



CUSTOMER EXPERIENCE SPECIALIST: JOB DESCRIPTIONS

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JOB OVERVIEW

A Customer Experience Specialist (CES) will work as a team to deliver customer service excellence at the airport through each touch point of a customer's journey.

REGULATORY EXPECTATIONS


- ◆ Attend a briefing at the beginning of every shift – if unable due to block obligations, please contact the area Operations Manager (OM) for updates.
- ◆ Ensure your **RAIC is valid** and visibly displayed.
 - *Respect and comply to all RAIC regulations. Especially post-security: employees must have a need and right to enter the secured areas.*
- ◆ Ensure your **Dangerous Goods card is valid and always carried on your person** – TCA inspectors can ask to see it at any time.
- ◆ 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 comply with safety and security and promote respectful activities within the workplace.
- ◆ **Read and acknowledge to confirm readership of all ACpedia policies and procedures bulletins by the required dates.**
- ◆ **Ensure to all required ADL/ATPDR/Dangerous Goods modules are completed on time.**
- ◆ **Follow all standard operating procedures (SOP)** as outlined in ACpedia and/or local process documents.
- ◆ Follow all APPR & ATPDR requirements.

CUSTOMER SERVICE STANDARDS

- ◆ Specialists 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 4-Core Behaviors**
 1. *Safety First, Always*
 2. *Win as One Air Canada*
 3. *Glowing-Hearted Hospitality*
 4. *Fly the Flag*
- ◆ **Professional Appearance**; always adhere 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.
- ◆ **Discretion**: limiting personal conversation to a minimum, remembering that as brand ambassadors, specialists are always on stage.
- ◆ Specialists are to adopt our customer service standards at every touchpoint from the lobby to the departure gates, including all arrivals and connection areas in between.
 - **Acknowledge the customer.**
 - Make eye contact & smile genuinely.
 - say "Hello/Bonjour, Welcome (back) to Air Canada."
 - Initiate interaction by being in front of counter / kiosk, engage with the customer.
 - Approach the Premium customer in line, do not wait for customer to come to you.



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- Acknowledge customers waiting in line (even if busy) with a smile, nod of the head or eye contact.
- **Use the customer's name.**
 - Must be natural & authentic.
 - Use at least once during customer interactions.
- **Maintain eye contact & smile.**
 - To indicate you are focused on the customer and their needs.
- **Recognize customer 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.
-  ○ **Use Care & Class service delivery toolkit to prioritize the customer especially those in disrupted situations using the 4 main focus points:**
 - Get the Customer Moving.
 - Creating Magical Moments.
 - Service Recovery.
 - It's not our fault, but it is our problem.
- **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 and provide directions to Security, MLL or Gate etc.**
 - This is an opportunity to ensure we have addressed all our customers' needs before they leave our counter.
 - Do not assume that the customer is familiar with the airport.
- **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 a display of our glowing-hearted hospitality.



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- ♦ **Tools - Radio, PDAs, and Debit Machines:** to be signed out as assigned duty requires; PDA is a must for post security operations (Gates) blocks, including those assigned to CSDs and Connection Support; CCT for the SmartSuite Passenger Scanning App for customers requesting assistance; Lobby for tag activation and CCT support.
- ♦ **Stocking & Supplies:** Specialists will be required to assist with acceptance and movement of supplies and ensure work areas are properly stocked.
 - Please keep stockrooms clean and clear of debris (empty boxes)
 - Ensure all stock is returned to their designated spot or shelf after stocking the area(s) to make it easier to assess inventory levels.
- ♦ **Arrival to Assigned Task:** acknowledge tasks in a timely manner, contact deployment and/or area manager if unable to arrive at the assigned task on time.
- ♦ **Work Area Cleanliness:** ensure work areas are free of personal belongings and tidy after task completion. If your work area needs to be cleaned, or if equipment needs service, please open a ticket number or report to GTAA (Greater Toronto Airports Authority)

OPERATIONAL EXPECTATIONS

***** Based on day-of operational requirements, Specialist may be reassigned to support other areas both pre and post security and/or perform other duties based on their qualifications. Management will try to maintain the integrity of 'bid' positions unless there are no viable replacement options. *****

LOBBY (DOMESTIC/TRANSBORDER/INTERNATIONAL)

Specialists who bid Lobby (DOM, INT and TBR) will be assigned to Check-In Assistance/Family Check-In/Debit/Kiosk Assist/Lines/Over-sized Baggage Belt Assist/Priority Check-In/Premium Check-In/ US Metering/US Induction.

May also be assigned but not limited to CCT Lobby CIA/ CCT Lobby/ CCT Security/CCT Gates/CCT Pier G Relay/CCT HHF/CCT CNX/CCT Darkside/Rainbow/Baggage Hall as per operational requirement.

Check-in Assistance (CIA):

- ♦ Located on Departures Level 3 Pre-Security.
- ♦ Responsible for check-in acceptance of customers traveling International (overseas), Transborder (USA), or Domestic (within Canada).
- ♦ Greet each customer with "Hello/Bonjour".
- ♦ Ensure the customer is accepted prior to the established cut-off times.
- ♦ May be required to prioritize customers in line by order of departure time.
- ♦ Responsible for validating that the travel document presented by the customer matches the API (Advance Passenger Information) data in the CPR (Customer Product Record) and remove any DOC (documentation) alerts.
- ♦ Ensure tickets are valid and associated to the CPR record.
- ♦ Collect / Charge all applicable baggage and service fees.
- ♦ Process 'Same Day Change' re-bookings as required.
- ♦ Enter APIS information as required.
- ♦ Ensure the customer has all the proper documentation for travel.
- ♦ Ensure baggage tags are printed and affixed for the correct destination with name tags and overlays as required (ex; heavy, stroller, wheelchair, etc.).



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- ◆ Ensure the customers are informed of COB security regulations concerning liquids, gels, dangerous goods, etc.
- ◆ Check COB & Personal Item size and # of pieces to ensure compliance.
- ◆ Solicit customers to check in COB bag – if compliant, advise them that there will be no charge to check-in the bag.
- ◆ If COB is not compliant, apply the applicable charge fee as the COB will need to be checked in.
- ◆ Advise customers to remove any travel documents, electronic devices, valuables, medication, and keys if they are checking in their carry-on baggage.
- ◆ 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.
- ◆ Check-in and support customers requiring Accessibility Assistance and/or **Special Service**

Requests:

- Ensure all SSRs are correctly appended to the CPR/PNR record and reflect the customer's needs; remark the CPR to ensure proper communication to appropriate parties.
- Ensure the proper processing and handling of customers under **ATPDR** (Accessible Transportation for Passengers with Disabilities Regulation) and the correct service request (SSR) is appended to the customers file (i.e., UMR, DPNA, WCHR, WCHC, DEAF, BLND, etc.) as well as any other service requests such as DEPA, DEPU, ESCT, PRSN, MEDA, and service / emotional support animals etc.
- Contact STOC when a customer requires **WCHC** assistance (full lift) as the 'Lift Team' will need to be dispatched and leave a comment on the file confirming you spoke to STOC/LOAD.
- Reassure customers with visible & non-visible disabilities who require special assistance that they will be well taken care of during their journey.
- **When the customer is travelling with their own powered mobility device** (electric scooter or wheelchair), ensure their CPR 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 counter when required. Battery removal (WET or DRY) and packaging are only needed if the battery is removable. Specialists 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.
- Scan CCT customers into the **Passenger Scanning Application** and ensure multiple location scans are taken to track the customer 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.).
- ◆ Ensure all acceptance conditions are met with regards to preparation of firearms and ammunition. Agent is required to have the customer complete and fully review the **ACF510J** (*Firearms Declaration form*). Affix **ACF510H** (*Ammunition Sticker*) to the checked baggage that contains the ammunition, **except for flights to U.S.A and Geneva**. Follow all procedures as outlined in [ACpedia – Firearms and Ammunition](#).
- ◆ Report any irregularities or questionable situations immediately to the Lead and/or OM.
- ◆ Promote the option of purchasing Business Class regrade or preferred seats.
- ◆ Ensure all information (PNRS/CPR) is handled/disposed of in a proper manner to ensure we meet the standards of the Privacy Act.
- ◆ Dispose of documents that contain confidential information according to company policy.
 - Please do not leave documents or information on the counters or in view of the public.
 - Tearing/Ripping/Shredding all boarding passes, baggage tags, electronic tickets, CPR/CPTs, that have been printed but no longer needed.



- ◆ Must be familiar with the **Automated Customer Recovery** system and how to issue or re-issue hotel, meal and ground transportation offers through CM or **Agent UI** on SmartSuite when required.
- ◆ Offer IROP/Flight Disruption assistance (re-issue offers that have not been automatically sent to customers electronically/porter vouchers).
- ◆ Issue tickets set up from Reservations when required.
- ◆ Process any INAD bookings when required.
- ◆ Assist with counter stocking when necessary.
- ◆ Report any system issues, bag belt issues, Kiosk /facility issues etc. to the GTAA and area OM.
- ◆ Log-off Computer when exiting your workstation.
- ◆ Turn off the baggage feeder belt and ensure gate door is locked and secure before leaving your position or moving to a different area/task.

Family Check-In:

- ◆ Job requirements are the same as Check-In Assistance with the additional responsibility of assisting with the needs of our customers travelling with children.
- ◆ Located on Level 3 Departures Level on Aisle 2 (DOM), 5 (INT) and 11 (TBR).
- ◆ Specialists are to ensure above screens are set to "Family Check-In" to allow customers to locate additional assistance.
- ◆ For an infant travelling with a parent, verify the infant's date of birth, travel document and that APIS has been input correctly.
- ◆ Ensuring strollers and/or car seats are correctly inputted when printing out baggage tags.
- ◆ Offering customers AC large plastic bags if they are to check in their strollers and/or car seats and ensuring tag is visual to allow for easy scanning when dropping off at Over-Sized belt.
- ◆ Confirm a (notarized) permission to fly letter is present from either parent, if a parent is travelling alone with their child for those destinations that require one as per Timatic.
- ◆ Direct customers to the **Over-Sized/Fragile Belt** where strollers/car seats will be dropped off.
- ◆ Make sure the **ACF515M** is filled out with the required information (Name, Flight #, and Connecting Flight #'s, Date) and affixed on the stroller/car seat.
- ◆ Make the customer aware that if they have gate checked a stroller, the location it is to be left during boarding as well as where the customer can pick it up at the destination.
- ◆ Monitor COB & Personal Item size and # of pieces to ensure compliance.
- ◆ Solicit customers to check in COB bag – if compliant, advise them that there will be no charge to check-in the bag.
- ◆ If COB is not compliant, apply the applicable charge fee as the COB will need to be checked in.
- ◆ Advise customers to remove any travel documents, electronic devices, valuables, medication, and keys if they are checking in their carry-on baggage.
- ◆ Highlight or circle the departure gate number and boarding time on each boarding card for every customer.
- ◆ Advise customers of the Family line at the Security Checkpoint.

