



Spring/Summer 2020

AIR CANADA
CUSTOMER SALES AND SERVICE AGENT
JOB DESCRIPTIONS

INDEX

JOB OVERVIEW -----	Page 2
REGULATORY EXPECTATIONS -----	Page 2
CUSTOMER SERVICE STANDARDS -----	Page 2
OPERATIONAL EXPECTATIONS -----	Page 3
<u>JOB DESCRIPTIONS:</u>	
LOBBY (All Functions) -----	Page 3
TICKETING -----	Page 7
PREMIUM (All Functions) -----	Page 8
GATES (All Functions) -----	Page 10
REGIONAL GATES (All Functions) -----	Page 12
CONNECTIONS (All Functions) -----	Page 13
BAGGAGE NO LOAD -----	Page 16
MIDNIGHTS -----	Page 17



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
- ◆ Always Promote compliance to safety, security and respectful 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,
- ◆ Ensure to complete all required ADL modules
- ◆ Follow all standard operating procedures (SOP) as outlined in ACpedia and/or local process documents
- ◆ Follow all APPR & APTDR Requirements in all work areas where required

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.*
- ◆ **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.
- ◆ 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
 - **Acknowledge the Customers**
 - Make eye contact & smile genuinely
 - say "Hello/Bonjour, Welcome (back) to Air Canada"
 - Initiate interaction by being in front of counter / kiosk, go towards the customer
 - Approach the Premium customer in line, do not 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, use at least once during customer interactions



- **Maintain eye contact & Smile**
- **Recognize Loyalty**
 - 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
 - Do not 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
 - 'take action' to resolve customer issues in real time and act according to the best interest of both the customer and the business
- **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 do not 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 etc.**
 - *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*
 -
- ◆ **Tools - Radio, PDA's and Debit Machines;** to be signed out as duty functions require, use the automated tracking process for special assistance customers
- ◆ **Stocking & Supplies;** agents will be required to assist with acceptances and movement of supplies as well as ensure work areas are properly stocked
- ◆ **Task Arrival;** acknowledge tasks in a timely manner, contact deployment or area manager if unable to make assigned tasks on time
- ◆ **Work Area Cleanliness;** ensure work areas are free of personal belongings, tidy after task use. If area needs to be cleaned contact the GTAA, if items at out of service or broken please open a ticket number or report to GTAA



OPERATIONAL EXPECTATIONS

***** Based on day-of operational requirements, agents may be assigned during their shift to work any area in their qualifications and support any other duties as required *****

LOBBY

LOBBY FUNCTIONS:

