Operations Playbook

SOLO AVIATION SERVICES, LLC

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FBO Services

Core client-facing operations that define the Fixed Base Operator experience. These procedures ensure consistent, professional service delivery for all aircraft operations and client interactions.

Procedures in this Section

[Aircraft Arrival and Departure Handling Process](01-aircraft-arrival-departure-handling.md)

Provide comprehensive handling services for arriving and departing aircraft to ensure safe, efficient, and professional client experience. - Aircraft marshalling and parking coordination - Client greeting and service coordination
- Departure preparation and assistance

[Fueling Operations Process](02-fueling-operations.md)

Provide safe, accurate, and efficient aircraft fueling services for both Jet A and 100LL aviation gasoline while maintaining quality control and regulatory compliance. - Fuel quality control and safety procedures - Aircraft fueling protocols - Fuel system maintenance and monitoring

[Hangar and Ramp Space Allocation Process](03-hangar-ramp-space-allocation.md)

Manage hangar and ramp space allocation to optimize facility utilization while ensuring safe aircraft operations and client satisfaction. - Space reservation and assignment - Hangar door operations - Ramp traffic management

[Client Check-In and Concierge Services Process](04-client-checkin-concierge.md)

Provide exceptional client reception and concierge services to ensure a welcoming experience and address all client needs during their visit. - Client reception and registration - Concierge service coordination - Amenity provision and facility tours

[Aircraft Marshalling and Parking Process](05-aircraft-marshalling-parking.md)

Provide safe and efficient aircraft marshalling and parking services to ensure proper aircraft positioning and operational safety. - Ground guidance procedures - Parking space optimization - Safety protocols for aircraft movement

[Ground Support Equipment Management Process](06-gse-management.md)

Manage ground support equipment inventory, maintenance, and deployment to ensure reliable equipment availability for all operations. - Equipment inventory and maintenance - Operator training and certification - Service scheduling and deployment

[Maintenance Coordination for Visiting Aircraft Process](07-maintenance-coordination-visiting.md)

Coordinate maintenance services for visiting aircraft by managing vendor relationships and ensuring quality service delivery. - Service request processing - Vendor coordination and oversight - Quality assurance and client communication

[Crew and Passenger Transportation Arrangements Process](08-transportation-arrangements.md)

Coordinate ground transportation and accommodation services for crew members and passengers to ensure convenient and comfortable travel experiences. - Ground transportation coordination - Hotel and accommodation booking - Local area information and recommendations

[Billing and Invoicing for Services Process](09-billing-invoicing-services.md)

Manage accurate billing and invoicing for all FBO services while maintaining transparent pricing and efficient payment processing. - Service tracking and documentation - Invoice generation and processing - Payment collection and account management

[Safety and Security Inspections Process](10-safety-security-inspections.md)

Conduct regular safety and security inspections to maintain facility safety standards and regulatory compliance. - Daily facility safety checks - Security protocol implementation - Incident prevention and reporting

[Facility Maintenance and Cleaning Process](11-facility-maintenance-cleaning.md)

Maintain facility cleanliness and operational readiness through systematic maintenance and cleaning procedures. - Scheduled maintenance protocols - Cleaning standards and procedures - Equipment upkeep and replacement

[Weather Briefing and Flight Planning Support Process](12-weather-flight-planning-support.md)

Provide weather briefing and flight planning assistance to support safe and efficient flight operations. - Weather information services - Flight planning assistance - Regulatory briefing support

[Customs and Immigration Coordination Process](13-customs-immigration-coordination.md)

Coordinate customs and immigration procedures for international flights to ensure regulatory compliance and smooth processing. - International arrival procedures - Customs and immigration liaison - Documentation and compliance requirements

[Catering and In-Flight Service Requests Process](14-catering-inflight-services.md)

Coordinate catering and specialized in-flight services to meet client requirements while managing vendor relationships and ensuring quality service delivery. - Catering vendor coordination - Special service arrangements - Quality control and delivery timing

[Emergency Response and Incident Reporting Process](15-emergency-response-incident-reporting.md)

Manage emergency response procedures and incident reporting to ensure rapid response and proper documentation of safety events. - Emergency procedure activation - Incident documentation and reporting - Follow-up and corrective action coordination

Quick Reference

- **Emergency Contact**: [Phone Number]
- **Operations Manager**: [Name/Extension]
- **Client Service Hours**: [Hours]
- **After-Hours Contact**: [Phone Number]

Training Requirements

All FBO service personnel must complete: - [ ] Client service training - [ ] Safety and security protocols - [ ] Equipment operation certification - [ ] Emergency response procedures - [ ] Annual recurrent training

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CHAPTER 1

Aircraft Arrival and Departure Handling Process

Provide comprehensive handling services for arriving and departing aircraft to ensure safe, efficient, and professional client experience.

Purpose

This process establishes procedures for managing aircraft arrivals and departures to ensure safe ground operations, exceptional client experience, and efficient ramp utilization while maintaining regulatory compliance and operational excellence.

Roles and Responsibilities

Line Service Technician: Provide direct aircraft handling services including marshalling, parking guidance, and initial client contact Execute safety protocols and coordinate with ground support equipment operators during aircraft movements

Operations Supervisor: Oversee ramp operations and coordinate between multiple aircraft movements and service requests Monitor safety compliance and resolve operational challenges during peak activity periods

Client Service Representative: Manage client communications and coordinate service requests from arrival through departure Process documentation and billing while maintaining professional client relationships throughout the experience

Ramp Safety Coordinator: Ensure all ground operations comply with safety regulations and monitor hazardous conditions Conduct safety briefings and maintain situational awareness during complex aircraft movements

Process Steps

Pre-Arrival Phase

- [ ] **Review flight plan information** - Confirm aircraft type, arrival time, and special requirements
- [ ] **Verify ramp space availability** - Check assigned parking position and clearance requirements
- [ ] **Prepare ground support equipment** - Position required equipment and verify operational status
- [ ] **Monitor aircraft approach** - Track inbound aircraft progress via radio communications and ATC coordination

Aircraft Arrival Phase

- [ ] **Set up marshalling position** - Position equipment and personnel with proper safety gear and communication devices
- [ ] **Guide aircraft to parking** - Provide visual marshalling signals using standard hand signals for precise positioning
- [ ] **Conduct initial safety assessment** - Verify aircraft position, chock placement, and equipment positioning
- [ ] **Greet clients professionally** - Welcome clients and assess immediate service needs (fuel, ground power, passenger services)

Service Coordination Phase

- [ ] **Document service requests** - Record all requested services and coordinate timing with team members and vendors

- [ ] **Monitor service progress** - Maintain client communication regarding timing and operational updates
- [ ] **Coordinate ongoing services** - Ensure efficient delivery of fuel, maintenance, catering, and other requested services

Pre-Departure Phase

- [ ] **Confirm service completion** - Verify all services are completed and documented for billing
- [ ] **Coordinate departure timing** - Communicate with clients regarding departure requirements and timing
- [ ] **Prepare for engine start** - Remove ground support equipment and conduct final safety inspection
- [ ] **Provide fire guard services** - Monitor engine start for safety concerns and irregularities

Departure Phase

- [ ] **Guide aircraft to taxiway** - Provide marshalling signals for safe taxi using appropriate safety protocols
- [ ] **Complete final documentation** - Update service records, billing information, and operational notes
- [ ] **Reset ramp area** - Clear and inspect parking area, return equipment to storage, prepare for next aircraft
- [ ] **Conduct service follow-up** - Contact clients post-departure for feedback and coordinate future services

Process Mapping

Flowchart showing sequential steps from aircraft approach monitoring through post-departure follow-up with decision points for service coordination and safety assessments.

Tools and Resources

- Aircraft marshalling wands and safety equipment
- Ground support equipment (chocks, cones, fire extinguisher)
- Radio communication equipment and frequency references
- Service request forms and billing documentation systems
- Weather monitoring equipment and runway condition reports
- Emergency contact lists and safety protocol references

Success Metrics

Completion Time: Aircraft handling process completed within 15 minutes of arrival. **Quality Standard:** Zero safety incidents and 100% client satisfaction with arrival/departure experience. **Safety Standard:** All ground operations completed without FOD incidents or equipment damage. **Client Satisfaction:** 95% or higher client satisfaction rating for arrival and departure services.

Common Issues and Solutions

Issue: Aircraft arrives during peak ramp traffic with limited parking space **Solution:** Coordinate with operations supervisor for alternative parking assignments and communicate revised timing to client

Issue: Ground support equipment malfunction during critical service period **Solution:** Implement backup equipment protocols and coordinate with maintenance team for immediate repair or replacement

Issue: Weather conditions affect safe marshalling operations **Solution:** Activate adverse weather procedures, use alternative communication methods, and coordinate with air traffic control for timing adjustments

Safety Considerations

⚠️ **WARNING**: Maintain minimum 25-foot clearance from operating aircraft engines and propellers at all times ⚡ **CAUTION**: Verify aircraft parking brake engagement and proper chock placement before approaching aircraft ℹ️ **NOTE**: Monitor weather conditions and wind direction during all marshalling operations ✅ **BEST PRACTICE**: Conduct pre-shift briefing on current NOTAMs, runway conditions, and operational priorities

Regulatory References

- 14 CFR Part 139 - Airport Operating Requirements
- FAA Advisory Circular AC 150/5210-5D - Painting, Marking, and Lighting of Vehicles
- OSHA Standard 29 CFR 1910.95 - Occupational Noise Exposure
- Company Safety Management System (SMS) procedures

Revision History

Date	Version	Changes	Author	Reviewer
2024-01-15	1.0	Initial creation	FBO Operations Team	Operations Leader

Review Date: Annual review required by January 15, 2025
Procedure Owner: FBO Operations Leader
Emergency Contact: Operations Center - Extension 2100

CHAPTER 1

Fueling Operations Process

Provide safe, accurate, and efficient aircraft fueling services for both Jet A and 100LL aviation gasoline while maintaining quality control and regulatory compliance.

Purpose

This process establishes procedures for safe aircraft fueling operations to ensure proper fuel quality, accurate quantity delivery, and compliance with aviation fuel handling regulations while maintaining operational efficiency and client satisfaction.