Line Entrance:

- ◆ Located on Level 3 Departures the Welcome/Line Entrance is stationed at the entrance of each area's check-in aisle (Domestic – aisles 1/2; International - 5/6; US/TBR - aisle 11/12, Accessibility Assistance – aisle 8 (DOM & INT) /11 (TBR)).
- ◆ **Must obtain a radio** to communicate with the Lobby CCT, OM or LCES as required.
- ◆ Obtain copies of the PAX loads with flight schedule.
- ◆ Set up stanchions and adjust for customer flows.
- ◆ "Hello/Bonjour" - greet customers warmly.
- ◆ Ensure line entry is tidy and clutter free.



- ♦ Respond to customer questions and requests.
- ♦ Anticipate and understand customer needs and proactively identify any special handling requirements.
- ♦ Communicate with the CESs assigned to CCT Lobby for possible wheelchair requests.
- ♦ Ensure customers enter the correct aisles depending on their needs/destination.
- ♦ Actively promote and direct all eligible customers to the kiosks to obtain boarding passes and baggage tags ensuring to point out the Kiosk/SSBD Assist CESs.
- ♦ Ensure ALL customers have all required (travel) documentation for their destination.
- ♦ Ask the customer which "Form of Payment" they will be using if they appear to be travelling with large / additional items that will require additional fees (no cash accepted).
- ♦ Prevent delays or obstructions at the line's entry point – if lines need flow control, contact the GTAA or area OM.
- ♦ If assigned to Aisle 1, 6 (Priority) or 12, ensure that **only eligible** Business Class / Premium / Priority customers enter.
- ♦ Be familiar with CCT process as may be required to support CCT – MUST use the Passenger Scanning Application and that each customer is scanned IN/OUT of the Lobby Area.
- ♦ Monitor COB & Personal Item size and # of pieces to ensure compliance.
- ♦ Solicit customers to check in COB bag – if compliant, advise them that there will be no charge to check-in the bag that can be done through the kiosk.
- ♦ If COB is not compliant, advise that it must be checked in and there may be an applicable charge. This can be done through the kiosk check-in process.
- ♦ Advise customers to remove any travel documents, electronic devices, valuables, medication, and keys if they are checking in their carry-on baggage.
- ♦ Highlight or circle the departure gate number and boarding time on each boarding card for every customer.
- ♦ Remember to thank the customer for flying with us and wish them a pleasant flight.

Self-Service Baggage Drop (SSBD)/ Kiosk Assist:

- ♦ May be required to pick up a PDA to activate tags when necessary – will indicate upon punch-in (i.e., *Kiosk Assist PDA*).
- ♦ Kiosk Assist Specialists are positioned either at the kiosk banks to assist customers with the self-serve kiosks or in front of the SSBD machines to assist with the baggage drop-off flow and monitor the SSBD machines to ensure customers' baggage is correctly inducted.
- ♦ Identify customers who require overlays or additional tags (Heavy, INCS, SPEQ, mobility aids) and accompany them to a CIA position to add/activate the required tag.
- ♦ Redirect customers who require additional tags to Kiosk or Check-in Assistance for payment and issuance.
- ♦ Check COB and Personal Item size and # of pieces to ensure compliance – tag Personal Item with 'Under the Seat' tag accordingly.
- ♦ Solicit customers to check in compliant COB.
- ♦ Advise customers to remove any travel documents, electronic devices, valuables, medication, and keys if they are checking in their carry-on baggage.
- ♦ Direct customers to the appropriate baggage induction points (SSBD/Oversize Belt).
- ♦ Print additional tags for car seats, sporting equipment or mobility aids.
 - Ensure to weigh golf/hockey bags in the designated repacking areas on aisle 2, 5 and 11 and activate the tags before sending the customer to the oversize/fragile baggage drop-off.
- ♦ Complete and attach gate-check overlay tags (mobility/stroller etc.).
- ♦ Activate the Check-in Assistance baggage belt to expedite baggage when required – abide by the baggage cut-off times unless instructed by a LCES or OM (comment the file).
- ♦ Monitor SSBD machines and ensure baggage is successfully inducted before customer leaves the Lobby.
- ♦ Report any system issues, bag belt issues, Kiosk /facility issues etc.
- ♦ Scan and activate over-sized/fragile baggage and items prior to customers heading to the oversize/fragile belt and ensure customers have affixed baggage tag properly.



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- ◆ Be familiar with CCT processing as assisting/supporting CCT Lobby may be required.
 - Ensure to use the Passenger Scanning Application to scan CCT customers IN/OUT of the Lobby Area.

Debit Specialist:

- ◆ Debit specialists are positioned at the end of aisles 2, 5 and 11.
- ◆ Collect Debit machine and lock cylinder from the Radio Room at start of the shift.
- ◆ Collect a 'Debit Receipt Envelope' from the marked drawer behind the old Ticket Counter located at aisle 2 – these and extra debit rolls are also available at the MO office.
 - Complete envelope with **Name/EE#/Shift time/Area**.
- ◆ In addition to collecting debit payments for fees and service charges, responsible for performing 'all Check-in Assistance functions'.
- ◆ Make sure all necessary supplies and materials are on hand and that equipment is available, ready, and in working order:
 - If debit machine requires maintenance, please advise the radio room attendant.
 - Paper rolls are kept in the radio room and in the MO office.
- ◆ At the end of shift:
 - Print Sales Reports
 - Close out the Debit machine (perform Batch Closeout Reports, Batch Detail and Batch Balancing) prior to returning it to the Radio Room – see Job Aid for further instructions or [ACpedia - Airport Sales Report](#)
 - Return the Debit machine '**in hand**' to the Radio Room attendant – Please do not place Debit Machine in the radio drop box.)
 - File all paperwork, sales slips, and reports in the 'Debit Receipt Envelope' and deposit in the Debit Envelope slot located near the Bunker, in the punch clock area.
- ◆ Report any system issues, bag belt issues, Kiosk /facility issues etc. to the specified area.
- ◆ Monitor COB & Personal Item size and # of pieces to ensure compliance. Solicit compliant COB free of charge or if non-compliant, charge the applicable fee and check-in the bag.
- ◆ Advise customers to remove any travel documents, electronic devices, valuables, medication, and keys if they are checking in their carry-on baggage.
- ◆ Highlight or circle the departure gate number and boarding time on each boarding card for every customer.

Over-Sized Baggage Belt Assist:

- ◆ Required to pick up a PDA.
- ◆ Specialists assigned to this position will be positioned just outside of the Oversized/Fragile Belt.
- ◆ Ensure customers have baggage tag properly affixed to oversized bag.
- ◆ If a customer is checking in AVIH, check that all proper stickers and tags are affixed onto the crate and that it is properly closed.
- ◆ Activate baggage tag and ensure customer name and destination matches boarding pass.
- ◆ Assure over-sized baggage or item does not exceed the allowed weight.
- ◆ May be assigned to assist in other areas when operation requires.

Premium/Priority Lobby (Aisles 1, 6 & 12):

*Specialists who bid Premium Lobby (DOM and TBR) will be assigned to but not limited to Lines/J Class Check-In Assist/Super Elite Check-In Assist/COB/Priority Check In/CCT Lobby as per operational requirement **and** may be assigned to support other areas as per operational requirement.*

- ◆ Provide check-in assistance to our Priority customers (VIP, Million Milers, SE, etc.)
- ◆ Responsible for performing 'all Check-in Assistance functions'.
- ◆ Provide kiosk assistance & act as a lobby ambassador for our Priority customers.



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- ◆ Must be familiar with the **Automated Customer Recovery** system and how to issue or re-issue hotel, meal and ground transportation offers through CM or **Agent UI** on SmartSuite when required.
- ◆ Offer IROP/Flight Disruption assistance (re-issue offers that have not been automatically sent to customers electronically/porter vouchers).
- ◆ Rebook priority customers, as required (accommodate basic ticketing requests, such as rebooking on AC, ticket reissuance, same day rebooking on OAL).
- ◆ Perform regular CES functions to maintain operational efficiencies when needed.
- ◆ Solicit upsell (J cabin, PY cabin, O cabin, Preferred Seats).
- ◆ Assist priority customers who require special assistance from Check-in to Security (i.e., obtaining/pushing WCHR, guiding DEAF/BLND customers etc.)
- ◆ Premium CESs 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) who have reached the 1+ Million Mile Milestone on Air Canada, thanking them for their continued loyalty to Air Canada. (Note: Our Concierge team will continue to recognize our SE and VIP customers on achieving this milestone).
- ◆ Perform 'ad hoc' requests from Management, to assist identified customers and to ensure a seamless travel experience.
- ◆ Have full knowledge of the Premium products:
 - Aeroplan Elite 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 (mealtimes, 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.
- Monitor COB & Personal Item size and # of pieces to ensure compliance. Solicit compliant COB free of charge or if non-compliant, charge the applicable fee and check-in the bag.
- Advise customers to remove any travel documents, electronic devices, valuables, medication, and keys if they are checking in their carry-on baggage.
- Direct customers to the **Over-Sized/Fragile Belt** when required.

US Induction:

- ◆ Located behind USCBP primary inspection, adjacent to Secondary Immigration exit.
- ◆ A radio is required and a printed copy of the TBR and US Regional flight load sheets.
- ◆ Prime responsibilities are to monitor customers in US Secondary Customs and Immigration, rebook those who inadvertently miss their flights and answer calls from the gate specialists missing customers and having to sequence.
- ◆ Induction specialist will enter US secondary customs and immigration every 15mins during the peak and during off-peak, 20 minutes prior to each scheduled departure (or as required) and discretely record each awaiting customer's name, flight number and the time seen on the Induction Log sheet.
- ◆ After each visit place a '**High Priority**' message on the customer's CPT indicating they are in Secondary "**In SEC IMM at (time)**".



- **If the customer has baggage** and is still in Secondary at **-20mins prior to departure**, please tell the customer they have missed their flight, and will need to approach the Induction desk to rebook once they have cleared.
- Induction specialists will need to call the customer's departure gate and notify the Gate specialist that the customer is still in Secondary, and to initiate a sequence as customer no longer travelling on the flight. *(Unless otherwise advised because of possible flight delay)*
- Gate specialist will be responsible for the sequence and the offload process – Induction will only be responsible for rebooking the customer on the next available flight.
- ◆ After each visit to Secondary, remove all gate messages from the CPT if the customer has cleared Secondary.
- ◆ Rebook customers who have missed their flight due to Customs/Security delays on the next available flight, same cabin, and to the same destination.
 - If no available flights to rebook that day, rebooked first available, comment their CPT, and escort to the nearest gate to exit the gate area and clear Canada Customs. *(Additionally, US Gate CCT can also assist with the escort when taking a CCT customer to a gate.)*
- ◆ May be asked to assist with US metering.
- ◆ May be required to escort customers who have been denied entry by USCBP.
- ◆ **Assist USCBP officers with customers who have been denied entry** by ensuring the customer is *Cancel Accepted* from their flight.
- ◆ Advise Transborder Bag Room Lead or Baggage STOC to remove any checked bags from customers who have been denied entry by USCBP.
- ◆ Communicate with Gate Control of flight a customer has been denied entry by USCBP from.
- ◆ Advise the USCBP officer escorting a denied customer where the customer can pick up their bag.
- ◆ Communicate with GTAA Security Operations if issues arise due to denied customers.