➤ Check-in Assistance

- ◆ Responsible for checking in customers traveling International, Transborder, or Domestic
- ◆ Ensure customer is checked in prior to the established cut-off times
- ◆ May be required to prioritize customers in line by order of departure time
- ◆ 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 / Charge all applicable fees
- ◆ Process 'Same Day Change' re-bookings as required
- ◆ 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.
- ◆ Check carry-on baggage size and # of pieces to ensure compliance – tag compliant COB with the COB/Under the Seat tag accordingly.
- ◆ 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
- ◆ Verify all baggage belt systems are closed and secured before leaving the area
- ◆ Check-in and support customers requiring Special Assistance:
 - Ensure all SSRs are correctly appended to the DCS/PNR record and reflect the customer's needs; remark the DCS to ensure proper communication to appropriate parties
 - Ensure the proper processing and handling of customers under **APDTR** with SSRs including UMS, DEPAs, DEPU, ESCT, PRSN, MEDA, service / emotional support animals etc. 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 visible & non-visible 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.
 - Ensure all forms are completed and signed for Unaccompanied Minor (UM)/UM Adults customers and applicable fees have been collected
 - Log customer into the new Passenger Tracking application and ensure multiple location scans are taken to track the customers journey to the gate
 - Assist customers with visible/non-visible disabilities through security and to their gates (pushing WCHRs and accompanying UMs/BLND/MAAS/DEAF etc.)
 - ◆ Liaise with STOC, Load, Gates and Connections as required
 - ◆ Report any irregularities immediately to the Lead and/or CSM
 - ◆ Promote the option of purchasing preferred seats
 - ◆ 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)
 - ◆ Issue hotel accommodation, ground transportation, and meal vouchers when required
- **Welcome Podium**
- ◆ Ensure podiums are tidy and clutter free
 - ◆ Enforce the **CleanClear+** travel requirements: Ensure only travelling customers enter the Check-in area (unless requiring special assistance) Ensure customers are wearing masks and use the hand sanitizer before entering
 - ◆ Actively promote and direct customers to the self-service kiosks
 - ◆ Respond to customer questions and requests
 - ◆ Anticipate and understand customer needs and proactively identify special requirements
 - ◆ Communicate with the agents assigned the Special Assistance function for any wheelchair requests
- **Line Entrance**
- ◆ Set up stanchions and adjust for customer flows
 - ◆ Ensure customers enter the correct lineup depending on their needs/destination and re-direct customers to the correct line/area if required
 - ◆ Encourage kiosk use by directing customers to Kiosk Assist agents for boarding cards and/or bag tags
 - ◆ Prevent delays or obstructions at the line's entry point
 - ◆ Assigned to Aisle 1,3 or 12, ensure that only eligible Business Class / Premium enter
- **Self-Serve Assist (Kiosk & SSBD)**
- ◆ 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
 - ◆ Check carry-on baggage size and # of pieces to ensure compliance – tag compliant COB with the COB/Under the Seat tag accordingly.
 - ◆ Provide direction to appropriate induction points
 - ◆ Complete and attach overlay tags (priority, mobility/stroller 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.
- COB/Security
- ◆ 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
 - ◆ (When operationally required only) Transborder Security Lines: Agents will be positioned after the S1 scanner security agent to segregate customers into the pre-security 'A/B/C' lanes based on flight departure times
 - ◆ Monitor carry-on baggage size and # of pieces to ensure compliance – tag compliant COB with the COB/Under the Seat tag accordingly.
 - ◆ Send customers with oversized COB back to the Lobby with a COB Advisory Card to expedite the check-in process
- Debit Teller
- ◆ Collect Debit machine and lock cylinder from the Radio Room at start of the shift
 - ◆ In addition to collecting debit payments for fees and service charges, responsible to perform all Check-in Assistance functions
 - ◆ Check carry-on baggage size and # of pieces to ensure compliance – tag compliant COB with the COB/Under the Seat tag accordingly.
 - ◆ Make sure all necessary supplies and materials are on hand and that equipment is available, ready, and in working order
 - ◆ At the end of shift, take Debit machine to the Ticket Counter to have a 'Closeout Report' performed prior to returning it to the Radio Room (Please ensure to return the Debit machine 'in hand' to the Radio Room attendant – **cannot** be placed in the radio drop box.)
- Special Assistance
- ◆ Check-in customers requiring special assistance and remark the CPT record to ensure proper communication to appropriate parties
 - ◆ Reassure customers with visible & non-visible 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
 - ◆ Ensure supplies are stocked and ready for use including wheelchairs
 - ◆ May be required to collect customers requiring special assistance from (Priority) from Aisle 1, Aisle 12, the Concierge office and Departure Level Post 21



- ◆ 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 are only needed if the battery is either WET or DRY, or 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, Gates and Connections as required.
- ◆ May be assigned to assist in other areas when operation requires
- ◆ Log customer into the new Passenger Tracking application and ensure multiple location scans are taken to track the customers journey to the gate

TICKETING

TICKETING FUNCTIONS: (Subject to Ticket Training)