Roles and Responsibilities

Fuel Service Technician: Conduct aircraft fueling operations following safety protocols and verify fuel quality before delivery Maintain fuel system equipment and document all fuel transactions accurately for billing and inventory control

Fuel Safety Coordinator: Monitor fuel quality testing schedules and ensure compliance with fuel storage and handling regulations Coordinate fuel deliveries and maintain fuel inventory records while overseeing safety training for fuel personnel

Line Service Supervisor: Oversee fueling operations during complex aircraft servicing and coordinate fuel truck positioning and scheduling Ensure proper grounding procedures and monitor environmental compliance during all fuel handling activities

Quality Assurance Technician: Conduct fuel quality testing and maintain testing equipment calibration and documentation Investigate fuel quality issues and coordinate

with suppliers for product quality assurance and corrective actions

Process Steps

Pre-Fueling Phase

- [ ] **Conduct safety assessment** - Inspect aircraft fuel system, verify fuel type requirements, and assess environmental conditions
- [ ] **Perform fuel quality testing** - Conduct water contamination, specific gravity, and visual inspection tests before dispensing
- [ ] **Prepare equipment and grounding** - Position fuel truck safely, establish grounding connections, and verify safety equipment operation
- [ ] **Verify fuel type compatibility** - Confirm aircraft requirements against fuel truck contents before connecting lines

Fueling Operations Phase

- [ ] **Connect fuel lines** - Attach fuel nozzle using proper techniques and verify secure connection before fuel flow
- [ ] **Monitor fuel flow** - Watch flow rate, quantity delivered, and check for leaks or irregularities during process
- [ ] **Verify fuel quantity** - Confirm delivered quantity matches client request and aircraft capacity using multiple methods
- [ ] **Disconnect fuel lines safely** - Remove lines, drain residual fuel, and secure equipment following proper procedures

Post-Fueling Phase

- [ ] **Secure fuel caps** - Ensure all aircraft fuel caps are properly secured and torqued to manufacturer specifications
- [ ] **Complete documentation** - Fill fuel delivery ticket with quantity, type, aircraft information, and quality test results

- [ ] **Process billing transaction** - Enter transaction in billing system and provide detailed receipt to client
- [ ] **Update inventory records** - Record fuel usage and monitor levels for reorder requirements

Equipment Shutdown Phase

- [ ] **Shutdown fuel systems** - Shut down fuel truck systems and conduct post-operation inspection
- [ ] **Return equipment to storage** - Secure equipment in designated storage area following proper procedures
- [ ] **Inspect equipment condition** - Document any maintenance requirements or operational issues identified
- [ ] **Complete environmental compliance** - Inspect area for spills and complete required environmental documentation

Process Mapping

Flowchart showing fuel quality testing, safety verification, fueling operation sequence, and post-operation procedures with decision points for fuel type verification and quality control.

Tools and Resources

- Fuel trucks (Jet A and 100LL) with calibrated meters and safety equipment
- Fuel quality testing equipment and testing supplies
- Grounding equipment and static electricity prevention devices
- Fuel delivery documentation and billing system access
- Spill response equipment and environmental protection materials
- Personal protective equipment and safety communication devices

Success Metrics

Completion Time: Standard fueling operations completed within 20 minutes per aircraft. **Quality Standard:** 100% fuel quality compliance with zero contamination incidents. **Safety Standard:** Zero fuel spills or safety incidents during fueling operations. **Client Satisfaction:** 98% client satisfaction with fuel service accuracy and efficiency.

Common Issues and Solutions

Issue: Fuel contamination detected during quality testing **Solution:** Isolate contaminated fuel supply, conduct additional testing, and coordinate with supplier for fuel replacement and system cleaning

Issue: Aircraft fuel system malfunction during fueling operation **Solution:** Stop fuel flow immediately, disconnect equipment safely, and coordinate with maintenance personnel for aircraft system inspection

Issue: Fuel truck equipment malfunction during peak operations **Solution:** Implement backup fuel truck deployment and coordinate with maintenance team for immediate repair while continuing operations

Safety Considerations

⚠️ **WARNING**: Maintain proper grounding connections throughout fueling operations to prevent static electricity ignition ⚠️ **WARNING**: Never smoke or use open flames within 50 feet of fueling operations or fuel storage areas ⚡ **CAUTION**: Verify fuel type compatibility before connecting fuel lines to prevent aircraft fuel system contamination ℹ️ **NOTE**: Monitor weather conditions and suspend fueling during electrical storms or high wind conditions ✅ **BEST PRACTICE**: Conduct daily fuel quality testing and maintain detailed records for regulatory compliance

Regulatory References

- 14 CFR Part 139 - Airport Operating Requirements
- NFPA 407 - Standard for Aircraft Fuel Servicing
- EPA 40 CFR Part 280 - Underground Storage Tank Regulations
- OSHA 29 CFR 1910.106 - Flammable Liquids Standards
- FAA Advisory Circular AC 150/5230-4B - Aircraft Fuel Storage, Handling, Training, and Dispensing

Revision History

Date	Version	Changes	Author	Reviewer
2024-01-15	1.0	Initial creation	FBO Operations Team	Fuel Safety Specialist

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Procedure Owner: Fuel Operations Manager

Emergency Contact: Fire Department - 911 / Operations Center - Extension 2100

CHAPTER 1

Hangar and Ramp Space Allocation Process

Manage hangar and ramp space reservations to optimize facility utilization while providing clients with appropriate aircraft storage and parking solutions.

Purpose

This process establishes procedures for efficient hangar and ramp space allocation to maximize facility utilization, ensure appropriate aircraft accommodation, and provide clients with reliable space reservations while maintaining operational flexibility and safety standards.

Roles and Responsibilities

Operations Coordinator: Manage space reservations and coordinate hangar door operations while maintaining current occupancy records Monitor space utilization and coordinate with maintenance team for facility condition assessments and improvements

Ramp Supervisor: Oversee aircraft positioning and coordinate ramp traffic flow during peak operational periods Ensure proper spacing between aircraft and monitor compliance with safety regulations for ground operations

Client Service Representative: Process space reservation requests and communicate availability and pricing information to clients Coordinate special accommodation requests and maintain client communication throughout reservation period

Facility Maintenance Technician: Conduct hangar door operations and maintain hangar systems including lighting, heating, and ventilation Perform routine facility inspections and coordinate repairs to ensure space availability and client satisfaction

Process Steps

Space Assessment and Reservation Phase

- [ ] **Assess space availability** - Review current hangar and ramp occupancy, confirm dimensions, and assess aircraft compatibility
- [ ] **Analyze client requirements** - Determine aircraft specifications, storage

duration, and special needs (power, heating, security)

- [ ] **Coordinate space assignment** - Assign appropriate space based on aircraft size, client preferences, and operational efficiency
- [ ] **Complete reservation documentation** - Process reservation forms with aircraft information, duration, and service requirements

Aircraft Positioning Phase

- [ ] **Operate hangar doors safely** - Use proper procedures and verify door systems are functioning correctly
- [ ] **Guide aircraft positioning** - Use marshalling techniques to ensure adequate clearance from obstacles and proper placement
- [ ] **Optimize space utilization** - Monitor usage and coordinate repositioning to accommodate additional aircraft when needed
- [ ] **Activate facility systems** - Turn on required lighting, heating, ventilation, and electrical power as needed

Ongoing Management Phase

- [ ] **Implement security protocols** - Establish access control and facility monitoring for client aircraft protection
- [ ] **Monitor space utilization** - Track usage and coordinate with clients regarding changes to reservation requirements
- [ ] **Coordinate departure logistics** - Plan aircraft departure timing and prepare for hangar door operation and removal
- [ ] **Inspect and reset space** - Check vacated space for damage or cleanliness issues and prepare for next assignment

Administrative Phase

- [ ] **Complete billing documentation** - Record space utilization for billing and update reservation system with usage information
- [ ] **Coordinate facility maintenance** - Arrange required maintenance or cleaning

before reassigning space to new clients

- [ ] **Generate utilization reports** - Analyze efficiency metrics for operational improvement and capacity planning
- [ ] **Update operational records** - Maintain current space allocation records and client preference information

Process Mapping

Flowchart showing space availability assessment, reservation processing, aircraft positioning, and facility management with decision points for space optimization and maintenance coordination.

Tools and Resources

- Hangar door control systems and safety equipment
- Space reservation management software and documentation forms
- Aircraft marshalling equipment and communication devices
- Facility systems controls for lighting, heating, and electrical power
- Space measurement tools and aircraft specification references
- Security access control systems and monitoring equipment

Success Metrics

Completion Time: Space assignments processed within 30 minutes of client request. **Quality Standard:** 95% space utilization efficiency with zero aircraft damage incidents. **Safety Standard:** 100% compliance with hangar door safety procedures and aircraft clearance requirements. **Client Satisfaction:** 92% client satisfaction with space allocation and facility condition.

Common Issues and Solutions

Issue: Multiple aircraft requests for limited hangar space during weather events **Solution:** Implement priority system based on client agreements and coordinate temporary outdoor tie-down with weather protection

Issue: Hangar door malfunction during aircraft movement operations **Solution:** Activate backup door systems, coordinate with maintenance for immediate repair, and implement manual door operation procedures if safe

Issue: Aircraft size exceeds available space dimensions **Solution:** Coordinate alternative space arrangements, provide outdoor parking with enhanced services, or refer to partner facilities

Safety Considerations

⚠️ **WARNING**: Ensure minimum 10-foot clearance on all sides of aircraft when positioning in hangars ⚡ **CAUTION**: Verify hangar door operation is clear of personnel and equipment before activating door controls ℹ️ **NOTE**: Monitor weather conditions and prioritize hangar space allocation during adverse weather forecasts ✅ **BEST PRACTICE**: Conduct daily hangar inspections and maintain current aircraft positioning diagrams

Regulatory References

- 14 CFR Part 139 - Airport Operating Requirements
- OSHA 29 CFR 1910.176 - Materials Handling and Storage
- NFPA 409 - Standard on Aircraft Hangars
- Local zoning and building code requirements
- Company facility management and safety procedures

Revision History

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2024-01-15	1.0	Initial creation	FBO Operations Team	Operations Leader

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Procedure Owner: FBO Operations Leader
Emergency Contact: Operations Center - Extension 2100

CHAPTER 1

Client Check-In and Concierge Services Process

Provide exceptional client reception and concierge services to ensure professional welcome experience and coordinate comprehensive support services for visiting clients.

Purpose

This process establishes procedures for professional client check-in and concierge services to create exceptional first impressions, coordinate comprehensive client support services, and maintain high standards of hospitality while efficiently managing client needs and requests.

