

Checklist for Every Flight

First impressions matter—help build a lasting relationship by following these quick tips in the following checklists whether you’re encountering a customer on the ramp or at the front counter. Refer to the Avfuel Customer Service Training program for more lessons on how to create a lasting impression in the mind of your guests. With the ACST, you’ll learn some service essentials to implement every shift and some inspiring examples of going above and beyond to AMAZE and WOW your customers.

RAMPSIDE



- Check your equipment:** before arrival, is your equipment ready (clean, organized, etc.)?
- Inspect ramp:** is the ramp clear of debris and safe for arrival?
- Be prepared:** have service order on hand and any accommodations ready to go.
- Be present:** stand at attention ready to guide aircraft and greet customer.
- Check your body language:** when aircraft approaches, stand tall with shoulders back, arms clasped behind back or at your sides, head held high.
- Greet customers:** firm handshake, friendly smile, use his/her title and last name, and welcome them to FBO and thank them for choosing you.
- Be expedient:** respect customers’ time. Execute ground handling needs expeditiously.

FRONT COUNTER



- Inspect your workspace:** is it clean, well organized, ready for guests?
- Pull up customer info:** are the requests ready? Do you know anything about the customer to personalize his/her experience?
- Anticipate needs.** Is it hot outside? Have a cold bottle of water ready. Early morning flight? Grab a cup of coffee. CRM says the pilot loves cola? Have a bottle on hand.
- Stand up:** get out from behind counter, open the door and greet customer.
- Check your body language:** stand tall with shoulders back, arms clasped behind back or at your sides, head held high.
- Greet customers:** firm handshake, friendly smile, use his/her title and last name, and welcome them to FBO.
- Thank your customers:** ask if there’s anything else you can help with before they leave.