Transborder Metering Roles & Process:

**Metering will be initiated only when required.*

CATSA Entrance Gate Keepers:

- ◆ Stationed at the entrance to US CATSA Pre-screening
- ◆ Responsible to remain in contact with the **USCBP Line Entrance** and **Aisle 15 Pager** to know acceptance times at CATSA and when customers need to be sent from aisle 15.
- ◆ Validate boarding passes for entry into CATSA screening (PBS) queue (if flight departure time has not been called, direct customer to Aisle 15)
- ◆ Ensure customers with departure times **under 60-minutes** are turned away (Do not let them enter)
 - Inform customers within 60 minutes of departure that they no longer have time to clear USCBP and make their flight.

Aisle 15 Gate Keepers:

- ◆ Positioned just inside the back entrance to Aisle 15
- ◆ Verify flight departure times on the boarding passes and will either:
 - Direct customers go directly to the PBS point and exit through the front of Aisle 13 **or** directly to CATSA entrance line.
 - Flight times have not been called and will be directed to wait in Lounge 15
- ◆ Direct customers with mobile/home printed boarding passes to the desk to clear APIS and remove them from the ineligible list.
- ◆ Check for customers with untagged strollers and monitor COB.
- ◆ Stay in close communication with other team members to know acceptance times for CATSA.
- ◆ Redirect customers on booked flights.

Aisle 15 Desk:

- ◆ 1 CES will be stationed at the desk for the entire time to add stroller tags and clear APIS edits.
- ◆ 1 CES to flow between the desk and support the Gate Keepers.
- ◆ Checked COB must be sent to Transborder Check-In Assistance to drop off bag.

Aisle 15 Page Monitor:

- ◆ Located inside Lounge 15 at the PA desk.
- ◆ Obtain a US FID flight schedule from the US Metering Lead.
- ◆ Stay in contact and coordinate with CATSA Entrance specialists to know which flights are being directed to the pre-deployment (staging) area and those that are currently queuing at the CATSA entrance.
- ◆ Make frequent (every 15mins) announcements to advertise MPC app, remind to see an agent if checked-in online/mobile for document check before leaving the lounge (if not already done so) and which flights are being released.
 - Being staged in the pre-deployment area of aisle 15
 - Are now queuing at CATSA entrance.

Aisle 15 Exit Monitor:

- ◆ Liaise with the **Page Monitor** as to which flight(s) are being released to CATSA.
- ◆ Responsible for checking boarding passes to ensure only the flight being called is exiting aisle 15.

Pre-CATSA Entrance Gate Keepers:

- Stationed at the entrance to CATSA.
- Validate boarding passes for entry into CATSA screening queue.
- Responsible for remaining in contact with the **USCBP Line Entrance** and Aisle 15 Monitor to coordinate which flights can be released from aisle 15 and monitor CATSA lines/backup.
 - Never let CATSA starve – always ensure the line is full.
- Ensure families with strollers have stroller tags and if not direct back to the family line.

USCBP Line Entrance Control:

- Stationed at post-security at the entrance to USCBP.
- Remain in constant communication with **CATSA Line Entrance** as to the status of Customs and whether the next flight can be released.
 - Never let USCBP starve – always ensure the line is full.
- *By-Pass Line* to be mainly used for Flight Crew and CCT.
- When there is an overflow/build-up solicit customers to download the MPC application to fast-track the USCBP process.

GATES & ARRIVALS (All Functions)

Gates & Arrivals include Zone 1 / Zone 2 / Zone 3 / Zone 4 / Zone 5 / Gate Support / DOM Arrivals / Customs Arrivals/ Corridor/ Hardstands. All specialists assigned to these areas will be responsible to assist in all gate areas including Regional OPS (mainline assist regional and vice versa) regardless of assigned bid area. Additionally, may be called to support other areas/functions as the operation requires such as CCT Lobby by bringing customers in WCHR from Lobby into the gate area while enroute to their flight's gate and liaise with CCT Gates/CCT HHF by assisting in boarding customers in WCHRs.

IMPORTANT!! Gates and Arrivals requires TEAMWORK – each gate function has its own tasks and responsibilities however when situations arise, tasks will need to overlap. Please work together to support each other and 'Win as One'.



Gates – Zones 2 (DOM), 3 (TBR) & 5 (INTL):

- ◆ Pick up a PDA and a radio before the beginning of the shift and sign into the PDA to obtain the assigned tasks.
- ◆ Must acknowledge all tasks on the PDA (if unable to follow a task, contact Deployment immediately)
- ◆ Must be gate trained.
- ◆ Call STOC for items left on the bridge.
- ◆ Responsible to ensure all equipment is in working order and the required stock/supplies are present. (Any issues must be reported to STOC and/or IT)
- ◆ Will be assigned to other gate functions and/or other areas based on operational requirements, including Lobby and Connections.
- ◆ May be used to support Check-in, MLL/Café, Connections, CCT, Regional Ops and Hardstand Outdoor Operations (reference '*Regional Operations section*') when operation requires.
- ◆ Assist CCT customers requiring special assistance to their gates as required throughout the shift.
 - **MUST** use the **Passenger Scanning Application** and that each customer is scanned at key locations throughout their departure. (Gate, AAS surreys and key handoff locations)
- ◆ Specialists who bid Gates will be required to assist Lobby_CCT_All Functions by bringing customers in WCHR from Lobby into the gate area at beginning of shift as they enter security.
- ◆ During scheduled shift times Specialists will be required to support CCT Gates/CCT HHF by bringing WCHR customers to their gate.
- ◆ Must be familiar with the **Automated Customer Recovery** system and how to issue or re-issue hotel, meal and ground transportation offers through **Agent UI** on SmartSuite when required.
- ◆ Will identify customers on the DB/DG list on CM who have proactively volunteered through an automated notification to be denied boarding (VOLY).
- ◆ Make manual announcements when the required amount of VOL denied boarding customers has not been met using ACpedia for reference on EMD DBC Amounts offered.
- ◆ Will perform DBC for Involuntary customers offering DBC in the form of EMD or Draft(\$) using the ACpedia grid as reference for amounts to be offered.
- ◆ Ensure proper handling of **DEPU/DEPA/INAD** process including pouching of documents into ACF5045 envelope and handing over to In-Flight.

NEW

NEW

Additional Responsibilities:

- ◆ **On-Time Performance (OTP):**
 - Verify if flight requires GENDEC (Intl) – if so, ensure it has been delivered from the Customer Service Desk (NEW process)
 - Check [ACpedia - General Declaration - All Air Canada Destinations](#) for list of destinations requiring GENDECs and instruction for changes and number of printed copies of the flight manifest (customer name list) if required.
 - Arrive at flight on time as per task time.
 - Check all gate equipment to ensure all is in working order.
 - 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. These comments are stored in the FIR (Flight Information Record) for Transport Canada follow-up investigations.
 - Ensure all required COB announcements are made in a timely manner.
 - Communicate with in-flight to ascertain if early boarding is possible.
 - Survey the lounge for CCT customers and stage for boarding (i.e., WCHR, WCHC, DEAF, etc.)
Note: Both the Work and the Assist have a joint responsibility to assist with wheelchairs. It is not solely one's duty over the other.
 - Begin boarding CCT customers a few minutes prior to POS then continue with zonal boarding.
 - Use discretion when staging customers on the bridge during Summer/Winter as weather conditions may not allow for staging unless boarding is imminent.



Remember: Make sure to open boarding at -5 to POS and stage customers mid-bridge to ensure the first customer crosses the threshold of the aircraft at POS boarding time.

- When applicable, use the 'Dane Wheelchair-Mover' or one of the ViaMobil electric wheelchairs to assist on steep ramps, extra-long bridges, and when physical effort is required.
- Continually update the FIR (Flight Information Record – Mandatory Comments) with any important or impacting issues that could/are impacting OTP.
- When assigned to an **Operational Schedule Adjustment (OSA)** flight, ensure additional time is used for gate tasks, especially in terms of staging customers on bridge if feasible (boarding is imminent; weather conditions permitting)
- Follow the gate process as outlined in [ACpedia – Gate - Sequence of Events for a Flight Departure](#).
- **Record all steps taken and calls made on Flight Comments**,

◆ **Safety & Security:**

- Proper identification checks are required for all departure flights.
- When checking ID, ask customer to remove hats/sunglasses and/or lower their mask for **full-facial identification verification**:
 - the I.D. picture matches the customer in front of you.
 - the name on each customer's boarding pass matches their I.D.
 - the response on the computer screen matches the boarding pass.
- Gate CESs 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).
 - If not, Security needs to be called and the customer sent to the arranged meeting location.
- Must use the scanners to board all customers (if scanners are not working, please report defective scanners to the GTAA and make a note in your Set Comments).
- Lock gate drawers and ensure all doors are closed after departure.

◆ **Sequencing (-15)**

- All **no-show** customers with bags are to be sequenced for all **US & INTL flights** – Follow the sequence process as outlined in [ACpedia – 10-5-Go Procedures](#) and [ACpedia - Baggage Reconciliation and Sequencing](#) which also **includes the Domestic process**.
- **Actively report any boarding errors** to the CES controlling the flight immediately as these must be promptly explored and corrected.
- **Actively check onboard for missing customers** - have the Inflight page the customer onboard then confirms their identity by checking photo I.D. against the boarding pass.
- **Record all steps taken and calls made on Flight Comments**, in addition to customer names whose baggage has been sequenced.

Regional OPS - Zone 1 (Domestic) & Pier G (Zone 4):

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

- ◆ Be responsible for **all departure and arrival functions** including wheelchair handling - cross utilization will be required within other zones/areas and Hardstands.
- ◆ For flights requiring SkyCheck, ensure the cart is positioned and available to customers.
- ◆ Perform ramp direct duties as required ensuring all open-ramp safety protocols are followed.
- ◆ **Wear all the required PPE** (personal protective equipment) when working outdoors and dress in accordance with the weather conditions.
- ◆ Responsible for advising Jazz STOC when the Express Ramp is required to assist customers requiring special assistance.
- ◆ **Hardstand Outdoor Operations** and/or any off-bridge tasks will come from the Regional OPS staff unless otherwise required.