Roles and Responsibilities

Client Service Representative: Greet clients professionally and process check-in procedures while coordinating service requests and facility orientation Maintain client communication throughout visit and ensure all service needs are addressed promptly and professionally

Concierge Coordinator: Coordinate special service arrangements including transportation, accommodations, and local area recommendations Manage vendor relationships and ensure quality delivery of all contracted services while maintaining client satisfaction

Operations Supervisor: Oversee client service delivery and coordinate between multiple service providers during complex client visits Monitor service quality and resolve operational challenges while maintaining professional client relationships

Guest Services Specialist: Provide facility tours and amenity information while assisting with special requests and accommodation needs Coordinate with local vendors and service providers to fulfill unique client requirements and preferences

Process Steps

Client Arrival Phase

- [ ] **Recognize client arrival** - Monitor for arriving clients and initiate professional greeting with immediate acknowledgment
- [ ] **Initiate check-in process** - Guide clients to reception area and begin procedures with required information collection
- [ ] **Assess service needs** - Conduct comprehensive assessment of client requirements including immediate needs and planned activities
- [ ] **Provide facility orientation** - Offer facility tour highlighting amenities, services, and safety information relevant to client needs

Service Coordination Phase

- [ ] **Coordinate requested services** - Arrange services with team members and vendors while establishing timing and delivery expectations
- [ ] **Process documentation** - Complete client registration forms and service requests while updating preference records
- [ ] **Provide facility amenities** - Grant access to lounge areas, refreshments, and communication services
- [ ] **Arrange transportation** - Coordinate ground transportation according to client preferences and departure schedules

Accommodation and Information Phase

- [ ] **Process accommodation arrangements** - Handle hotel reservations and coordinate special requests with vendor partners
- [ ] **Provide local information** - Share dining recommendations, attractions, and business services as requested
- [ ] **Monitor ongoing services** - Track service delivery progress and maintain client communication regarding timing and updates
- [ ] **Process special requests** - Coordinate unique requests with vendors and ensure quality delivery within expectations

Departure and Follow-Up Phase

- [ ] **Prepare for departure** - Coordinate departure timing and ensure all services are completed and documented for billing
- [ ] **Conduct follow-up communication** - Gather post-visit feedback and coordinate additional services or future planning
- [ ] **Document service quality** - Record service delivery quality and client feedback for continuous improvement
- [ ] **Update client records** - Maintain current client preference information and service history for future visits

Process Mapping

Flowchart showing client greeting, check-in procedures, service coordination, and ongoing client support with decision points for special requests and service quality assurance.

Tools and Resources

- Client management system and check-in documentation forms
- Facility amenity access controls and communication equipment
- Vendor contact directory and service coordination tools
- Transportation and accommodation booking systems
- Local area information resources and recommendation guides
- Service quality feedback forms and client preference tracking systems

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Success Metrics

Completion Time: Check-in process completed within 10 minutes with service coordination within 15 minutes. **Quality Standard:** 98% client satisfaction with check-in experience and concierge service delivery. **Safety Standard:** 100% completion of safety orientation and emergency information provision. **Client Satisfaction:** 95% client satisfaction with overall hospitality experience and service coordination.

Common Issues and Solutions

Issue: Multiple client arrivals during peak periods creating check-in delays **Solution:** Implement expedited check-in procedures for returning clients and coordinate additional team member support during peak periods

Issue: Special service requests exceed available vendor capacity **Solution:** Maintain backup vendor relationships and coordinate alternative service options while communicating realistic timing expectations

Issue: Client accommodation preferences unavailable during high-demand periods **Solution:** Provide alternative accommodation options with comparable amenities and coordinate special arrangements to meet client preferences

Safety Considerations

⚠️ **WARNING**: Verify client identification and aircraft ownership before providing facility access or sensitive information ⚡ **CAUTION**: Maintain confidentiality of client information and coordinate with security personnel for access control ℹ️ **NOTE**: Provide emergency contact information and facility safety briefing to all visiting clients ✅ **BEST PRACTICE**: Maintain current local vendor relationships and service quality standards through regular communication

Regulatory References

- TSA security requirements for airport facility access
- Privacy regulations for client information protection
- Local business licensing requirements for vendor coordination
- Company client service standards and hospitality procedures
- Emergency response and evacuation procedures

Revision History

Date	Version	Changes	Author	Reviewer
2024-01-15	1.0	Initial creation	FBO Operations Team	Client Experience Lead

Review Date: Annual review required by January 15, 2025
Procedure Owner: Client Services Manager
Emergency Contact: Operations Center - Extension 2100

CHAPTER 1

Client Check-In and Concierge Services Process

Provide exceptional client reception and concierge services to ensure professional welcome experience and coordinate comprehensive support services for visiting clients.

Purpose

This process establishes procedures for professional client check-in and concierge services to create exceptional first impressions, coordinate comprehensive client support services, and maintain high standards of hospitality while efficiently managing client needs and requests.

Roles and Responsibilities

Client Service Representative: Greet clients professionally and process check-in procedures while coordinating service requests and facility orientation Maintain client communication throughout visit and ensure all service needs are addressed promptly and professionally

Concierge Coordinator: Coordinate special service arrangements including transportation, accommodations, and local area recommendations Manage vendor relationships and ensure quality delivery of all contracted services while maintaining client satisfaction

Operations Supervisor: Oversee client service delivery and coordinate between multiple service providers during complex client visits Monitor service quality and resolve operational challenges while maintaining professional client relationships

Guest Services Specialist: Provide facility tours and amenity information while assisting with special requests and accommodation needs Coordinate with local vendors and service providers to fulfill unique client requirements and preferences

Process Steps

Step 1: Client Arrival Recognition Monitor for arriving clients and initiate professional greeting with immediate acknowledgment and welcome

Step 2: Check-In Process Initiation Guide clients to reception area and begin check-in procedures with collection of required information and documentation

Step 3: Service Needs Assessment Conduct comprehensive assessment of client service requirements including immediate needs and planned activities

Step 4: Facility Orientation Provide facility tour highlighting amenities, services, and safety information relevant to client needs

Step 5: Service Coordination Coordinate requested services with appropriate team

members and vendors while establishing timing and delivery expectations

Step 6: Documentation Processing Complete client registration forms and service requests while updating client preference records for future visits

Step 7: Amenity Provision Provide access to facility amenities including lounge areas, refreshments, and communication services

Step 8: Transportation Coordination Arrange ground transportation services according to client preferences and coordinate timing with departure schedules

Step 9: Accommodation Arrangements Process hotel reservations and coordinate special accommodation requests with preferred vendor partners

Step 10: Local Information Services Provide local area information including dining recommendations, attractions, and business services as requested

Step 11: Ongoing Service Monitoring Monitor service delivery progress and maintain communication with clients regarding timing and any updates

Step 12: Special Request Processing Coordinate special requests with appropriate vendors and ensure quality delivery within client expectations

Step 13: Departure Preparation Coordinate departure timing and ensure all services are completed and documented for billing purposes

Step 14: Follow-Up Communication Conduct post-visit follow-up to gather feedback and coordinate any additional services or future visit planning

Step 15: Service Quality Documentation Document service delivery quality and client feedback for continuous improvement and team member recognition

Process Mapping

Flowchart showing client greeting, check-in procedures, service coordination, and ongoing client support with decision points for special requests and service quality

assurance.

Tools and Resources

- Client management system and check-in documentation forms
- Facility amenity access controls and communication equipment
- Vendor contact directory and service coordination tools
- Transportation and accommodation booking systems
- Local area information resources and recommendation guides
- Service quality feedback forms and client preference tracking systems

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Success Metrics

Completion Time: Check-in process completed within 10 minutes with service coordination within 15 minutes. **Quality Standard:** 98% client satisfaction with check-in experience and concierge service delivery. **Safety Standard:** 100% completion of safety orientation and emergency information provision. **Client Satisfaction:** 95% client satisfaction with overall hospitality experience and service coordination.

Common Issues and Solutions

Issue: Multiple client arrivals during peak periods creating check-in delays **Solution:** Implement expedited check-in procedures for returning clients and coordinate additional team member support during peak periods

Issue: Special service requests exceed available vendor capacity **Solution:** Maintain backup vendor relationships and coordinate alternative service options while communicating realistic timing expectations

Issue: Client accommodation preferences unavailable during high-demand periods

Solution: Provide alternative accommodation options with comparable amenities and coordinate special arrangements to meet client preferences

Safety Considerations

⚠️ **WARNING**: Verify client identification and aircraft ownership before providing facility access or sensitive information ⚡ **CAUTION**: Maintain confidentiality of client information and coordinate with security personnel for access control ℹ️ **NOTE**: Provide emergency contact information and facility safety briefing to all visiting clients ✅ **BEST PRACTICE**: Maintain current local vendor relationships and service quality standards through regular communication

Regulatory References

- TSA security requirements for airport facility access
- Privacy regulations for client information protection
- Local business licensing requirements for vendor coordination
- Company client service standards and hospitality procedures
- Emergency response and evacuation procedures

Revision History

Date	Version	Changes	Author	Reviewer
2024-01-15	1.0	Initial creation	FBO Operations Team	Client Experience Lead

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Procedure Owner: Client Services Manager
Emergency Contact: Operations Center - Extension 2100

CHAPTER 1

Aircraft Marshalling and Parking Process

Provide safe and efficient aircraft ground guidance and parking services to ensure proper aircraft positioning while maintaining ramp safety and operational efficiency.

Purpose

This process establishes procedures for aircraft marshalling and parking operations to ensure safe aircraft ground movement, optimal ramp space utilization, and compliance with ground safety regulations while providing professional guidance services to pilots and aircraft operators.