- ◆ Know how to read a sales report and reconcile all transactions
- ◆ Must have sound knowledge of applicable fees and methods of fee collection
- ◆ Collect Debit machine from the Radio Room at start of the shift
- ◆ Make sure all necessary supplies and materials are on hand and that equipment is available, ready, and in working order
- ◆ Issue new e-tickets, hotel accommodation, ground transportation, and meal vouchers, Make, update, or change reservations for all Air Canada customers and affiliates according to company and IATA policies and procedures
- ◆ 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
- ◆ Ticket agents are required to also perform Check-in Assistance functions
- ◆ Process any INAD requests
- ◆ Provide internal ticketing support (agents/Leads/CEMs) and assist with OAL requests
- ◆ Responsible for all Debit machine Closeout Reports (including performing those for the agents assigned to Debit Teller function) and all sales reports at end of shift
- ◆ Agents will be required to assist their colleagues with check-in during downtime, IROPs, and whenever operationally required
- ◆ Complete, reconcile, sign, and turn in your sales report to the Revenue Office at the end of the shift
- ◆ Any shortages or overages are to be reported
- ◆ Responsible for returning all audit coupons at the end of shift
- ◆ Secure all materials, counters, and equipment at the end of the evening shift



PREMIUM (All Functions)

A Premium agent will demonstrate the following “soft skills” consistently:

- ◆ 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.
- ◆ 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*
- **Premium Lobby Responsibilities:**
 - ◆ 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, 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.
 - ◆ May require MLL training as there could be a need to cross utilize once reopened
 - ◆ 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)



GATES (All Functions)

GATE FUNCTIONS:

➤ Outbound Ops:

- ◆ Must be gate work and assist trained
- ◆ Must acknowledge all tasks on the PDA whenever assigned by Deployment (if unable to follow a task, contact Deployment immediately)
- ◆ Perform a pre-boarding Jet Cleanliness Audit, call for items left on the bridge
- ◆ Gate agents are responsible to ensure all stock supplies are present at the gate to work a departing flight to facilitate an on-time departure
- ◆ Will be assigned to other gate functions and/or other areas based on operational requirements, including Lobby and Connections
- ◆ May be used to support Regional Gates and Hardstand outside operations (reference *'Regional Gates All Functions' job description*) when operation requires
- ◆ Assist customers requiring Special Assistance to their gates as required throughout the shift

Gate agents are also responsible for the following:

◆ **On-Time Performance (OTP):**

- Review any flight comment in the Set Comments from the Flight Application
- Review the Flight Menu for Inbound/Outbound Connection Summary and complete the mandatory gate comments in the 'Set Comments' of the Flight Information screen
- 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 "PSS - Gate - 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 Set Comments)
- Lock gate drawers and ensure all doors are closed
- Follow sequence process as outlined in ACpedia

➤ Inbound Ops

- ◆ Prior to meeting the aircraft, ensure all bridge and corridor doors are open and swung the right way (if applicable)



- ◆ Monitor customer flow upon arrival to ensure customers are following the correct path in accordance with the flight's origin (Domestic arrival vs Transborder /International arrival)
 - ◆ Meet inbound aircraft upon arrival and introduce yourself to customers with the Welcome Announcement via the onboard PA system
 - ◆ Stand in a customer-facing position at the top of the bridge during the deplaning process
 - Appear visually approachable
 - Assist with answering any questions
 - Smile and say, "Hello/Bonjour" to arriving customers
 - Offer customers a terminal map if required
 - Give small children a sticker when the opportunity arises
 - ◆ Liaise with STOC and Connections, proactively review plan for tight or busted customers
 - ◆ Assist all customers requiring special assistance
 - ◆ Must be able to push a customer in a wheelchair up/down a bridge. (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)
 - ◆ Assist terminating special assistance customers to the arrival carousel/meeting party outside arrival hall or designated drop / hand off points
 - ◆ Assist connecting special assistance customers to their designated connection or AAS handoff point
 - ◆ 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.
 - ◆ Ensure that all doors are secured once deplaning is complete
- Corridor
- ◆ Corridor agents are to monitor the passenger flow on the swing gates where departing and arriving flights share the same corridor and ensure customers follow the correct arrival path in accordance with the flight's origin (Domestic vs Transborder/International)
 - ◆ Prior to meeting the aircraft, ensure all required stanchions are in place and all bridge/corridor doors are open and swung the right way (if applicable)
 - ◆ Once passenger flow is complete, may be asked to assist the meet agents with any remaining customers who require special assistance (WCHR, WCHS, BLND etc.)
 - ◆ Liaise with STOC, Area Managers, Gate and Connections as required
 - ◆ Ensure all doors and stanchions are secured once deplaning is complete
 - ◆ May be asked to support other work areas when the operation requires
- Customer Service Desk
- ◆ Subject to gate and IROP/Premium training
 - ◆ Support with "hot connections" or flights with "busted connections"
 - ◆ Assist customers with questions; offer Gate information, general instructions and directions
 - ◆ Support with denied boarding, flight cancellations and misconnections
 - ◆ Assist with rebooking's, issuing meal/hotel vouchers
 - ◆ 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.