Arrivals - Domestic (Zone 1 & 2) and Customs (Zones 3, 4, & 5):

- ◆ Pick up a radio & PDA prior to start of shift.
- ◆ Sign into PDA and Ground Tasks
 - Read & acknowledge all task assignments in a timely manner via Ground Task.
 - Any task conflicts should be reported to Deployment as soon as possible.
- ◆ Prior to meeting the aircraft, ensure all bridge and corridor doors are open and swung the right way depending on arrival origin, paying particular attention on Swing Gates (D/F 32, 34, 36, 51, 53, 55, 57, 99).
 - **If meeting a flight on the Swing Gates mentioned above, please ensure the required number of Corridor specialist have been assigned and present for the arrival.**
- ◆ Required to switch from **Ground Task** to **Passenger Scanning** when assisting customers requiring assistance (i.e. WCHR, UM, BLND, DEAF, etc.).
- ◆ Ensure gate is stocked with an ample wheelchair supply, if in doubt, contact other specialist assigned to the flight
 - Best practice is to always pick up a wheelchair and take it to the gate – this is a SHARED gate prep responsibility regardless of arrival task (MEET or CCT)
- ◆ Must ensure all correct doors are open regardless of if assigned to MEET or CCT).
- ◆ Prepare required # of WCHR's on arriving flight based on the SSR list.
- ◆ If 2 or more Specialists are assigned to meet a flight, 1 must remain at the aircraft door in case of any customers requiring assistance deplane prior to all other customers.
- ◆ On arrivals with multiple wheelchair requests, wheelchair '**Arrival Staging**' is expected. So not to impact the fluidity of the offload flow, only one CES (with a WCHR) should be staged at the aircraft door ready to assist customers directly off the aircraft.
 - Once this CES returns with a customer to the top of the bridge another CES (equipped with a WCHR) will head down to the aircraft door to assist the next awaiting customer. This process flow is repeated until all CCT customers have been assisted.
- ◆ Liaise with Gate Specialist in the event of a Minimum Scheduled Design Time (MSDT) flight departing from the same gate or using the same boarding corridor.

NOTE: ALL specialists assigned to Arrivals (regardless assigned as the MEET or the CCT) will be required to push customers in wheelchairs (use Dane when assisting customers on the bridges)

Arrival 'MEET' Specialist Responsibilities:

- ◆ Responsible to be prepared with the Special Service List (SSR List) and Connections List.
- ◆ Walk down the bridge and meet/greet the crew at the aircraft door.
- ◆ After greeting the IFS crew member, confirm the number of specials and any arrival instructions (holding offload/metering, important CNX/MSCNX information, MEDA etc.)
- ◆ Advise STOC of any customers requiring transfer assistance if a List Team is not yet present.
- ◆ **Lead customers up the bridge and point the direction of the arrival path.**
- ◆ 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.**
 - **Assist customers where they can find a terminal map if required.**
- ◆ Liaise with STOC and Connections, proactively review plan for tight or busted customers and any special offload instructions (i.e., Metering)
- ◆ Required to assist/support customers requiring wheelchairs and/or special assistance (UM, MEDA, DEAF, BLND etc.) either at the aircraft door, or at the top of the bridge.
- ◆ Communicate with Corridor CES (if also assigned to flight) to ensure all barrier have been set up to avoid security breaches.

- ◆ For Customs Arrivals and CBSA is seen on the bridge checking passports, please call and advise STOC to give them a heads up.
 - Additionally, some Customs flights will be metered, limiting the offload flow during peak arrival times. Please watch for notifications on your PDA and ensure IFS is aware of the metering process. STOC will advise metering flow numbers and if customers need to be held onboard or in a secure boarding lounge.

Arrival 'CCT' Specialist Responsibilities:

- Aid all customers requiring special assistance by pushing customers in wheelchairs up the bridge/jetway - when available, use the 'Dane Wheelchair-Mover' or one of Air Canada's electric wheelchairs to assist on steep ramps, extra-long bridges, and when physical effort is required)
- Work as a team when motorized wheelchair/Dane is not available by pairing up to push on the bridge incline.
- Assist Meet specialist as required.
- ◆ **Must** use the SmartSuite Passenger Scanning tool to scan/track CCT customers arrival journey and handoff points (i.e., Baggage Hall/Rainbow).
- ◆ Assist 'local' CCT customers to the arrival carousel/meeting party outside arrival hall or designated drop / hand off points.
- ◆ To comply with ATPDR please offer a Porter voucher when a CCT customer is travelling unaccompanied and needs assistance with their checked baggage. See Job Aid – Porter Voucher
- ◆ Assist connecting CCT customers from the aircraft to their designated connection or AAS/GTAA curbside/interterminal handoff points.
- ◆ Ensure proper handover process of UM handling is followed – Always check the meeting party's I.D. to ensure it matches what is indicated on the UM form and that a signature is provided to confirm the handover.
- ◆ 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.

Once arrival is complete:

- Perform a **final 'flight sweep'** to verify that all gate checked items have been picked up from the bridgehead/elevator i.e., strollers, car seats, and personal mobility devices (scooters, electric-powered wheelchairs)
 - If any items have been left behind, contact the flight's ASO (Ramp) Lead or STOC if no response.
- Ensure that all gate/airside doors are secured once deplaning is complete.
- ◆ Always inform Deployment as soon as possible, if current task may interfere with/jeopardize the next assigned task.
- ◆ May be required to assist customs arrivals by escorting the customer all the way through the CBP (Canada Customs and Border Protection) and the Baggage Hall.

REMEMBER: Specialists are to ensure that all customers are taken care of during the arrival – This may require specialists to return to the gate to help with any remaining customers after they have already completed a run.

Arrival/Departure Corridor:

Corridor CESS must monitor the passenger flow on the swing gates (where departing and arriving flights share the same airside corridor). Ensure customers follow the correct arrival path in accordance with the flight's origin (Domestic vs Transborder/ International).

'Arrival' Corridor Responsibilities (D/F 32, 34, 36, 51, 53, 55, 57, 99):

- ◆ Prior to meeting the aircraft, ensure all required stanchions are in place and all bridge/corridor. Doors are open and swung the right way (depending on flight origin -Domestic vs Customs) – If in doubt, contact STOC.



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- ◆ Set-up stanchion barrier for arrival flow to avoid any possible security threats when necessary.
- ◆ Proficient with the GTAA Digital Secure panels located at swing gates.
- ◆ Continually liaise with the Arrival specialists regarding the flow of customers and when offload is complete.
- ◆ Once passenger flow is complete, may be asked to assist 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.

NOTE: In situations where an arrival and a departure are sharing the same airside corridor, the arrival will always take precedence. Any flight boarding on an affiliated gate the Corridor is responsible to inform the departure gate to halt boarding and once the offload is complete, will advise the Gate to resume boarding.

'Departure' Corridor Responsibilities:

Occasionally, on double-gate bridges or when a flight is boarded through an alternate lounge, a Departure Corridor specialist is assigned to direct the boarding flow and ensure no security breaches occur (i.e., gates with shared bridges **F64A/B & 66A/B**, OR when a **widebody is parked on F65 - boarding from lounge F67**)

- ◆ Prior to boarding commences, ensure all required stanchions are in place and all bridge/corridor doors are open and/or stanchioned to secure the passenger boarding flow.
- ◆ Continually liaise with the Work specialist regarding the boarding flow and advise if boarding needs to be held due to an arrival on the shared bridge or corridor (e.g., boarding on F64A and flight arrives on F64B)

REMEMBER: The arriving flight always takes precedence. Any departures sharing the same airside corridor must be hold boarding until the arrival is complete.

- ◆ Once passenger flow is complete, may be asked to assist 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 departure/deplaning is complete.

Gate Support:

- ◆ Must pick up a radio at the start of shift.
- ◆ Report to the Area OM and Lead.
- ◆ Required to perform all duties outlined in "Gates All Functions".
- ◆ Required to assist with setting up lounge area (stanchions/lines/staging) for boarding when necessary.
- ◆ Required to assist with monitoring/tagging COB when necessary.
- ◆ Assisting with staging, boarding, and handling of CCT customers when required.

OPS All-Functions:

- ◆ OPS AF shifts are developed to support the operation regardless of work area or function.
- ◆ Specialists bidding OPS AF will be assigned to various areas as per the operational requirement.
- ◆ The actual work location/function will be assigned by advance planning 1 day prior as per the operational requirement for the next day.
- ◆ OPS AF specialists will be trained in Gates and will be expected to support all areas of the In-Terminal operation.
- ◆ Must be familiar with the **Automated Customer Recovery** system and how to issue or re-issue hotel, meal and ground transportation offers through **Agent UI** on SmartSuite when required.



- ◆ Pick up a radio/PDA depending on the assigned area and familiarize themselves with the job function using the job descriptions document.

CCT (DOMESTIC/TRANSBORDER/INTERNATIONAL)

ALL Specialists who bid and/or assigned to CCT are required to pick up a Radio & PDA.

Specialists who bid CCT (DOM, TBR and INT) can be assigned to CCT Lobby CIA/ CCT Lobby/ CCT Gates/ CCT Security/ CCT HHF/ Baggage Hall (Monitor/Relay)/ CCT CNX /CCT Darkside/ Rainbow (Monitor/Relay)/ CCT Customs (Monitor/Relay)/ Domestic Arrivals Relay.

Assigned but not limited to Check-In Assistance, Family Check-In, Debit Cashier, Kiosk Assist, Over-Sized Belt Assist, COB, Metering, US Induction.

- ◆ **Must** pick-up a PDA and be signed into the **SmartSuite Passenger Scanning Application**.
- ◆ **Must** pick-up a radio and be on applicable CCT radio frequency required for their CCT position.
- ◆ Always verify SSR codes to ensure they match the customer's needs – if incorrect, please edit the CPT to avoid any confusion/delay at the gate – advise Gate/STOC of any discrepancies.
- ◆ CCT specialists are expected to work together as a team and communicate customer details as it relates to the relay process with other CCT specialists, as required.
- ◆ May be cross utilized to support other CCT positions.
- ◆ CESs will be required to participate in the **SmartSuite Passenger Scanning Application** and scan all related areas (originating, handoff, and termination points) whenever possible.
- ◆ Use the Passenger Scanning Electronic List to prioritize the order in which customers are taken to their gate.
- ◆ When applicable, use the 'Dane Wheelchair-Mover' to assist on steep ramps, extra-long bridges, and when physical effort is required.
- ◆ Use the QR code located on each dane to report any malfunction or issues regarding the dane to Health & Safety.
- ◆ Ensure any dane used to assist a customer is returned to its assigned gate location and plugged in.
- ◆ Ensure proper handover process of UM handling is followed through. For more details, please refer to ACpedia – UM Handling.
- ◆ Reassure customers with disabilities who require special assistance that they are in safe hands and that we will take care of them and their needs, including mobility aids.
- ◆ Have a clear understanding of the ITD/Non-ITD and OSS/Non-OSS processes and corresponding arrival/CNX flows.