Roles and Responsibilities

Aircraft Marshaller: Provide visual guidance signals to pilots during aircraft taxi and parking operations using standard hand signals Maintain situational awareness of ramp traffic and coordinate with ground control for safe aircraft movement

Ramp Safety Officer: Monitor all ground operations for safety compliance and coordinate emergency response if required Conduct safety briefings and ensure all personnel follow established safety protocols during aircraft movements

Ground Operations Coordinator: Coordinate aircraft parking assignments and optimize ramp space utilization during peak operational periods Manage ground support equipment positioning and coordinate with multiple aircraft operations simultaneously

Line Service Technician: Position safety equipment and assist with aircraft parking

operations including chock placement and tie-down procedures Monitor aircraft systems during ground operations and coordinate with pilots for any operational requirements

Process Steps

Pre-Marshalling Phase

- [ ] **Assess ramp conditions** - Verify parking space availability and confirm aircraft specifications for appropriate assignment
- [ ] **Position safety equipment** - Place marshalling equipment, safety cones, and fire extinguisher with clear escape routes
- [ ] **Establish communications** - Set up radio contact with pilot and ground control while positioning for optimal visual contact
- [ ] **Initiate aircraft contact** - Signal aircraft using standard marshalling wands and establish visual communication with pilot

Aircraft Guidance Phase

- [ ] **Coordinate taxi guidance** - Provide clear directional signals for aircraft taxi path while monitoring for obstacles and traffic
- [ ] **Guide to parking position** - Direct aircraft using precise hand signals while maintaining safe distances from obstacles
- [ ] **Provide fine positioning signals** - Make final adjustments for optimal aircraft positioning within designated boundaries
- [ ] **Coordinate engine shutdown** - Signal pilot for shutdown when aircraft is properly positioned and safety requirements are met

Aircraft Securing Phase

- [ ] **Install wheel chocks** - Place chocks immediately after engine shutdown using proper techniques and verify secure placement

- [ ] **Establish safety area** - Position safety cones and establish clear boundaries around parked aircraft for ground operations
- [ ] **Install tie-down equipment** - Secure aircraft tie-downs when required for weather protection or extended parking
- [ ] **Connect ground power** - Attach ground power unit if requested and verify proper electrical connection and operation

Completion Phase

- [ ] **Conduct final safety inspection** - Review aircraft parking setup including chocks, tie-downs, and safety equipment positioning
- [ ] **Complete parking documentation** - Record aircraft location, time, and any special requirements or observations
- [ ] **Clear marshalling area** - Remove marshalling equipment and ensure area is safe for ongoing ramp operations
- [ ] **Coordinate handoff** - Transfer aircraft to appropriate service personnel and communicate any special requirements

Process Mapping

Flowchart showing pre-marshalling assessment, aircraft guidance sequence, parking completion, and safety verification with decision points for space optimization and safety compliance.

Tools and Resources

- Aircraft marshalling wands and reflective safety equipment
- Wheel chocks appropriate for various aircraft types and sizes
- Safety cones and ground marking equipment
- Radio communication equipment with appropriate frequencies
- Ground power units and electrical connection equipment

- Tie-down equipment and hardware for aircraft securing

Success Metrics

Completion Time: Aircraft marshalling and parking completed within 10 minutes of initial contact. **Quality Standard:** 100% accuracy in aircraft positioning within designated parking boundaries. **Safety Standard:** Zero incidents involving aircraft or ground personnel during marshalling operations. **Client Satisfaction:** 96% pilot satisfaction with marshalling service quality and professionalism.

Common Issues and Solutions

Issue: Poor visibility conditions affecting marshalling signal clarity **Solution:** Use additional lighting equipment, coordinate with ground control for alternative guidance, and implement radio communication backup procedures

Issue: Aircraft size exceeds designated parking space dimensions **Solution:** Coordinate alternative parking location assignment and adjust ground support equipment positioning for larger aircraft requirements

Issue: Multiple aircraft arrivals creating ramp congestion **Solution:** Implement sequential parking coordination with ground control and optimize space utilization through dynamic parking assignments

Safety Considerations

⚠️ **WARNING**: Maintain minimum 25-foot clearance from operating aircraft engines and never approach aircraft from engine intake areas ⚠️ **WARNING**: Ensure all personnel wear high-visibility safety equipment and maintain radio communication during aircraft movements ⚡ **CAUTION**: Verify aircraft parking brake engagement before approaching for chock placement or ground service connections ℹ️ **NOTE**: Monitor wind conditions

and adjust marshalling position to maintain clear visual contact with pilot ✅ **BEST PRACTICE**: Conduct daily briefing on current NOTAMs, runway conditions, and special aircraft handling requirements

Regulatory References

- 14 CFR Part 139 - Airport Operating Requirements
- FAA Advisory Circular AC 150/5210-5D - Painting, Marking, and Lighting of Vehicles
- ICAO Annex 2 - Rules of the Air (Aircraft Signals)
- OSHA 29 CFR 1910.95 - Occupational Noise Exposure
- Company Ground Safety Management procedures

Revision History

Date	Version	Changes	Author	Reviewer
2024-01-15	1.0	Initial creation	FBO Operations Team	Ramp Safety Coordinator

Review Date: Annual review required by January 15, 2025
Procedure Owner: Ground Operations Manager
Emergency Contact: Operations Center - Extension 2100

CHAPTER 1

Ground Support Equipment Management Process

Manage ground support equipment inventory, maintenance, and deployment to ensure reliable equipment availability and safe operation for all aircraft service requirements.

Purpose

This process establishes procedures for ground support equipment management to ensure equipment reliability, operator safety, and efficient service delivery while maintaining regulatory compliance and optimizing equipment utilization across all FBO operations.

Roles and Responsibilities

Equipment Manager: Oversee equipment inventory management and coordinate maintenance schedules while ensuring regulatory compliance Monitor equipment utilization and coordinate procurement of new equipment based on operational requirements and usage analysis

Ground Equipment Technician: Conduct daily equipment inspections and perform routine maintenance procedures according to manufacturer specifications Operate equipment safely and document any operational issues or maintenance requirements for management review

Operations Supervisor: Coordinate equipment deployment and scheduling while

ensuring adequate equipment availability during peak operational periods Monitor equipment operator certification status and coordinate training programs for new team members

Safety Coordinator: Conduct equipment safety inspections and ensure compliance with safety regulations and operational procedures Investigate equipment-related incidents and coordinate corrective actions to prevent future safety issues

Process Steps

Daily Operations Phase

- [ ] **Conduct equipment inspection** - Perform comprehensive visual, operational, and safety system checks on all ground support equipment
- [ ] **Document equipment status** - Record condition and availability in equipment management system with detailed inspection notes
- [ ] **Review maintenance schedules** - Check scheduled maintenance requirements and coordinate with team for upcoming service intervals
- [ ] **Verify operator certifications** - Confirm equipment operator certification status and coordinate additional training if required

Equipment Deployment Phase

- [ ] **Assign equipment to operations** - Match equipment to specific operations based on aircraft requirements and operational priorities
- [ ] **Conduct pre-operation safety check** - Verify fluid levels, safety systems, and operational controls before deployment
- [ ] **Deploy equipment to service locations** - Position equipment at designated locations and coordinate with line service team
- [ ] **Monitor operational performance** - Track equipment performance during operations and coordinate with operators for any issues

Post-Operation Phase

- [ ] **Conduct post-operation inspection** - Examine equipment after use and document any maintenance requirements or observations
- [ ] **Return equipment to storage** - Secure equipment in designated storage areas with proper environmental protection
- [ ] **Coordinate maintenance activities** - Schedule and coordinate maintenance with qualified technicians and maintain records
- [ ] **Manage parts and supplies** - Monitor parts inventory and coordinate with suppliers for maintenance supplies and components

Analysis and Planning Phase

- [ ] **Analyze equipment utilization** - Review usage patterns and identify opportunities for improved utilization and efficiency
- [ ] **Coordinate training programs** - Manage operator training programs and maintain current certification records for all operators
- [ ] **Plan equipment replacement** - Monitor equipment condition and coordinate replacement planning based on usage and costs
- [ ] **Update operational procedures** - Review and update equipment procedures based on operational experience and feedback

Process Mapping

Flowchart showing equipment inspection, deployment, operational monitoring, and maintenance coordination with decision points for safety compliance and utilization optimization.

Tools and Resources

- Ground support equipment inventory including tugs, ground power units, and service vehicles

- Equipment maintenance tracking system and inspection documentation forms
- Operator training materials and certification tracking systems
- Parts inventory management system and supplier contact information
- Safety inspection equipment and regulatory compliance documentation
- Equipment utilization tracking and analysis software

Success Metrics

Completion Time: Equipment deployment completed within 5 minutes of service request. **Quality Standard:** 98% equipment availability during operational hours with minimal downtime. **Safety Standard:** Zero equipment-related safety incidents and 100% compliance with inspection requirements. **Client Satisfaction:** 94% client satisfaction with equipment reliability and service delivery.

Common Issues and Solutions

Issue: Equipment breakdown during critical service operations **Solution:** Implement backup equipment protocols, coordinate immediate maintenance response, and deploy alternative equipment to maintain service continuity

Issue: Operator certification lapses affecting equipment availability **Solution:** Maintain current training schedules, implement certification tracking alerts, and cross-train operators on multiple equipment types

Issue: Parts availability delays affecting maintenance schedules **Solution:** Maintain critical parts inventory, establish relationships with multiple suppliers, and implement predictive maintenance to anticipate parts needs

Safety Considerations

⚠️ **WARNING**: Verify equipment operator certification and conduct pre-operation safety briefing before equipment deployment ⚠️ **WARNING**: Never operate equipment with known safety system malfunctions or incomplete maintenance requirements ⚡ **CAUTION**: Maintain proper clearances when operating equipment near aircraft and ensure all personnel are clear of equipment operation areas ℹ️ **NOTE**: Monitor weather conditions and suspend equipment operations during unsafe environmental conditions ✅ **BEST PRACTICE**: Conduct monthly equipment safety meetings and maintain current manufacturer service bulletins and updates

Regulatory References

- OSHA 29 CFR 1910 - General Industry Standards for Equipment Operation
- 14 CFR Part 139 - Airport Operating Requirements for Ground Equipment
- Manufacturer equipment operation and maintenance manuals
- Company equipment safety and maintenance procedures
- Equipment operator training and certification standards

Revision History

Date	Version	Changes	Author	Reviewer
2024-01-15	1.0	Initial creation	FBO Operations Team	Equipment Leade

Review Date: Annual review required by January 15, 2025
Procedure Owner: Ground Equipment Manager
Emergency Contact: Operations Center - Extension 2100

CHAPTER 1

Maintenance Coordination for Visiting Aircraft Process

Coordinate maintenance services for visiting aircraft by managing vendor relationships and ensuring quality service delivery while maintaining client communication and regulatory compliance.

Purpose

This process establishes procedures for coordinating maintenance services for visiting aircraft to ensure timely, quality repairs and inspections while managing vendor relationships, maintaining regulatory compliance, and providing exceptional client communication throughout the maintenance process.

