

# Winter 2020 Concierge Collateral

## Concierge Work Areas

### ✦ **Concierge\_All\_Functions**

✦ The Concierge position will include all concierge work areas and will be utilized as the operation requires and may include any of the following work areas:

✦ **Concierge Office** – This position will include the Coordinator, Assist, Office Support as required and will be utilized as the operation requires

✦ **Concierge Front Desk & Front Office Greeter** – This position will include the Front Desk and Front Office Greeter work areas and will be utilized as the operation requires

✦ **AC Jetz** – The Concierge will be responsible for all AC Jetz travel including facilitating local and remote travel. This position will be utilized as the operation requires

✦ **CAT** – This position will monitor Arrivals, Departures and Connections of our AC VIP, Super Elite & Signature Class Customers, and will work with all areas to facilitate travel, including STOC, Baggage, CEM, and the Gate coordinating re-protection activities and concierge service.

✦ **BMW Service** – As you will be required to operate BMW executive cars within the Airport property, to transport our customers between gates, and other tasks as assigned. A valid driver's license (G2) and Airside Vehicle Operators License (AVOP) must be obtained and maintained throughout the shift bid. The AVOP will be issued by the local Airport Authority upon successful completion of testing. Should your Driver's license or AVOP be suspended for any reason, you must notify the Company immediately. If you are unable to obtain your AVOP within three opportunities of the written and driving test, your bid line will revert to Relief.

✦ **Air Canada Signature Suite** – Located in the Signature Suite at the Reception Podiums, Concierge will welcome customers, determine access eligibility and providing concierge service as required. Will be utilized as the operation requires

✦ **Transborder** – This position will be assigned to the USA area based on the operational requirements and will be utilized as the operation requires

✦ **Domestic** – This position will be assigned to the Domestic area based on the operational requirements and will be utilized as the operation requires

- ↪ **International** – This position will be assigned to the International area based on the operational requirements and will be utilized as the operation requires

### **Hardstand Operations**

- ↪ All Concierge will need to be prepared to work outside for a period of time should there be a requirement for a hardstand operation.

### **Shift Trades**

- ↪ Employees participating in shift trades must be qualified to perform the work function of the other party.

### **Relief**

- ↪ **Base Relief**- schedules are developed monthly based on article 6.13.05 of the collective agreement. Changes to the schedules may occur in accordance of Articles 6.13.06 & 6.13.07. **Employees must also be prepared at ALL times to work in any area that they are trained including outside functions.**