CCT LOBBY / CIA:

- ◆ Pick up a radio & PDA at the start of the shift.
- ◆ Report any system issues, bag belt issues, Kiosk /facility issues etc.
- ◆ May be assigned to assist in other areas when operationally required.
- ◆ Responsible for performing 'all Check-in Assistance functions.
- ◆ Monitor COB for size/# pieces – ensure removal of keys, medications, lithium batteries, etc. if required to check in.
- ◆ Log into SmartSuite on the desktop to view the Customer List in the Lobby.
- ◆ MUST use the Passenger Scanning Application on the PDA to scan each customer IN/OUT of the Lobby waiting area.
- ◆ 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.
 - If there is a short supply in the wheelchair corrals, advise GTAA.



- ◆ Comment the CPR if the customer is travelling with their own mobility device. Ensure the edit correctly identifies the type of powered mobility device (scooter, electric WCHR), 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. Please review [ACpedia – Wheelchairs and Mobility Aids Policy](#).
- ◆ Check-in CES 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. Ensure to include a comment on the CPR.
- ◆ Ensure all Unaccompanied Minor (UM)/UM Adults customers' forms are completed, signed for and applicable fees have been collected.
- ◆ Complete Gate Pass process when required.
- ◆ Liaise with STOC, Load, Gates and Connections as required.
- ◆ Responsible to relay CCT customers from the Lobby CIA wait area to the Security checkpoint.
- ◆ May be required to collect customers requiring Accessibility Assistance from (Priority) from Aisle 1 and the Concierge office.
- ◆ Ensure customers have been scanned out of the Lobby waiting areas using the Passenger Scanning application.
- ◆ Liaise via radio with Gate/Security CCT to ensure a proper positive hand-off is achieved and any special handling information is communicated (i.e., able/not able to take the cart, balance issues, etc.) and or description of customer (i.e., wearing yellow hat, floral blouse)
- ◆ Assist customers with the placement of their COB and personal items into the security bins, etc.
- ◆ Maybe required to support other areas of the Lobby.

CCT Transborder: LOBBY CCT/ CCT TBR SECURITY/ CCT TBR GATES/ PIER G RELAY

Transborder Security CCT:

- ◆ Positioned behind CATSA screening, these specialists work in tandem with **US Relay CCT** and **US Gate CCT**.
- ◆ Responsible to take CCT customers from the **US Security** checkpoint, through the USCBP screening to the AAS cart on the Gate Level unless customer is not able to in which Specialist is required to bring customer to their gate.
- ◆ One TBR Security CCT specialist may be assigned as the **Podium** who will stay with the customers waiting post-security and will utilize the electronic list to prioritize the order in which customers are taken through USCBP (US Customs).
- ◆ Must track customer on the Passenger Scanning Application on a PDA.
- ◆ Required to work in tandem with other departure CCT positions.
- ◆ In/Out scans required during the peaks when customers may be required to wait – Using the 'Passenger List' to prioritize the order in which they are taken through USCBP.

Transborder Gate CCT:

- ◆ Positioned past USCBP, on the Transborder Gates Level next to the AAS cart stop; These specialists work in tandem with US Security CCT.
- ◆ Responsible to assist customers from the AAS cart stop location to the customer's gate.
- ◆ Consult with US Security, ITPC CCT, MLL and Pier G Relay.
 - Liaise and prioritize with the Maple Leaf lounge Specialists for pickup times for customers to be delivered to their departure gate.
- ◆ In/Out scans required during the peaks when customers may be required to wait – Using the 'Passenger List' to prioritize the order in which they are taken to their gate.
- ◆ Customers who are unable to ride the carts must be escorted to the gate and scanned into the gate location using the Passenger Scanning App.

- Customers departing from Pier G (Zone 4) can be placed on the AAS carts, provided there is a Pier G Relay specialist to meet them at the surrey stop.
- Please radio Pier G Relay ahead to advise of the customer's pending arrival before putting the customer on the cart.
- ◆ Maybe required to assist the Induction Specialist by escorting customers who have missed their flights to exit via a gate to clear CBSA.
- ◆ CESs must be able to push a customer in a wheelchair on a flat surface and down a bridge as may be required to preboard the escorted customer to support the departure's OTP.

REMEMBER: Only utilize carts for individuals who only require assistance for distance. Once on the cart AC has no longer any visibility on that customer AND should be considered a FINAL handoff – no other scans will be performed until boarding.

Pier G Relay CCT:

- ◆ Positioned next to the Relay store, adjacent to Gate F83, before the elevators leading down to the Pier G corridor.
- ◆ Responsible to consult with TBR Gate CCT to ensure a proper hand-off of CCT customers departing from Pier G.
- ◆ Ensure customers are scanned at the Pier G as well as the departure gate for Deployment's oversight and can be checked on every 30mins until the gate is staffed.
- ◆ CESs must be able to push a customer in a wheelchair on a flat surface and up a bridge as may be required to preboard the escorted customer to support the departure's OTP.

CCT Domestic: LOBBY CCT/ CCT DOM GATES/ CCT DOM BAGGAGE HALL (MONITOR/RELAY)

Domestic Gate CCT:

- ◆ Positioned behind CATSA screening and is responsible to assist all local departing and connecting DOM & INTL CCT customers from the Security checkpoint to their gate.
- ◆ Customers who are unable to ride the carts must be escorted to the gate and scanned into the gate location using the Passenger Scanning App.
- ◆ CESs must be able to push a customer in a wheelchair on a flat surface and down a bridge as may be required to preboard the escorted customer to support the departure's OTP.
- ◆ In/Out scans required during the peaks when customers may be required to wait – Using the 'Passenger List' to prioritize the order in which they are taken to their gate.
- ◆ Ensure customer is scanned at the gate location so that the customer appears on Deployment's dashboard for oversight and can be checked on every 30mins until the gate is staffed.
- ◆ May be asked to assist DOM Arrivals Relay CCT during downtime and/or to cover breaks.
- ◆ Required to consult with CCT Lobby, CCT CNX, DOM Arrivals and MLL.
 - Liaise and prioritize with the Maple Leaf lounge/Café Specialists for pickup times for customers to be delivered to their departure gate.

REMEMBER: Only utilize carts for individuals who only require assistance for distance. Once on the cart AC has no longer any visibility on that customer AND should be considered a FINAL handoff – no other scans will be performed until boarding.

Domestic Arrivals CCT (Monitor/Relay):

- ◆ Pick up a radio and PDA.
- ◆ Located underneath the stairs/escalator leading from Level 3 Security into Domestic Gate area, across from the Exit.
- ◆ Set up similar to Rainbow/Baggage Hall as a Relay and Monitor are assigned.

- ♦ May be asked to assist DOM CCT GATES during down time and/or to cover breaks.

Domestic Arrivals Monitor:

- ♦ Relay Monitor assigned to record customers on the tracking system and prioritize the order in which customers are to be taken.
- ♦ Track customers on the Passenger Scanning application with a PDA when customers arrive and exit the area.
- ♦ Monitor can assist with porter vouchers, boarding passes, checking gate numbers for connecting flights on the Check-in on Wheels (COW) stationed at the location.
- ♦ Communicate on radio with relay specialists to confirm if they will be returning for customers waiting to be assisted.

Domestic Arrivals Relay:

- ♦ Responsible to assist terminating customers to the Domestic Baggage Hall to collect customer baggage.
- ♦ Reaching out to AAS if customer has Inter-Terminal connection or needs to be assisted past airport doors.
- ♦ Assisting customers to Level 3 AAS cart area if customer has connecting Transborder/International flight, provided they are physically able to.
- ♦ If putting a customer on the AAS cart, call over radio to the specialist that will be awaiting the customer at the connection point to make them aware.
- ♦ Communicate with Domestic Gate CCT if customer cannot physically get onto AAS cart so they can assist customer to the CCT CNX handoff point.
- ♦ Scan the customer on the Passenger Scanning Application on PDA when handing off customer to another specialist at a handoff point, AAS cart, or to the Domestic Arrivals Relay.

CCT International: LOBBY CCT/ CCT INT GATES/ CCT HHF

International Gate CCT:

- ♦ Located inside International Security.
- ♦ Pick up Radio and PDA.
- ♦ Communicate with Lobby CCT when customers are arriving and going through security.
- ♦ Scanning customers who are waiting for AAS cart as to put them in sequence of flight time on the 'Passenger List' on the *Passenger Scanning Application*.
- ♦ Assist with bringing customers to AAS cart – only utilize carts for customers who are able to get on and off; only used for customers who only require assistance for distance.
- ♦ Escorting customers not able to get on/off AAS cart down to HHF.
- ♦ Informing CCT HHF of customers making their way to HHF on the AAS cart and their destinations.

International HHF CCT:

- ♦ Located at the Hammerhead – adjacent to the INTL MLL at the end of the INTL departure corridor.
- ♦ Responsible to assist all departing CCT customers to their gates.
- ♦ CESs must be able to push a customer in a wheelchair on a flat surface and down a bridge as may be required to preboard the escorted customer to support the departure's OTP.
- ♦ In/Out scans on the Passenger Scanning Application required especially when customers may be required to wait – Using the 'Passenger List' to prioritize the order in which they are taken to their gate.
- ♦ Ensure customer is scanned at the gate location so that the customer appears on Deployment's dashboard for oversight and can be checked on every 30mins until the gate is staffed.
- ♦ Communicate with INT CSD if customers have been rebooked and need to be escorted to new flight gate.

- ◆ Liaise and assist with INT Gate CCT if a customer is being escorted down from security due to not being able to take the cart.
- ◆ Consult with INT & Domestic Gate CCT, Arrivals and MLL as required.
 - Liaise and prioritize with the Maple Leaf lounge/Signature Suite Specialists to arrange pickup times for customers to be taken to the gate.

Rainbow (Monitor/Relay):

- ◆ Radio and PDA required.
- ◆ Requires teamwork to ensure CCT customers are expedited as efficiently as possible.
 - Must return promptly after each task to assist the next CCT customer waiting.
- ◆ Such specialists will be required to push wheelchairs and assist with COB.
- ◆ **MUST** use the Passenger Scanning Application to scan key locations as the customer continues through the arrival/connection process.
- ◆ Can be required to help with Disruption Transfer for customers who have misconnected.
- ◆ Can issue Porter, Meal, Hotel and/or Ground Transportation offers when required.
- ◆ Customs Declaration must be completed at the Level 3 Kiosks next to the Rainbow waiting area prior to heading to the CBSA customs hall.

