

# Radio Etiquette Quick-Reference Procedures

**A two-way radio system involves frequencies that may be utilized by multiple users simultaneously. It is important to listen before speaking.** Radio transmissions are not private conversations. Everything transmitted over a portable radio can be heard by customers, fellow employees, the FCC and anyone monitoring your FBO's frequencies.

## FCC Prohibited Communication:

1. Profane, indecent or obscene language
2. Malicious interference with other radio transmissions
3. Unnecessary or unidentified transmission
4. Direct communication of personal messages
5. Announcements of regularly scheduled meetings that can be announced by other means

## Basic Usage:

1. Inspect the condition of the radio at the beginning of your shift. Report any irregularities to your supervisor.
2. Turn on the radio and tune to the proper channel for your job.
3. When receiving a transmission from another radio user, listen carefully before responding.
4. To deliver a transmission, press the "Push to Talk" button and, after the "chirp," talk in your regular voice at a normal, consistent pace. Your mouth should be approximately one inch from the microphone.

## Do Not:

- Shout into the speaker: increasing your volume will only cause the microphone to distort your voice.
- "Walk On" other on-going transmissions: be patient and wait until there is open air to transmit.
- Long conversations: radios are for quick communications about tasks, completed duties or locations.

## Commonly Used Phrases:

### Beginning Communication:

- "CSR to Line"
- "CSR to Supervisor"
- "CSR to (Name)"
- Vice versa

### Acknowledgement of Communication:

- "Go Ahead,"
- "Go Ahead for (Name)"
- "Copy"
- "Copy That"

### Fuel Order Dispatch Sample Communication:

- CSR: "CSR to Line"
- Line: "Go Ahead"
- CSR: "November 6-4-7 Uniform Hotel, requires 250 gallons, 2-5-0 gallons JET-A, negative prist"
- Line: "Copy, November 6-4-7 Uniform Hotel requires 2-5-0 gallons JET-A, negative prist"

### Completion of Task Sample Communication:

- Line: "Line to CSR"
- CSR: "Go Ahead"
- Line: "November 6-4-7 Uniform Hotel fuel is complete. 2-5-0 gallons JET-A, negative prist"
- CSR: "Copy that, fuel complete for November 6-4-7 Uniform Hotel"

*\*\*Should you choose to utilize a numbering system for radio transmissions, replace job titles with unit number\*\**

## Common Aviation Phrases

**Acknowledge** - Tell me you have received and understand my message.

**Advise Intentions** - Tell me your plan or next moves.

**Affirmative** - Yes / you are clear / you are correct.

**Confirm** - Tell me if this is correct.

**Correction** - I am giving you correct information, in response to previously incorrect information.

**Go Ahead** - Tell me your request (THIS DOES NOT MEAN PROCEED)

**Hold or Hold Position** - Do not move.

**Hold Short Of** - Continue, but do not go past point of

**How Do You Hear Me** - Do you understand what I said?

**I Say Again** - I am repeating what I said, for clarity or emphasis.

**Loud And Clear** - I understand exactly what you said.

**Negative** - No / you are not clear / that is not correct.

**Out** - I do not expect you to respond.

**Over** - I expect you to respond.

**Proceed** - You may begin / continue with your plans.

**Read Back** - Repeat what I just said.

**Roger** - I am confirming I heard and understand your message.

**Say Again** - I did not understand or I did not hear you; repeat what you said.

**Speak Slower** - Speak less quickly.