Roles and Responsibilities

Maintenance Coordinator: Coordinate maintenance service requests with qualified vendors and monitor service delivery quality and timing Maintain vendor relationships and ensure all maintenance providers meet regulatory requirements and quality standards

Client Service Representative: Communicate maintenance requirements with clients and provide regular updates on service progress and timing Process maintenance service requests and coordinate billing arrangements with clients and maintenance providers

Quality Assurance Inspector: Review maintenance work quality and ensure compliance with regulatory requirements before aircraft return to service Coordinate with maintenance providers for any corrective actions and maintain documentation for regulatory compliance

Operations Supervisor: Oversee maintenance operations coordination and ensure minimal disruption to other FBO operations during maintenance activities Coordinate hangar space allocation and equipment requirements for maintenance activities

Process Steps

Request Assessment Phase

- [ ] **Evaluate maintenance request** - Assess client request and determine appropriate maintenance provider based on aircraft type and requirements
- [ ] **Select qualified vendor** - Choose maintenance provider and coordinate service scheduling based on availability and client timing
- [ ] **Communicate with client** - Present maintenance proposal including cost estimates, timing, and service provider information for approval
- [ ] **Process work order** - Create detailed work order with service requirements and coordinate with provider for service initiation

Service Coordination Phase

- [ ] **Coordinate facility requirements** - Arrange hangar space allocation and specialized equipment with facility management and provider
- [ ] **Initiate maintenance service** - Start maintenance service with client notification and establish communication protocols for updates
- [ ] **Monitor service progress** - Track maintenance progress and provide regular client updates regarding status and any timing changes
- [ ] **Coordinate quality control** - Arrange quality control inspection of completed work and verify regulatory compliance

Completion Phase

- [ ] **Review documentation** - Examine maintenance documentation including logbook entries, compliance records, and warranty information
- [ ] **Notify client of completion** - Inform client of maintenance completion and coordinate aircraft return to service with inspection results
- [ ] **Coordinate billing** - Manage billing between maintenance provider and client while ensuring accurate documentation and cost verification
- [ ] **Conduct follow-up assessment** - Evaluate client satisfaction with maintenance service quality and address concerns or warranty issues

Quality Assurance Phase

- [ ] **Evaluate vendor performance** - Assess maintenance provider performance and document service quality for future selection
- [ ] **Ensure regulatory compliance** - Verify all maintenance documentation meets regulatory requirements and maintain audit records
- [ ] **Analyze process efficiency** - Review maintenance coordination process and identify opportunities for improved service and vendor management
- [ ] **Update procedures** - Incorporate lessons learned and best practices into maintenance coordination procedures

Process Mapping

Flowchart showing maintenance request processing, vendor coordination, service monitoring, and quality assurance with decision points for vendor selection and regulatory compliance.

Tools and Resources

- Approved maintenance provider directory with qualifications and specializations

- Maintenance work order processing system and documentation templates
- Client communication tools and progress tracking systems
- Quality assurance inspection checklists and regulatory compliance references
- Billing coordination systems and vendor payment processing tools
- Maintenance service evaluation forms and vendor performance tracking systems

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Success Metrics

Completion Time: Maintenance coordination initiated within 2 hours of client request. **Quality Standard:** 100% regulatory compliance for all coordinated maintenance services. **Safety Standard:** Zero maintenance-related safety incidents and complete documentation accuracy. **Client Satisfaction:** 93% client satisfaction with maintenance coordination and communication quality.

Common Issues and Solutions

Issue: Preferred maintenance provider unavailable during client required timeframe **Solution:** Maintain relationships with multiple qualified providers and coordinate alternative service arrangements with comparable quality standards

Issue: Maintenance scope increases beyond original estimate during service **Solution:** Implement immediate client communication protocols and coordinate approval procedures for additional work authorization

Issue: Maintenance documentation discrepancies affecting aircraft return to service **Solution:** Coordinate immediate documentation review with maintenance provider and regulatory authorities to resolve compliance issues

Safety Considerations

⚠️ **WARNING**: Verify maintenance provider certifications and regulatory compliance before authorizing any maintenance work ⚡ **CAUTION**: Ensure all maintenance work is properly documented and meets regulatory requirements before aircraft return to service ℹ️ **NOTE**: Maintain current knowledge of regulatory requirements and coordinate with appropriate authorities when required ✅ **BEST PRACTICE**: Conduct regular vendor performance reviews and maintain relationships with multiple qualified maintenance providers

Regulatory References

- 14 CFR Part 43 - Maintenance, Preventive Maintenance, Rebuilding, and Alteration
- 14 CFR Part 145 - Repair Station Operating Certificate
- 14 CFR Part 91 - General Operating and Flight Rules
- FAA Advisory Circular AC 43-9C - Maintenance Records
- Company maintenance coordination and quality assurance procedures

Revision History

Date	Version	Changes	Author	Reviewer
2024-01-15	1.0	Initial creation	FBO Operations Team	Maintenance Coordinator

Review Date: Annual review required by January 15, 2025
Procedure Owner: Maintenance Services Manager
Emergency Contact: Operations Center - Extension 2100

CHAPTER 1

Crew and Passenger Transportation Arrangements Process

Coordinate ground transportation and accommodation services for aircraft crew and passengers to ensure convenient, reliable, and professional support services throughout their visit.

Purpose

This process establishes procedures for arranging ground transportation and accommodation services to provide comprehensive support for visiting crew and passengers while maintaining vendor relationships, ensuring service quality, and delivering exceptional client experience.

Roles and Responsibilities

Transportation Coordinator: Coordinate ground transportation services with approved vendors and monitor service delivery quality and timing Maintain vendor relationships and negotiate service agreements while ensuring reliable transportation availability

Guest Services Specialist: Process accommodation requests and coordinate hotel reservations with preferred vendor partners Provide local area information and recommendations while assisting with special requests and preferences

Client Service Representative: Communicate transportation and accommodation options with clients and coordinate service timing with flight schedules Process service

requests and maintain client preference records for future visits and improved service delivery

Operations Supervisor: Oversee transportation coordination during peak periods and resolve service issues while maintaining operational efficiency Monitor vendor performance and coordinate alternative service arrangements when primary vendors are unavailable

Process Steps

Needs Assessment Phase

- [ ] **Assess transportation requirements** - Evaluate passenger count, destination, timing, and special accommodation needs
- [ ] **Present service options** - Show available transportation options with pricing and timing while considering client preferences
- [ ] **Select vendor and process booking** - Choose appropriate provider and process reservation with confirmed pickup timing and details
- [ ] **Analyze accommodation needs** - Determine room count, duration, location preferences, and special requests or requirements

Reservation Processing Phase

- [ ] **Process hotel reservations** - Handle hotel bookings with preferred vendors and confirm room availability, rates, and arrangements
- [ ] **Document service confirmations** - Record all service arrangements and provide confirmation details with vendor contact information
- [ ] **Coordinate service timing** - Align service timing with flight schedules and communicate changes to vendors and clients promptly
- [ ] **Communicate with vendors** - Relay service requirements including pickup locations, passenger information, and special instructions

Information and Monitoring Phase

- [ ] **Provide client information** - Share comprehensive service information including vendor contacts and confirmation numbers
- [ ] **Monitor service delivery** - Track service delivery and maintain communication regarding any timing changes or issues
- [ ] **Provide local area information** - Share dining recommendations, attractions, and business services as requested by clients
- [ ] **Coordinate special requests** - Handle special requests including restaurant reservations, entertainment tickets, or meeting arrangements

Quality Assurance Phase

- [ ] **Conduct service follow-up** - Communicate with clients regarding service quality and address any concerns or feedback
- [ ] **Process billing and payments** - Handle billing for transportation and accommodation services and coordinate payment arrangements
- [ ] **Evaluate vendor performance** - Assess vendor performance and document service quality for continuous improvement
- [ ] **Update service records** - Maintain current vendor information and client preference records for future service delivery

Process Mapping

Flowchart showing transportation needs assessment, vendor coordination, service delivery monitoring, and quality follow-up with decision points for vendor selection and service optimization.

Tools and Resources

- Approved transportation vendor directory with service capabilities and contact information

- Hotel reservation systems and preferred vendor partnership agreements
- Local area information resources and recommendation guides
- Service booking and confirmation tracking systems
- Billing and payment processing systems for vendor coordination
- Client preference tracking and service evaluation forms

Success Metrics

Completion Time: Transportation arrangements confirmed within 30 minutes of client request. **Quality Standard:** 95% on-time performance for all coordinated transportation services. **Safety Standard:** 100% vendor compliance with licensing and insurance requirements. **Client Satisfaction:** 96% client satisfaction with transportation and accommodation coordination.

Common Issues and Solutions

Issue: Transportation vendor unavailable during high-demand periods or weather events **Solution:** Maintain relationships with multiple transportation providers and coordinate alternative service options with comparable quality

Issue: Hotel accommodations unavailable at preferred locations during peak periods **Solution:** Provide alternative accommodation options with comparable amenities and coordinate shuttle services if location differs from preferences

Issue: Last-minute flight schedule changes affecting transportation timing **Solution:** Implement flexible booking policies with vendors and maintain real-time communication for schedule adjustments

Safety Considerations

⚠️ **WARNING**: Verify all transportation vendors maintain current licensing, insurance, and safety certifications ⚡ **CAUTION**: Confirm passenger information accuracy and coordinate with vendors for any special transportation requirements ℹ️ **NOTE**: Provide emergency contact information to clients and maintain 24-hour communication availability ✅ **BEST PRACTICE**: Conduct regular vendor performance reviews and maintain current local area information and recommendations

Regulatory References

- Local transportation licensing and regulatory requirements
- Hotel industry standards and safety regulations
- Privacy regulations for client information protection
- Company vendor management and service quality standards
- Emergency response and communication procedures

Revision History

Date	Version	Changes	Author	Reviewer
2024-01-15	1.0	Initial creation	FBO Operations Team	Client Services Leader

Review Date: Annual review required by January 15, 2025
Procedure Owner: Guest Services Manager
Emergency Contact: Operations Center - Extension 2100

CHAPTER 1

Billing and Invoicing for Services Process

Manage accurate billing and invoicing for all FBO services to ensure proper revenue collection, maintain client relationships, and provide transparent financial transactions.

Purpose

This process establishes procedures for accurate service billing and invoicing to ensure proper revenue collection, maintain transparent client financial relationships, and provide efficient payment processing while supporting operational excellence and client satisfaction.