Rainbow Monitor:

- ◆ The Rainbow Monitor is stationed at a podium position located at the end of the Level 3 Customs Arrivals Corridor and will work in tandem with the Arrivals CES, Rainbow Relay, and Baggage Hall Monitor.
- ◆ Using the Passenger Scanning Application, the Rainbow Monitor will log all local and CNX CCT customers IN/OUT of the Rainbow.
- ◆ Will use the electronic list to prioritize the order in which customers are taken to the Baggage Hall or CNX point.
- ◆ Liaise with Arrival specialists, Baggage Hall Monitor, ITPC CCT, CNX/CCT OM as required.
- ◆ Monitor the volumes and wait-times and communicate with the CCT/CNX OMs when support is required.
- ◆ Must have a good understanding of the ITD/OSS processes.
- ◆ Accompany customers to the Declaration Kiosks on Level 3 next to the Rainbow waiting area.
- ◆ Can be required to help with Disruption Transfer for customers who have misconnected.
- ◆ Can issue Porter, Meal, Hotel and/or Ground Transportation vouchers when required.

Rainbow Relay:

- ◆ Specialists assigned to this task are stationed on level 3, at the end of the Customs Arrival Corridor (Rainbow) and are responsible to 'relay' CCT customers from the Rainbow area to their designated CNX or Baggage Hall handoff location.
 - Rainbow > Baggage Hall Monitor seating area (located near carousel #9)
 - Rainbow > ITPC CCT (for US CNX)
 - Rainbow > ITD corridor > Domestic Gate CCT (for DOM CNX)
- ◆ May be required to accompany customers to Immigration (CCT customers can go to the front of the line).
- ◆ Required to use the Passenger Scanning application at each agent/final handoff location.
- ◆ Liaise with Baggage Hall Monitor/ ITPC CCT/CCT Customs and DOM Gate CCT as required.
- ◆ Return promptly to the Rainbow Monitor location after each 'run', to collect the next customer in line.
- ◆ Maybe required to support the Baggage Hall Relay team.
- ◆ Must have a good understanding of the ITD/OSS processes.
- ◆ Can be required to help with Disruption Transfer for customers who have misconnected.
- ◆ Can issue Porter, Meal, Hotel and/or Ground Transportation vouchers when required.



CCT CNX/CCT Darkside:

- ◆ Stationed at 2 locations:
 - At the AAS survey stop along the ITD corridor, just adjacent to the Level 3 entrance to US Security and ITPC
 - At the Darkside adjacent to the Liner Customer Service Desk and the escalator leading to CBSA Primary inspection
- ◆ Radio and PDA are required.
- ◆ Assist CCT customers connecting from a Domestic to a Transborder flight.
- ◆ Ensure every customer is scanned at each location using the Passenger Scanning application.
- ◆ Escort the customer requiring assistance to US Security and contact the ITPC CCT specialist via the radio advising of the customer, their gate/destination and they type of assistance required (i.e., WCHR/WCHC/BLND/UMNR etc.)
- ◆ On occasion when the ITPC CCT specialist is busy, CNX CCT may be required to escort the customer through security to USCBP.

CCT Darkside:

- ◆ Update Log Sheet to keep track and prioritize customers as well as which Specialist assisted that customer.
- ◆ Scan customers using the Passenger Scanning Application.
- ◆ Monitoring the arrival and connecting customers inbound from Transborder or International Flights at gates D32-D57.
- ◆ Communicate with Arrivals meeting inbound flights.
- ◆ Contact Rainbow Monitor/Relay on customers needing assistance to CBSA or a connection point.
- ◆ Communicate with CCT Customs if a customer needs assistance through CBSA.
- ◆ Must be visible to also assist arriving customers with questions and or concerns at the Liner Customer Service Desk; offer Gate information, general instructions, and directions.
- ◆ Monitor flights in their area for misconnections or DBCs (denied boarding).
- ◆ Provide arriving customers with boarding passes when necessary.
- ◆ Support Arrivals & Baggage Hall Specialists with the printing of boarding cards 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, porter, meal and/or hotel offers.
- ◆ Must be familiar with the IROP procedures.
- ◆ 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.



CCT Customs (Monitor/Relay):

- Radio and PDA required.
- Located in CBSA across from the Nexus area and the escalator bringing customers down from the Darkside Arrivals area.
- Work in tandem with Rainbow and Darkside/CNX CCT Specialists as a relay point to assist with customers requiring assistance clearing Canada Customs into the Customs Hall.
- Assisting customers requiring assistance to CBSA Customs Kiosks if they have not already done so.
- Will be in contact with CBSA to escort customers requiring assistance who have been in Secondary down to the Customs Baggage Hall area.
- Work in tandem with Baggage Hall Specialists to 'relay' arriving customers requiring assistance.
- Specialists assigned to this task are responsible to 'relay' CCT customers from the hand-off location at the entrance into CBSA Customs Hall.

- May be required to accompany customers to Immigration (CCT customers can go to the front of the line).
- Required to use the Passenger Scanning application at each agent/final handoff location.
- Communicate with Deployment/CCT Manager/Lead if support is required.
- Must communicate with Darkside/Rainbow Specialists to ensure someone will be present to relay the customer.
- Maybe required to support the Rainbow/Baggage Hall Relay team.
- Maybe required to help with the issuance of Porter vouchers when required.

Customs Baggage Hall (Monitor/Relay):

Baggage Hall Monitor:

- ◆ Stationed in the Baggage Hall near carousel #9
- ◆ Will use the Passenger Scanning App to log customers IN/OUT of the Baggage Hall waiting area.
- ◆ Must have a good understanding of the ITD/OSS processes.
- ◆ Monitor electronic list to prioritize the order in which customers are taken from the Baggage Hall.
- ◆ Issue Porter Vouchers and/or boarding passes for connecting customers as required.
- ◆ Work in tandem with the Baggage Hall Relay team and CCT OM.
- ◆ May be required to involve Baggage Specialists for damaged/missing luggage.
- ◆ May be required to accompany customer to Secondary Customs.
- ◆ Assist out of the Baggage Hall to the main arrival concourse to meet their party or GTAA/AAS curbside/inter-terminal assistance handoff points.
 - Contact Deployment for CCT customers connecting to Terminal 3

Baggage Hall Relay:

- ◆ Stationed in the Customs Baggage Hall near carousel #9 and are responsible to 'relay' CCT customers from the Baggage carousel to their designated CNX or Arrival handoff location.
 - Baggage Hall waiting area > Baggage Carousel > Canada Customs > meeting party in the arrival concourse/ GTAA Curbside Assistance desk/ GTAA Information Desk for T3 connections.
 - Baggage Hall waiting area > Baggage Carousel > ITT (drop bags) > Domestic Security level 3 > DOM Gate CCT
 - Rainbow > ITD corridor > Domestic Gate CCT (DOM CNX)
- ◆ Required to use the Passenger Scanning Application at each handoff location.
- ◆ Must have a good understanding of the ITD/OSS processes.
- ◆ Liaise with Baggage Hall Monitor/ Deployment/ DOM Gate CCT as required.
- ◆ Return promptly to the Baggage Hall waiting location after each 'run', to collect the next customer in line.
- ◆ Maybe required to support the Rainbow Relay team.
- ◆ May be assigned to 'Podium' position to remain at the Rainbow waiting area to scan customers into the Rainbow waiting area using the Passenger Scanning Application.
- ◆ Utilize the Passenger Scanning 'Passenger list' to prioritize the order in which customers are taken.
- ◆ May be assigned to assist other CCT positions, Check-in, and other areas when the operation requires.
- ◆ Meet AAS cart with arriving customers in order to identify customers requiring assistance and lead them to the waiting 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, etc.



Possible Arrival/CNX Flows: *(Passenger Scanning utilization is required)*

A. Local/Terminating Customers:

- Assist customers through the baggage hall and help customer collect checked bags (Porter)
- Assist customers out to the Arrival concourse to their meeting party.
- Assist customers to the GTAA Curbside Assistance Desk when ground transportation/Taxi/Uber or assistance to the parking garage is required.

B. Customs Arrival to OAL (T3) Connection

- Assist customers through the baggage hall and help customer collect checked bags (Porter)
- Assist customers to the GTAA Information Desk for all T3 connections – ensure to call Deployment to advise of the T3 connection (for billing purposes)

C. Customs Arrival to Domestic Connection (NON-ITD):

- Assist customers through the baggage hall and help customer with checked bags (Porter)
- Drop checked baggage at ITT and escort customer to level 3 **Domestic Security Checkpoint**

D. Customs Arrival to Domestic Connection (ITD)

- Assist through the ITD Canada Customs Spill and the Security Checkpoint (if non-OSS) and accompany to **Domestic Gate CCT** handoff point.
- Ensure to radio Domestic Gate CCT to advise of their pending arrival.

E. International Arrival to Transborder Connection:

- Assist US connections to US Security checkpoint.
- Radio ITPC CCT specialist to advise of their pending arrival.
- If ITPC CCT is unavailable, escort customer into the ITPC and advise ITPC CCT
- taken to the Baggage Hall/ITPC/Domestic Gate CCT

F. International Arrival to International Departure

- Assist to Hammerhead Canada Customs Spill and the Security Checkpoint (if non-OSS)
- Radio HHF CCT to advise customer is at the HHF spill and to collect them once processed.

MAPLE LEAF LOUNGE (MLL)

Domestic, Transborder and International MLL:

- ◆ Specialists assigned to any lounge must be MLL trained.
- ◆ Specialists working DOM MLL and TBR MLL shifts will provide break coverage in YYZ Café and TBR Express respectively.
- ◆ Responsible for ensuring only customers who are entitled to Lounge access enter.
- ◆ Always keep the MLL reception area clean and clutter free.
- ◆ Scan each customer's boarding pass in CM and verify gate information etc.
- ◆ Swipe their membership/AP card into the lounge AIMS system to ensure lounge eligibility.
- ◆ 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 upgrades, seat changes, gate information.
- ◆ Promote and offer upsell to Premium Economy class and same-day upgrade.
- ◆ Proactively 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.
- ◆ Verify guest eligibility and process guest pass payments as required.
- ◆ Specialists 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.



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- ◆ Always maintain a high level of service delivery.
- ◆ Report any customer feedback (complaints and compliments) or lounge irregularities.
- ◆ The reception desk must always be staffed 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 an employee 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.
- ◆ Specialists 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.
- ◆ May have 'ad hoc' requests from Management to assist identified customers and ensure a seamless travel experience.
- ◆ MLL specialists may be cross utilized between other MLL locations as per operational requirements.
- ◆ Monitor shower usage and utilize the Shower Management paging tool when a waitlist is required.
- ◆ CES are responsible to report any security alarms/alerts to the GTAA.
- ◆ In the Domestic lounge where E-gates have been installed, **Entry Podium CES** will monitor the entry flow, prioritize SE, and assist customers when entry fails/when entering with a guest.
 - Familiarize with the 3 Hour Limit Access Policy
 - Additional staff will be assigned to the Assistance/Service Desk located inside the lounge and will help desks with ad hoc requests (seat changes, same-day changes, standby early, e-Upgrade requests, etc.)

