed must be reported as "Late Sale". Assist Ticket agents with "late sale" if required.
- At approximately 20:30:
 - Close out Sales Report 50, 190, 207, and 209



AIRPORTS YYZ GLOBAL HUB

- Run paper work, cash up Transborder agents, close debit machines and run day in balance tapes. Tally Sales office amounts for Ticket summary.
- Close out all sales report out, cash up Domestic/International agents, close debit machines, and run tapes. Commence tally Sales office amounts for Ticket summary
- At approximately 23:30:
 - Ring out of cash register, count Float –count money for cash deposit – total audits deposit money in the safe.
 - Total accumulated Credit Card Sales.
 - All documents and paperwork for the day must be placed in the Revenue Accountant box.
- All efforts are to be made to finish paperwork, data entry, etc. prior to closing to ensure a smooth start-up the following morning