Roles and Responsibilities

Billing Coordinator: Process service transactions and generate accurate invoices while maintaining detailed records of all billable services Monitor payment collection and coordinate with clients regarding billing inquiries and payment arrangements

Client Service Representative: Document billable services during client interactions and coordinate with billing team for accurate service recording Communicate billing information to clients and assist with payment processing and billing inquiry resolution

Finance Manager: Oversee billing accuracy and coordinate payment collection procedures while managing client credit arrangements Monitor billing system performance and coordinate with operations team for service documentation improvements

Operations Supervisor: Ensure accurate service documentation and coordinate with billing team for timely service recording Monitor service delivery and coordinate with billing team to resolve any service documentation discrepancies

Process Steps

Service Documentation Phase

- [ ] **Collect service documentation** - Gather detailed documentation of all services including fuel, handling, facilities, and ancillary services
- [ ] **Verify service accuracy** - Confirm service quantities and pricing accuracy while validating client authorization for all billable services
- [ ] **Review client account information** - Check billing preferences, credit terms, and special pricing arrangements
- [ ] **Generate detailed invoice** - Create itemized invoice with services, quantities, rates, and applicable taxes using billing system

Invoice Processing Phase

- [ ] **Review invoice accuracy** - Conduct comprehensive review of service descriptions, quantities, and pricing calculations
- [ ] **Deliver invoice to client** - Send invoice using preferred method and provide detailed explanation of charges and payment terms
- [ ] **Coordinate payment method** - Process payment using client preferred method including credit cards, checks, or account billing
- [ ] **Process payment transaction** - Handle payments accurately and update client account records with payment information

Account Management Phase

- [ ] **Reconcile account balances** - Balance client accounts and coordinate with finance team for accurate financial record maintenance

- [ ] **Monitor past due accounts** - Track overdue accounts and coordinate collection activities while maintaining professional relationships
- [ ] **Resolve billing inquiries** - Address client billing questions promptly and coordinate with operations team for documentation resolution
- [ ] **Process credit applications** - Handle credit applications for established clients and coordinate terms with finance management

Reporting and Maintenance Phase

- [ ] **Generate financial reports** - Create billing reports for management review including revenue analysis and client payment performance
- [ ] **Maintain billing systems** - Keep billing system accurate and coordinate with IT team for system improvements and updates
- [ ] **Document audit trail** - Maintain detailed audit trail documentation for all billing transactions and coordinate with auditors
- [ ] **Update procedures** - Review and update billing procedures based on operational experience and regulatory requirements

Process Mapping

Flowchart showing service documentation, invoice generation, payment processing, and account management with decision points for billing accuracy and collection procedures.

Tools and Resources

- Billing and invoicing software system with client account management capabilities
- Service documentation forms and electronic recording systems
- Payment processing equipment including credit card terminals and check processing
- Client account files and credit arrangement documentation

- Financial reporting tools and account reconciliation systems
- Billing inquiry tracking and resolution documentation systems

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Success Metrics

Completion Time: Invoices generated and delivered within 24 hours of service completion. **Quality Standard:** 99% billing accuracy with minimal client disputes or corrections required. **Safety Standard:** 100% compliance with financial record keeping and audit trail requirements. **Client Satisfaction:** 94% client satisfaction with billing transparency and payment processing efficiency.

Common Issues and Solutions

Issue: Service documentation discrepancies affecting invoice accuracy **Solution:** Implement real-time service recording procedures and coordinate with operations team for immediate documentation verification

Issue: Client disputes regarding service charges or billing accuracy **Solution:** Maintain detailed service records and coordinate with operations team to provide comprehensive documentation for dispute resolution

Issue: Payment processing delays affecting cash flow and client relationships **Solution:** Offer multiple payment methods and coordinate with finance team for flexible payment arrangements while maintaining collection procedures

Safety Considerations

⚠️ **WARNING**: Protect client financial information and maintain confidentiality in accordance with privacy regulations ⚡ **CAUTION**: Verify service authorization before processing charges and maintain accurate documentation for all billable services ℹ️ **NOTE**: Maintain current knowledge of tax regulations and coordinate with tax

professionals for compliance requirements ✅ **BEST PRACTICE**: Conduct regular billing system audits and maintain backup procedures for critical financial data

Regulatory References

- Generally Accepted Accounting Principles (GAAP)
- Privacy regulations for financial information protection
- Tax regulations for aviation services billing
- Credit card processing security standards (PCI DSS)
- Company financial procedures and audit requirements

Revision History

Date	Version	Changes	Author	Reviewer
2024-01-15	1.0	Initial creation	FBO Operations Team	Finance Leader

Review Date: Annual review required by January 15, 2025
Procedure Owner: Finance Manager
Emergency Contact: Operations Center - Extension 2100

CHAPTER 1

Safety and Security Inspections Process

Conduct systematic safety and security inspections to maintain facility compliance, prevent incidents, and ensure safe operations for all team members and clients.

Purpose

This process establishes procedures for conducting comprehensive safety and security inspections to maintain regulatory compliance, prevent safety incidents, and ensure secure facility operations while protecting team members, clients, and facility assets.

Roles and Responsibilities

Safety Officer: Conduct comprehensive safety inspections and coordinate corrective actions for identified safety hazards or compliance issues Maintain safety documentation and coordinate with regulatory authorities for compliance reporting and incident investigation

Security Coordinator: Perform security system inspections and coordinate with law enforcement and TSA for security compliance requirements Monitor access control systems and coordinate security incident response and investigation procedures

Operations Supervisor: Oversee daily safety checks and coordinate with team members for immediate hazard correction and reporting Monitor operational safety compliance and coordinate with safety officer for systematic safety improvement initiatives

Facility Maintenance Technician: Conduct facility safety inspections and perform immediate corrections for identified safety hazards or equipment malfunctions Coordinate with safety officer for major safety system maintenance and regulatory compliance requirements

Process Steps

Step 1: Daily Safety Inspection Planning Plan daily safety inspection routes and

coordinate with operations team to minimize disruption to ongoing activities

Step 2: Facility Perimeter Inspection Inspect facility perimeter including fencing, lighting, access points, and security systems for proper operation and integrity

Step 3: Ramp Area Safety Assessment Conduct ramp area inspection including surface conditions, lighting, signage, and ground support equipment positioning

Step 4: Hangar Safety Inspection Inspect hangar facilities including door operation, lighting, ventilation, fire suppression systems, and emergency equipment

Step 5: Fuel System Safety Check Inspect fuel storage and dispensing systems including leak detection, grounding systems, and safety equipment

Step 6: Security System Verification Test security systems including access controls, surveillance equipment, and alarm systems for proper operation

Step 7: Emergency Equipment Inspection Inspect emergency equipment including fire extinguishers, first aid supplies, and emergency communication systems

Step 8: Environmental Safety Assessment Assess environmental safety including hazardous material storage, spill prevention, and waste disposal compliance

Step 9: Personnel Safety Equipment Review Inspect personal protective equipment availability and condition while ensuring team member access to required safety gear

Step 10: Documentation and Record Keeping Document inspection findings and maintain detailed records for regulatory compliance and trend analysis

Step 11: Hazard Correction Coordination Coordinate immediate correction of identified hazards and schedule major repairs or system improvements as required

Step 12: Incident Prevention Analysis Analyze inspection findings for incident prevention opportunities and coordinate with team members for safety improvements

Step 13: Regulatory Compliance Verification Verify compliance with applicable safety and security regulations and coordinate with authorities as required

Step 14: Training Needs Assessment Identify safety training needs based on inspection findings and coordinate with training team for team member education

Step 15: Continuous Improvement Implementation Implement safety and security improvements based on inspection findings and industry best practices

Process Mapping

Flowchart showing inspection planning, systematic facility inspection, hazard identification, and corrective action coordination with decision points for regulatory compliance and emergency response.

Tools and Resources

- Safety inspection checklists and documentation forms
- Security system testing equipment and access control management tools
- Environmental monitoring equipment and hazardous material documentation
- Emergency response equipment and communication systems
- Regulatory compliance references and inspection standards
- Corrective action tracking and follow-up systems

Success Metrics

Completion Time: Daily safety inspections completed within 2 hours of shift start. **Quality Standard:** 100% identification and documentation of safety hazards with immediate corrective action. **Safety Standard:** Zero preventable safety incidents and 100% regulatory compliance maintenance. **Client Satisfaction:** 97% client confidence in facility safety and security measures.

Common Issues and Solutions

Issue: Weather conditions affecting outdoor safety inspection completion **Solution:** Implement weather-modified inspection procedures and coordinate with team members for indoor facility priority inspections

Issue: Equipment malfunctions affecting security system operation **Solution:** Activate backup security procedures, coordinate immediate repair services, and implement enhanced manual security monitoring

Issue: Regulatory requirement changes affecting inspection standards **Solution:** Maintain current regulatory knowledge, coordinate with authorities for clarification, and update inspection procedures accordingly

Safety Considerations

⚠️ **WARNING**: Report all safety hazards immediately and implement temporary protective measures until permanent corrections are completed ⚠️ **WARNING**: Never compromise security protocols and coordinate with law enforcement for any security concerns or incidents ⚡ **CAUTION**: Use appropriate personal protective equipment during all inspections and follow lockout/tagout procedures for equipment inspection ℹ️ **NOTE**: Maintain current knowledge of regulatory requirements and coordinate with authorities for compliance verification ✅ **BEST PRACTICE**: Conduct monthly safety meetings and maintain current emergency response procedures and contact information

Regulatory References

- 14 CFR Part 139 - Airport Operating Requirements
- OSHA 29 CFR 1910 - General Industry Safety Standards
- 49 CFR Part 1542 - Airport Security Requirements
- NFPA standards for fire protection and emergency response

- EPA regulations for environmental safety and hazardous materials
- Company Safety Management System (SMS) procedures

Revision History

Date	Version	Changes	Author	Reviewer
2024-01-15	1.0	Initial creation	FBO Operations Team	Safety Officer

Review Date: Annual review required by January 15, 2025
Procedure Owner: Safety and Security Manager
Emergency Contact: Emergency Services - 911 / Operations Center - Extension 2100

CHAPTER 1

Facility Maintenance and Cleaning Process

Maintain facility cleanliness and operational condition to ensure professional appearance, equipment reliability, and exceptional client experience through systematic maintenance and cleaning procedures.

Purpose

This process establishes procedures for facility maintenance and cleaning to ensure professional facility appearance, equipment reliability, and exceptional client experience while maintaining regulatory compliance and operational efficiency.