- ◆ Support inbound operations 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 a working knowledge of Timatic
- Gate Support
 - ◆ The gate support agent will perform all duties outlined in "Gates All Functions" and report directly to the area Customer Service Manager.
- 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

REGIONAL GATES (All Functions)

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

- ◆ Agents will be responsible for all Zone 1 and 4 inbound and outbound functions including wheelchair handling - cross utilization will be required within other Zones and Hardstands
- ◆ **Agents working at Regional should report to Deployment 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 requiring special assistance



CONNECTIONS (All Functions)

***** Daily function assignment will vary depending on operational demands and will be stationed and deployed from Domestic Customer Service Desk to support Connections and all area functions as needed. *****

CONNECTION FUNCTIONS:

➤ ITT

- ◆ Subject to gate and IROP/Gate training
- ◆ May be required to assist with any new connection processes
- ◆ Assist customers with visible and non-visible disabilities and participate in the automated tracking process of special needs customers
- ◆ 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/Gate 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
- ◆ 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
- ◆ Assist customers with visible and non-visible disabilities and participate in the automated tracking process of special needs customers

➤ ITD Rework

- ◆ ITD Rework Desk is located in the Canada Customs Hall
- ◆ Sign out a radio & sit at the recheck Counter (must be able to sit/stand for the entire shift at the Recheck counter in the Canada Customs Hall)
- ◆ Effective communication skills
- ◆ Knowledge of radio use and etiquette
- ◆ 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
- ◆ 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. 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
- ◆ May be asked to pro-actively discuss irregularities with Canada Customs or inbound customers.
- ◆ Assist Customs with INAD passengers by rebooking and issuing boarding passes
- ◆ Coordinate with Arrival Agents to insure proper handling of passenger not picking up bags.



- ◆ Frequently check e-mail for ITD updates and information
- ◆ 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
- ◆ 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 customers with questions; offer Gate information, general instructions and directions
- ◆ Report any anomalies to Shift CSM, especially reoccurring issues
- ◆ Assist customers with visible and non-visible disabilities and participate in the automated tracking process of special needs customers

➤ 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
 - ◆ Assist customers with visible and non-visible disabilities and participate in the automated tracking process of special needs customers
- **Level 3 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 Gate Inbound Ops 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 with Inbound flights when the operation requires
 - ◆ May be required to assist customers with visible and non-visible disabilities and participate in the automated tracking process of special needs customers

BAGGAGE/NO LOAD

- ◆ 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/ Gate 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 assist Baggage Agents 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
- ◆ May be asked to support other areas when the operation requires
- ◆ May be required to assist customers with visible/non-visible disabilities and participate in the new Passenger Tracking application

MIDNIGHTS

MIDNIGHT FUNCTIONS:

- ◆ 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 in the Lobby, 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, all areas properly stocked with supplies in preparation for the AM shift.