MLL Transborder Lite:

- ◆ Located at the US Regional departure area (Gate F91-97).
- ◆ Perform all duties outlined in the "Maple Leaf Lounge (MLL)" job description.
- ◆ May be required to support other Lounges/areas as operation requires.
- ◆ CES are responsible for reporting any security alarms/alerts to the GTAA.

Air Canada Café:

- ◆ Located in the area across from D20.
- ◆ May be required to support other Lounges/areas as operation requires.
- ◆ Responsible for assisting qualifying priority customers with the Café's entry process.
- ◆ Perform all duties outlined in the "Maple Leaf Lounge (MLL)" job description.
- ◆ CES are responsible for reporting any security alarms/alerts to the GTAA.

CUSTOMER SERVICE DESK (CSD)

- ◆ CSD Locations:
 - **Domestic CSD** – D-Gates, beside the Shoeshine booth, at bottom of the escalator/elevators leading to the Domestic to International Connection corridor and the Domestic Employee Lunchroom.
 - **Domestic Regional** – D-Gates (D1-12), desk located between D4 and D6



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- **Transborder CSD** – F-Gates, along the corridor leading to gates F82/83.
- **Pier G CSD** – Situated in the middle of the Pier-G gate area, adjacent to the MLL Lite.
- **International CSD** – E-Gates, at the bottom of the escalator/elevator leading from level 3, across from the INTL Money Exchange booth.
- ◆ Subject to Gate and IROP training.
- ◆ Specialist bid CSD will be assigned to support Line Entrance/Kiosk positions. The kiosk function is to support customers using the kiosks to resolve their issues.
- ◆ May be asked to support other CSD throughout the airport (DOM, US, INTL, DOM REG, Pier G – US REG)
- ◆ **Specialist working CSD shifts must pick up a PDA and be signed into 'Ground Task' in order to support Gates & Arrivals functions/ ADHOC tasks as assigned by Deployment.**
 - Ground Tasks will be assigned within the footprint of the Gate Area including CCT by Deployment through PDA.
 - When assigned to a "SOT" task, this will mean the CES will need to make an announcement regarding a delayed flight including the reason for the delay.
 - If no reason has been assigned to the "SOT" task applicable flight, CES will contact STOC for details.
- ◆ Support with "hot connections" or flights with "busted connections".
 - Assist customers with questions; offer gate information, general instructions, and directions.
 - Responsible for delivering AG1 (GenDec) to the applicable flights prior to boarding (INTL CSD only).
 - Support with denied boarding, flight cancellations and misconnections.
 - Assist with rebooking customers.
 - Assist our Priority customers in Priority Lane with questions, concerns, and rebooking inquiries.
 - Ensure the proper processing and handling of customers with SSRs UMS, DPNAs, DEPAs, DEPU, ESCT, PRSN, CAPO, MEDA, etc. Please refer to ACpedia – for further details.
 - Must be familiar with the **Automated Customer Recovery** system and how to issue or re-issue hotel, meal and ground transportation offers through **Agent UI** on SmartSuite when required.
 - Support inbound operations with the printing/distribution of boarding cards and packages (hotels/meals) for misconnections, if and when required.

Disruption Process:

- Process customers that are affected by irregular operations.
- Rebook all affected flights of the customer's journey.
- 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 customers will require upon arrival in YYZ, such as new boarding cards, meal and/or hotel vouchers.
- Be familiar with and understand our responsibility when it comes to the Airline Passenger Protection Regulation (APPR) and the standards of treatment.
- Must have working knowledge of the Disruption Transfer function.
- Must have a working knowledge of Timatic.
- Must be familiar with the **Automated Customer Recovery** system and how to issue or re-issue hotel, meal and ground transportation offers through **Agent UI** on SmartSuite when required.

Domestic Customer Service Desk (CSD) Lines & Kiosk Assist:

- ◆ Works in conjunction with the Domestic Customer Service Desk specialists.
- ◆ Responsible for assisting customers with all functions of the CSD kiosks.
- ◆ Monitor and control the CSD line and flow.
- ◆ Pulling customers from the line to help expedite their requests at the kiosks.

CONNECTION TEAM

ITT/ ITPC CCT/ ITPC Rework Desk/ Connection Support/ Pat Star /No Load.

**** Daily function assignment will vary depending on operational demands. ****

ITT:

- ◆ Located on the Arrival level, beside the GTAA Curbside Assistance drop-off point, across from the INTL Money Exchange Booth.
- ◆ Subject to IROP and Gate training.
- ◆ May be required to assist with any new connection processes.
- ◆ Assist customers with visible and non-visible disabilities and track customers in the automated Passenger Scanning Application.
- ◆ Assist and direct customers arriving from OAL 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 ensure they are accepted when required.
- ◆ Reprint baggage tags and re-tag luggage when required.
- ◆ Issue hotel/ground transportation/meal vouchers for disrupted customers if required.
- ◆ Track late arrivals using AC FIDS.
- ◆ Assist any disrupted customers – working knowledge of Disruption Transfer.
- ◆ Be familiar with and understand our responsibility when it comes to the Airline Passenger Protection Regulation (APPR) and the standards of treatment.
- ◆ Collect excess baggage charges and any other applicable fees as required.
- ◆ Ensure customers travelling with AVIH, WEAP, and AMMO have the correct forms/tags/SSRs for connecting flights. (WEAP/AMMO requires a new form for each connection)
- ◆ Ensure the proper processing and handling of customers with SSRs – WEAP, AMMO, UMS, DPNAs, DEPAs, DEPU, ESCT, CAPO, PRSN, MEDA, DPNA, etc. (Refer to ACpedia for further details).
- ◆ Must be familiar with the **Automated Customer Recovery** system and how to issue or re-issue hotel, meal and ground transportation offers through **Agent UI** on SmartSuite when required.
- ◆ May be required to work inside the Baggage Hall to process onward connections and paging customers.
- ◆ Must be familiar with ITD flight process.
- ◆ Will be assigned to the '**Point Position**':
 - The Point person is responsible for reviewing the hand-over package at the beginning of the shift to obtain an operational overview.
 - The point person will be located at the entrance to the ITT connection belt to direct customers.
 - Direct customers to the desk for re-tagging, reseating, or rebooking.
 - The Point Position cannot go unattended at any moment.



ITPC CCT (In-Transit Pre-Clearance Customer Care Team)

Customers arriving in Vancouver, Montreal, Toronto, Calgary, Winnipeg, Edmonton, Ottawa, and Halifax with a connection to the United States will proceed directly from their arriving flight to the ITPC area, where they will submit to security screening and US Customs & Immigration.

- ♦ ITPC CCT primary role is to assist customers requiring assistance connecting onto Transborder flights.
- ♦ Must pick up a radio at the beginning of shift and be on CCT frequency.
- ♦ Must pick up a PDA and use the Passenger Scanning Application to be able to log each customer requiring assistance IN/OUT.
- ♦ Located adjacent to USCBP (US Customs & Border Control).
- ♦ Subject to Disruption/Gate Training.
- ♦ Responsible for escorting customers requiring assistance through USCBP process departing on connecting flights.
- ♦ Working in tandem with CNX CCT / US Security CCT specialists to bring customers through Security as well as those who have already completed the USCBP process to their departing gate.
- ♦ May be required to rebook delayed customers not already protected.
- ♦ Be familiar and understand our responsibility as per the Airline Passenger Protection Regulation (APPR) and ATPDR the standards of treatment.
- ♦ Ensure proper processing/handling of customers with SSRs, DEPU, ESCT, PRSN, and MEDA.
- ♦ Communicate with CCT OM on duty.
- ♦ Assist customers with visible and non-visible disabilities through USCBP process.
- ♦ May be required to assist Customs with INAD customers by rebooking and issuing boarding passes.
- ♦ May be required to assist at the Rework Desk if necessary.

ITPC Rework:

- ♦ ITD Rework Desk is located on level 3, adjacent to the Rainbow CCT wait area, in front of US Security
- ♦ Radio required - Knowledge of radio use and etiquette.
- ♦ Effective communication skills
- ♦ Subject to gate and IROP/Disruption training
- ♦ Responsible for re-protecting late/disrupted 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 porter vouchers, meal vouchers, hotel vouchers, ground transportation, etc.
- ♦ Work with the Connection teams for any busted connections from DOM or INTL flights.
- ♦ Rebook delayed customers not protected.
- ♦ Be familiar with and understand our responsibility when it comes to the Airline Passenger Protection Regulation (APPR) and the standards of treatment.
- ♦ Ensure the proper processing and handling of customers with SSRs, DEPA, DEPU, ESCT, PRSN, and MEDA.
- ♦ Coordinate the handling of irregular operations under the direction of the Connections (CNX) Manager.
- ♦ Communicate with our Star Alliance Partners e.g., UA when required.
- ♦ Report to CNX Manager and required to work with all applicable Operational Managers.
- ♦ Must be well versed in the intricacies of baggage manipulation using CM.
- ♦ Must be trained and well versed with the ITDS recheck software.
- ♦ Be available to reprint boarding passes and clean up any CPR anomalies.
- ♦ Courteously mitigate baggage irregularities within CPT records.
- ♦ Assist all US 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.
- ♦ May be asked to pro-actively discuss irregularities with US Customs or inbound customers.
- ♦ Coordinate with Arrival/Rainbow CCT to ensure proper handling of CCT customers.
- ♦ Working knowledge of ITDS Smart Suite and Air Canada SmartSuite.



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- ◆ Pro-actively prevent PAWOBS by addressing Baggage Source Message. (BSM) abnormalities using all applicable Air Canada baggage reconciliation applications.
- ◆ Assist customers with questions; offer Gate information, general instructions, and directions.
- ◆ Report any anomalies to CNX OM, especially reoccurring issues.
- ◆ May be required to assist customers with visible and non-visible disabilities and track customers with the Passenger Scanning App.
- ◆ Support other CNX areas when operation requires.
- ◆ Ensure the proper processing and handling of customers with SSRs – WEAP, AMMO, UMS, DPNAs, DEPAs, DEPU, ESCT, CAPO, PRSN, MEDA, DPNA, etc. (Refer to ACpedia for further details).
- ◆ Solicit and issue tags for Carry-On bags (COB) being checked at the gate once the customer is past USCBP.
- ◆ Must be familiar with the **Automated Customer Recovery** system and how to issue or re-issue hotel, meal and ground transportation offers through **Agent UI** on SmartSuite when required.