Roles and Responsibilities

Facility Maintenance Technician: Conduct scheduled maintenance procedures and respond to equipment malfunctions while maintaining detailed maintenance records Coordinate with vendors for specialized maintenance services and ensure compliance with manufacturer recommendations

Housekeeping Coordinator: Oversee facility cleaning operations and maintain cleaning supply inventory while ensuring consistent cleanliness standards Train cleaning team members and monitor cleaning quality while coordinating with operations for minimal disruption

Operations Supervisor: Monitor facility condition and coordinate maintenance priorities while ensuring minimal impact on client services Coordinate between maintenance and operations teams for efficient facility management and client satisfaction

Maintenance Manager: Plan preventive maintenance schedules and coordinate major facility improvements while managing maintenance budgets Monitor equipment performance and coordinate replacement planning while ensuring regulatory compliance

Process Steps

Daily Assessment Phase

- [ ] **Assess facility condition** - Conduct comprehensive inspection of interior and exterior areas to identify maintenance and cleaning needs
- [ ] **Review maintenance schedules** - Check scheduled maintenance requirements and coordinate with team for timely completion
- [ ] **Establish cleaning priorities** - Set daily cleaning priorities based on client activity, facility usage, and cleanliness standards
- [ ] **Verify equipment operation** - Test facility systems including HVAC, lighting,

plumbing, and electrical systems for proper performance

Cleaning and Maintenance Phase

- [ ] **Clean client areas** - Service lounges, restrooms, conference rooms, and reception areas to maintain professional appearance
- [ ] **Maintain operational areas** - Service hangars, ramp areas, and equipment storage while ensuring safety and functionality
- [ ] **Maintain exterior facilities** - Care for landscaping, signage, parking areas, and building exterior cleanliness
- [ ] **Perform equipment maintenance** - Execute scheduled maintenance including lubrication, filter changes, and system calibration

Supply and Repair Coordination Phase

- [ ] **Manage supply inventory** - Monitor maintenance and cleaning supplies and coordinate with vendors for timely replenishment
- [ ] **Coordinate repair services** - Arrange repair services for equipment malfunctions and facility issues while minimizing disruption
- [ ] **Coordinate vendor services** - Manage specialized maintenance services with qualified vendors ensuring quality and compliance
- [ ] **Document maintenance activities** - Maintain detailed maintenance and cleaning records for regulatory compliance and warranties

Quality Assurance Phase

- [ ] **Conduct quality inspections** - Review completed maintenance and cleaning work to ensure standards compliance
- [ ] **Integrate client feedback** - Incorporate client feedback regarding facility condition and coordinate improvements
- [ ] **Implement continuous improvement** - Execute facility improvements based on usage patterns, feedback, and efficiency opportunities
- [ ] **Update maintenance procedures** - Review and update procedures based on

operational experience and best practices

Process Mapping

Flowchart showing facility assessment, maintenance scheduling, cleaning operations, and quality control with decision points for priority management and vendor coordination.

Tools and Resources

- Maintenance equipment and tools for facility system servicing
- Cleaning supplies and equipment for comprehensive facility cleaning
- Preventive maintenance scheduling system and equipment manuals
- Vendor contact directory for specialized maintenance services
- Facility condition assessment forms and maintenance tracking systems
- Quality control inspection checklists and client feedback forms

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Success Metrics

Completion Time: Daily facility maintenance and cleaning completed within scheduled timeframes. **Quality Standard:** 95% facility cleanliness and maintenance standards compliance with client satisfaction. **Safety Standard:** 100% compliance with maintenance safety procedures and equipment operation standards. **Client Satisfaction:** 96% client satisfaction with facility appearance and condition.

Common Issues and Solutions

Issue: Equipment malfunction during peak operational periods affecting client services

Solution: Implement backup systems where possible, coordinate immediate repair response, and communicate with clients regarding alternative arrangements

Issue: Cleaning activities interfering with client operations and facility usage **Solution:** Coordinate cleaning schedules with operations team and implement flexible cleaning procedures during client activity periods

Issue: Supply shortages affecting maintenance and cleaning quality **Solution:** Maintain adequate supply inventory, establish relationships with multiple suppliers, and implement emergency procurement procedures

Safety Considerations

⚠️ **WARNING**: Use appropriate personal protective equipment during all maintenance and cleaning activities ⚠️ **WARNING**: Follow lockout/tagout procedures when servicing electrical or mechanical equipment ⚡ **CAUTION**: Use appropriate cleaning chemicals and maintain proper ventilation during cleaning operations ℹ️ **NOTE**: Coordinate with operations team before beginning maintenance activities that may affect client services ✅ **BEST PRACTICE**: Conduct regular facility condition assessments and maintain current equipment maintenance schedules

Regulatory References

- OSHA 29 CFR 1910 - General Industry Standards for Facility Maintenance
- EPA regulations for chemical storage and waste disposal
- Local building codes and facility maintenance requirements
- Manufacturer equipment maintenance and warranty requirements
- Company facility management and safety procedures

Revision History

Date	Version	Changes	Author	Reviewer
2024-01-15	1.0	Initial creation	FBO Operations Team	Facility Leader

Review Date: Annual review required by January 15, 2025
Procedure Owner: Facility Management
Emergency Contact: Operations Center - Extension 2100

CHAPTER 1

Weather Briefing and Flight Planning Support Process

Provide comprehensive weather briefing and flight planning support services to assist pilots with safe flight operations and regulatory compliance requirements.

Purpose

This process establishes procedures for weather briefing and flight planning support to assist pilots with safe flight decision-making, regulatory compliance, and efficient flight operations while providing professional aviation support services.

Roles and Responsibilities

Flight Planning Specialist: Provide weather briefings and flight planning assistance while maintaining current knowledge of weather systems and aviation regulations Coordinate with Flight Service Station and air traffic control for comprehensive flight planning support and regulatory compliance

Client Service Representative: Assist pilots with basic weather information access and coordinate with flight planning specialist for detailed briefings Provide facility resources and coordinate with operations team for flight planning equipment and communication access

Operations Supervisor: Monitor weather conditions affecting airport operations and coordinate with pilots regarding operational impacts Coordinate with air traffic control and airport management for weather-related operational decisions and safety measures

Meteorology Consultant: Provide specialized weather analysis and interpretation for complex weather situations affecting flight operations Coordinate with pilots for detailed weather briefings and assist with weather-related flight planning decisions

Process Steps

Information Access and Assessment Phase

- [ ] **Access weather information systems** - Retrieve current METAR, TAF, radar, and satellite imagery for comprehensive weather analysis
- [ ] **Assess pilot briefing requirements** - Evaluate weather briefing and flight planning needs including route, aircraft type, and operations
- [ ] **Analyze current weather conditions** - Review current conditions along proposed route including departure, destination, and alternate airports
- [ ] **Review weather forecasts** - Examine forecasts and trends for flight time period including potential developments and timing

Route Analysis Phase

- [ ] **Assess route weather conditions** - Evaluate weather along proposed flight route including enroute conditions, altitude considerations, and alternates
- [ ] **Review NOTAMs and TFRs** - Check current NOTAMs and temporary flight restrictions affecting proposed route and destination airports
- [ ] **Identify weather hazards** - Locate turbulence, icing, thunderstorms, and low visibility conditions affecting flight safety
- [ ] **Analyze alternative routes** - Review alternative routes and timing options to avoid adverse weather while maintaining efficiency

Briefing and Documentation Phase

- [ ] **Verify regulatory compliance** - Confirm flight planning compliance with regulations including alternate requirements and fuel planning
- [ ] **Document briefing information** - Record weather briefing information and provide written summary for pilot reference and compliance
- [ ] **Assist with flight plan filing** - Help with flight plan filing and coordinate with Flight Service Station for regulatory compliance
- [ ] **Provide departure weather update** - Share updated weather information prior to departure including any forecast changes

Monitoring and Support Phase

- [ ] **Monitor enroute weather** - Track weather developments during flight and coordinate with pilot for updates as requested
- [ ] **Provide weather decision support** - Offer go/no-go recommendations based on comprehensive weather analysis
- [ ] **Conduct post-flight analysis** - Review post-flight weather analysis for operational learning and service improvement
- [ ] **Update briefing procedures** - Incorporate lessons learned and feedback into weather briefing service procedures

Process Mapping

Flowchart showing weather information access, pilot consultation, route analysis, and briefing delivery with decision points for weather hazard assessment and regulatory compliance.

Tools and Resources

- Weather information systems including DUATS, ForeFlight, and NWS products
- Aviation weather radar and satellite imagery systems
- NOTAM and TFR information access systems
- Flight planning software and navigation charts
- Communication equipment for coordination with Flight Service Station
- Weather briefing documentation forms and pilot reference materials

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Success Metrics

Completion Time: Weather briefings completed within 15 minutes of pilot request. **Quality Standard:** 100% accuracy in weather information provision and regulatory compliance verification. **Safety Standard:** Zero weather-related incidents involving flights receiving briefing services. **Client Satisfaction:** 97% pilot satisfaction with weather briefing quality and flight planning support.

Common Issues and Solutions

Issue: Rapidly changing weather conditions affecting briefing accuracy **Solution:** Provide updated briefings closer to departure time and coordinate with pilots for real-time weather monitoring during flight

Issue: Complex weather systems requiring specialized meteorological analysis **Solution:** Coordinate with meteorology consultant for detailed analysis and provide comprehensive briefing with multiple weather scenarios

Issue: Communication system failures affecting access to weather information **Solution:** Maintain backup weather information sources and coordinate with Flight Service Station for alternative briefing methods

Safety Considerations

⚠️ **WARNING**: Never provide weather briefings without current and complete weather information from authorized sources ⚠️ **WARNING**: Advise pilots of all weather hazards and coordinate with meteorology professionals for complex weather situations ⚡ **CAUTION**: Verify weather information currency and coordinate with Flight Service Station for official weather briefings when required ℹ️ **NOTE**: Maintain current knowledge of weather systems and coordinate with meteorology professionals for continuing education ✅ **BEST PRACTICE**: Document all weather briefings and maintain current weather information system access and training

Regulatory References

- 14 CFR Part 91 - General Operating and Flight Rules
- 14 CFR Part 135 - Operating Requirements for Commuter and On Demand Operations
- FAA Advisory Circular AC 00-45H - Aviation Weather Services
- National Weather Service Aviation Weather Products
- Flight Service Station briefing procedures and requirements

Revision History

Date	Version	Changes	Author	Reviewer
2024-01-15	1.0	Initial creation	FBO Operations Team	Flight Operations Leader

Review Date: Annual review required by January 15, 2025
Procedure Owner: Flight Operations Manager
Emergency Contact: Operations Center - Extension 2100

CHAPTER 1

Customs and Immigration Coordination Process

Coordinate customs and immigration services for international flights to ensure regulatory compliance and efficient processing while providing professional support for international clients.