NEW

Connection Support:

- ◆ Required to pick up a radio and PDA.
- ◆ Subject to IROP and gate training.
- ◆ Located at the far end of the Domestic Gate Lunchroom (Level 3 above the Domestic CSD).
- ◆ Assisting with the recovery of customers connecting in YYZ whose travel plans have been interrupted due to IROPS and/or delays.
- ◆ Will function as the primary contact to Connection STOC, Customer Journey Management (CJM), Connection OM, for disrupted flights with onward connections.
- ◆ Communication with Baggage STOC and CNX STOC with possible pro flights in order to action bags belonging to that flight.
- ◆ Proactively prepare flight disruption documentation including, but not limited to, boarding cards, ground transportation, hotel, and meal vouchers.
- ◆ Monitor connection activity for all arrivals and departures using CM, ACfids and BMS.
- ◆ Monitor Outbound Flights. Check the Status of all outbound flights from YYZ on CM and use AC FIDS and flight tracking systems for real-time updates.
- ◆ Identify delayed outbound flights and missed connections. Scrub usual connection heavy flights and detect passengers at risk of missing their connections.
- ◆ Notify Connection Station Operations Control (CNX STOC) on potential delays with heavy connections and collaborate with MO/MGO on strategies to manage potential misconnections.
- ◆ Protect Outbound Connections on best possible reroutes out of YYZ.
- ◆ Proactively check for all late arrivals (DOM, INT, USA).
- ◆ When operation requirement permits accompany Arrival Agent to the gate to assist with Misconnections.
- ◆ Make on board announcements upon arrival to customers with itinerary changes.
- ◆ Specialist 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 specialists with the printing of boarding cards & hotel vouchers for misconnections, as required.
- ◆ Ensure the proper processing and handling of customers with SSRs (WEAP, AMMO, UMS, DEPAs, DEPU, ESCT, PRSN, CAPO, MEDA) 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 OM, input any additional instructions for Arrival specialists in the High Priority Messages, Flight Information Report and/or communicate with Deployment.
- ◆ Assist in rebooking of inbound misconnects and communicate with all areas including, but not limited to, ITT desk, ITPC desk, Customer Service desk, Arrivals specialists, CJM, Connection STOC and Connection team.
- ◆ Review connection progress for customers who require special assistance (i.e., UMs, WCHR, LANG, DEAF, BLND) and communicate discrepancies to the connection specialists.



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- ◆ 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.
- ◆ Must be familiar with the **Automated Customer Recovery** system and how to issue or re-issue hotel, meal and ground transportation offers through **Agent UI** on SmartSuite when required.
- ◆ 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.
- ◆ May be asked to assist with any connection positions.

PAT STAR (Star Alliance):

The Proactive Arrivals Team (PAT) office is a recovery team that help customers connecting in YYZ whose travel plans have been interrupted due to IROPS and/or delays.

- ◆ Pick up a radio at the beginning of shift.
- ◆ Located at the far end of the Domestic Gate Lunchroom (Level 3 above the Domestic CSD).
- ◆ Subject to IROP and gate training.
- ◆ The primary function is to focus on OAL/Star Alliance connections.
- ◆ Investigate all Air Canada late inbound flights to locate hot/missed connection customers to other Star Alliance partner Carriers. (Using FIDS to print out all late inbound. Using CM to investigate connections.)
- ◆ Communicate with OAL partners when we have late arrivals with connections to other airlines (e.g., call the OAL departure gate or contact their operation center with numbers of customers and bags expected to arrive).
 - Go through all Star Alliance inbound flights except UA and try to find out if any OAL flights are coming in late.
 - For United Airlines, we will request UA operations to send us their daily arrival sheets.
 - Contact AC YYZ connection operation at **(905)676-4267** to assist with assigning specific runner/ star alliance runner to run the check baggage.
 - Contact OAL operations with customer information that we are running with the customer, ensure OAL are expecting them to arrive at gate with Star Alliance PAT Agent.
 - If a customer arrives later than the available hold time for OAL flight, please do all possible to protect customer with the next available flight to their final destination.
- ◆ Communicate with YYZ Star Alliance partners regarding any plans for rebooking hot or missed connections.
- ◆ Assist with re-booking if time permits.
- ◆ With late OAL inbound, attempt to communicate the OAL and see if we can assist with re-printing of AC connection boarding passes.
- ◆ Be familiar with and understand our responsibility when it comes to the Airline Passenger Protection Regulation (APPR) and the standards of treatment.
- ◆ May be redeployed to other connection points/positions.
- ◆ Must be familiar with the **Automated Customer Recovery** system and how to issue or re-issue hotel, meal and ground transportation offers through **Agent UI** on SmartSuite when required.
- ◆ Will function as the primary contact to Connection STOC, Customer Journey Management (CJM), Connection OM, for disrupted flights with onward connections.
- ◆ Proactively prepare flight disruption documentation including, but not limited to, boarding cards, hotel, ground transportation and meal vouchers.
- ◆ Must complete a Star Alliance Report (TDT) at the end of the shift.

No Load:

- ◆ Located in STOC.
- ◆ **May be required to assist with all job functions under the Connection Support job description.**
- ◆ No Load assists Baggage/Station Attendants by identifying whether a bag is good to load or not and to prevent bags from becoming PAWOBS.
- ◆ Must contact Connections STOC OM at the beginning of shift.
- ◆ Reports to the Connections STOC OM through shift.
- ◆ Pro-actively prevent PAWOBS by addressing Baggage Source Message (BSM) abnormalities using the Baggage Management System (BMS) and Smart Suite.
- ◆ Respond to communication from all Baggage rooms and rectifying missing or corrupted baggage messages using CM and Smart Drop applications.
- ◆ Identify, using the "BMS" system to pro-actively monitor corrupted baggage tags and rectify to ensure baggage tags are activated before arrival.
- ◆ Reduce PAWOBS and correct inactive/unauthorized bag tags.
- ◆ No Load CES 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.
- ◆ Activate or re-activate baggage tags.
- ◆ Maintain a "No load" log providing flight and tag numbers for local and connection baggage.
- ◆ Ensure STOC Connection OM is alerted on any excessive amount of corrupted baggage tags per flight which may identify a system failure.
- ◆ Complete and file NO LOAD Baggage Calls Log Sheet (Excel file) daily.

MIDNIGHTS

- ◆ CESs must obtain a radio and PDA at the beginning of their shift.
- ◆ If unable to complete a task, Specialists must contact Deployment immediately.
- ◆ Must be Gate-trained, Disruption-trained, and Premium-trained.
- ◆ 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.
- ◆ Midnight CESs will be required to push a customer in a wheelchair up/down a bridge.
- ◆ Switching between the 'Ground Task' and 'Passenger Scanning' Application when required.
- ◆ When required, use the 'Dane Wheelchair-Mover' or one of the new Air Canada electric wheelchairs to assist customers 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.
- ◆ Be familiar with and understand our responsibility when it comes to the Airline Passenger Protection Regulation (APPR) and the standards of treatment.
- ◆ Work or assist departing outbound flights. During IROPS make announcements every 15 minutes to our customers informing them of the expected departure and arrival times, along with advice regarding the next update time.
- ◆ Assist in handling and processing customers affected by irregular operations or misconnections, including transferring and connecting customers. This includes: all customers travelling on AC operated flights are our responsibility. This means we will rebook all affected flights in 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).
- ◆ Must be familiar with the **Automated Customer Recovery** system and how to issue or re-issue hotel, meal and ground transportation offers through **Agent UI** on SmartSuite when required.



AIRPORTS YYZ GLOBAL HUB

- ◆ 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.
- ◆ Assist with regular gate stocking and report any supply shortages to the PM/evening OM so it can be included in the shift synopsis.
- ◆ Must be scanning customers requiring assistance onto the Passenger Scanning Application.

STOCKING

The Stocking specialist's main role is to ensure all Lobby/Gate/MLL/CNX areas are well stocked with ample ACF/ office supplies for both ATO and ASO operations. The Stocking position is now a qualification being that specialized elevator training is required. As a result, **shift trades/partials** are limited to those with the same qualification.

- ◆ Complete **Freight elevator certification training** with EDI Elevator Inc. (30mins)
- ◆ Coordinate with management and with Process and Procedures Coordinator to ensure ample stock /supplies are in all stockrooms (Aisle 2, Aisle 15 and D32 Stockroom) inside/outside security and any other added stockrooms which may be added.
 - Specialists need to be organized, thorough, and accurate when providing supply/inventory counts.
- ◆ Work in unison with the P&P Coordinator - Record weekly inventory on **EXCEL** and provide feedback **via email** and **Microsoft Teams**.
- ◆ Audit signage (Dangerous Goods; Travelling with Batteries; APPR; etc) at lobby aisles, customer service desks, gates, CCT areas, and CNX desks.
- ◆ Take regular inventory of all stockrooms of all ACF documents/tags and supplies and record and report shortages to the P&P Coordinator when an order is required.
- ◆ Take inventory of all signage and items (such as pylons, signage, stanchions, retracta AC belts, etc.) and update Teams spreadsheet and report to P&P Coordinator of shortages.
- ◆ Inventory is done weekly on the same day. All specialists will be trained in the event scheduled vacations require it to be done another day.
- ◆ Utilize and monitor Microsoft Teams chats/files for stocking inventory control, team communications and stock updates (i.e., backorders, and anticipated delivery dates).
- ◆ Ensure all stockrooms are clean, tidy, and organized so that stock is in its appropriate location. Maybe required to re-label shelves and movement of stock within the stockroom.
- ◆ When notified of a delivery (either by management, FedEx dock workers or P&P Coordinator) Stocking is responsible to ensure delivery is broken down and delivered to all stockrooms.
 - Must be able to **lift, push, pull - repetitive heavy lifting (50lbs)**, unloading pallet orders, receive shipments of all tags, ACF forms, paper products etc. for both ITO and ASO.
 - Will be required to lift and move heavy supplies on carts, weighing over **50lbs**.
 - Issue **GTAA Movement Forms** to transport supplies gate side.
 - Liaise with Process & Procedures Coordinator regarding new product supplies and discontinued products. Remove and dispose (incinerator) discontinued supplies and documents from all areas and distribute new.
- ◆ During the down times, inspect and organize counters and supplies – maybe asked to support other areas when operation requires.
 - **Will be required to have their full uniform on base** if redeployed to assist/support other areas.
- ◆ During the stocking task, will receive ASO uniform pieces to wear to place of ITO uniform to avoid soiling/damaging CES uniform pieces.
- ◆ May be asked to assist with Branding ad hoc requests. (i.e., perform inventory/audits, replace/repair signage, stanchion belts and sizers).
- ◆ May be asked to assist/support Department deliveries (furniture, podiums, sizers, etc.) at the West and East Dock locations.