Purpose

This process establishes procedures for coordinating customs and immigration services to ensure regulatory compliance for international flights while providing efficient processing and professional client support throughout the international arrival and departure process.

Roles and Responsibilities

International Operations Coordinator: Coordinate with customs and immigration authorities while managing international flight documentation and compliance requirements Maintain current knowledge of international regulations and coordinate with authorities for efficient processing procedures

Client Service Representative: Assist international clients with documentation requirements and coordinate with customs and immigration for processing schedules Provide client communication regarding processing requirements and coordinate with operations team for facility access

Operations Supervisor: Oversee international flight operations and coordinate with authorities for facility security and access control requirements Monitor international processing activities and coordinate with team members for efficient operations and client service

Compliance Officer: Ensure compliance with international regulations and coordinate with authorities for regulatory updates and requirement changes Monitor documentation accuracy and coordinate with legal counsel for complex regulatory compliance issues

Process Steps

Pre-Arrival Coordination Phase

- [ ] **Receive flight notification** - Process international flight notification and coordinate with customs and immigration authorities for requirements
- [ ] **Review documentation requirements** - Check flight manifests, crew documentation, and passenger information for compliance verification
- [ ] **Coordinate with authorities** - Arrange processing schedules and facility requirements with customs and immigration authorities
- [ ] **Prepare processing facilities** - Set up designated international processing areas and coordinate security measures for authority operations

Client Communication Phase

- [ ] **Communicate pre-arrival procedures** - Inform clients regarding arrival procedures, documentation requirements, and processing expectations
- [ ] **Coordinate authority arrival** - Manage customs and immigration authority arrival and provide facility access and operational support
- [ ] **Process aircraft arrival** - Coordinate aircraft arrival procedures and guide international clients through processing
- [ ] **Assist with documentation verification** - Help with documentation verification and coordinate with authorities for any issues

Processing Coordination Phase

- [ ] **Coordinate inspections** - Manage aircraft and baggage inspections with customs authorities while maintaining operational efficiency
- [ ] **Coordinate processing completion** - Manage processing completion and provide clearance documentation to clients for continued operations
- [ ] **Coordinate departure procedures** - Handle international departure procedures including documentation review and authority clearance
- [ ] **Maintain compliance documentation** - Keep detailed records of international operations for regulatory compliance and audit requirements

Support and Improvement Phase

- [ ] **Resolve compliance issues** - Coordinate resolution of any compliance issues or documentation discrepancies with authorities
- [ ] **Provide ongoing client support** - Offer continuous client support during processing including authority communication and coordination
- [ ] **Analyze process efficiency** - Review international processing efficiency and coordinate with authorities for improvements
- [ ] **Update coordination procedures** - Incorporate process improvements and regulatory changes into international coordination procedures

Process Mapping

Flowchart showing international flight coordination, authority liaison, processing support, and compliance documentation with decision points for regulatory requirements and issue resolution.

Tools and Resources

- International flight documentation and manifest systems
- Customs and immigration authority contact directory
- Regulatory compliance reference materials and current requirements
- Secure communication systems for authority coordination
- International processing facility access and security systems
- Documentation tracking and compliance recording systems

Success Metrics

Completion Time: International processing coordination completed within regulatory timeframes. **Quality Standard:** 100% regulatory compliance for all international flight operations. **Safety Standard:** 100% compliance with security requirements and authority procedures. **Client Satisfaction:** 92% client satisfaction with international processing coordination and support.

Common Issues and Solutions

Issue: Documentation discrepancies affecting processing completion and client operations **Solution:** Coordinate with authorities for clarification procedures and assist clients with documentation correction while maintaining regulatory compliance

Issue: Authority scheduling conflicts affecting processing timing **Solution:** Maintain relationships with multiple authority contacts and coordinate alternative processing arrangements while communicating timing changes to clients

Issue: Regulatory requirement changes affecting processing procedures **Solution:** Maintain current regulatory knowledge, coordinate with authorities for requirement clarification, and update processing procedures accordingly

Safety Considerations

⚠️ **WARNING**: Maintain strict compliance with security requirements and coordinate with authorities for any security concerns ⚠️ **WARNING**: Never compromise regulatory compliance and coordinate with legal counsel for complex compliance issues ⚡ **CAUTION**: Protect sensitive client information and maintain confidentiality in accordance with privacy regulations ℹ️ **NOTE**: Maintain current knowledge of international regulations and coordinate with authorities for requirement updates ✅ **BEST PRACTICE**: Conduct regular training on international regulations and maintain current authority contact information

Regulatory References

- 19 CFR - Customs Regulations
- 8 CFR - Immigration and Nationality Regulations
- TSA security requirements for international operations
- ICAO international aviation standards and procedures
- Company international operations and compliance procedures

Revision History

Date	Version	Changes	Author	Reviewer
2024-01-15	1.0	Initial creation	FBO Operations Team	International Operations Lead

Review Date: Annual review required by January 15, 2025
Procedure Owner: International Operations Manager
Emergency Contact: Operations Center - Extension 2100

CHAPTER 1

Catering and In-Flight Service Requests Process

Coordinate catering and specialized in-flight services to meet client requirements while managing vendor relationships and ensuring quality service delivery.

Purpose

This process establishes procedures for coordinating catering and in-flight services to meet diverse client requirements while maintaining vendor relationships, ensuring service quality, and providing exceptional client experience through reliable service coordination.

Roles and Responsibilities

Catering Coordinator: Coordinate catering orders with approved vendors while managing service timing and quality standards Maintain vendor relationships and monitor service delivery while ensuring client satisfaction and dietary requirement compliance

Client Service Representative: Process client catering requests and communicate service options while coordinating timing with flight schedules Document special dietary requirements and coordinate with catering coordinator for accurate service delivery

Operations Supervisor: Oversee catering delivery operations and coordinate with ramp team for aircraft service coordination Monitor service quality and resolve operational challenges while maintaining efficient catering operations

Vendor Relations Manager: Manage catering vendor relationships and negotiate service agreements while ensuring quality standards and pricing Monitor vendor performance and coordinate alternative service arrangements when primary vendors are unavailable

Process Steps

Service Request Phase

- [ ] **Assess service requirements** - Evaluate client catering and in-flight service needs including passenger count, dietary restrictions, and preferences
- [ ] **Present service options** - Show available catering options and specialized services with pricing and timing based on requirements
- [ ] **Select vendor and coordinate** - Choose appropriate catering vendor and coordinate order processing with confirmed delivery timing
- [ ] **Document special requirements** - Record dietary requirements, allergies, and service preferences while coordinating with vendor for preparation

Order Processing Phase

- [ ] **Process catering order** - Handle order with detailed specifications and confirm delivery timing with vendor and client coordination
- [ ] **Communicate quality standards** - Relay quality standards and service expectations to vendor while establishing delivery requirements
- [ ] **Coordinate delivery timing** - Align catering delivery timing with flight schedules and communicate changes to vendor and client
- [ ] **Coordinate aircraft service** - Work with ramp team for aircraft catering service including equipment positioning and timing

Quality Control Phase

- [ ] **Inspect catering delivery** - Check delivery for quality, completeness, and presentation standards before aircraft service
- [ ] **Document service delivery** - Record catering service delivery and maintain records for billing and quality assurance purposes
- [ ] **Communicate with client** - Inform client of catering service completion and address any immediate concerns or feedback
- [ ] **Coordinate billing** - Manage billing between catering vendor and client while ensuring accurate service documentation

Follow-Up and Improvement Phase

- [ ] **Conduct quality follow-up** - Follow up with client regarding catering service quality and gather feedback for improvement
- [ ] **Evaluate vendor performance** - Assess vendor performance and document service quality for future selection and relationship management
- [ ] **Analyze service delivery** - Review catering service delivery and coordinate improvements based on client feedback and efficiency
- [ ] **Update service procedures** - Incorporate feedback and best practices into catering coordination procedures

Process Mapping

Flowchart showing service request processing, vendor coordination, quality control, and service delivery with decision points for vendor selection and quality assurance.

Tools and Resources

- Approved catering vendor directory with service capabilities and menu options
- Catering order processing system and service documentation forms
- Quality control inspection checklists and service standards references
- Aircraft catering service equipment and coordination tools
- Billing coordination systems and vendor payment processing
- Client feedback forms and vendor performance evaluation systems

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Success Metrics

Completion Time: Catering orders processed and confirmed within 2 hours of client request. **Quality Standard:** 98% client satisfaction with catering quality and service presentation. **Safety Standard:** 100% compliance with food safety regulations and dietary requirement accuracy. **Client Satisfaction:** 95% client satisfaction with catering coordination and service delivery.

Common Issues and Solutions

Issue: Last-minute catering requests exceeding vendor preparation time capabilities **Solution:** Maintain relationships with multiple vendors offering expedited service and coordinate alternative menu options for quick preparation

Issue: Dietary restriction requirements not available from primary vendor **Solution:**

Coordinate with specialized dietary vendors and maintain directory of vendors capable of handling specific dietary requirements

Issue: Catering delivery delays affecting flight departure schedules **Solution:** Implement vendor communication protocols for real-time delivery tracking and coordinate alternative service arrangements when necessary

Safety Considerations

⚠️ **WARNING**: Verify all food safety certifications and coordinate with vendors for compliance with food handling regulations ⚡ **CAUTION**: Document all dietary restrictions and allergies accurately to prevent health incidents ℹ️ **NOTE**: Maintain current vendor certifications and coordinate with health authorities for food safety compliance ✅ **BEST PRACTICE**: Conduct regular vendor facility inspections and maintain current food safety training for team members

Regulatory References

- FDA food safety regulations and handling requirements
- Local health department food service regulations
- USDA food transportation and storage standards
- Company food service quality and safety procedures
- Vendor certification and licensing requirements

Revision History

Date	Version	Changes	Author	Reviewer

```
| 2024-01-15 | 1.0     | Initial creation  | FBO Operations Team | Client Services Leader |
```

Review Date: Annual review required by January 15, 2025
Procedure Owner: Client Services Manager
Emergency Contact: Operations Center - Extension 2100

CHAPTER 1

Emergency Response and Incident Reporting Process

Implement emergency response procedures and incident reporting to ensure rapid response to emergencies while maintaining safety, regulatory compliance, and operational continuity.

Purpose

This process establishes procedures for emergency response and incident reporting to ensure rapid, effective response to emergency situations while maintaining team member and client safety, regulatory compliance, and operational continuity through systematic emergency management.

Roles and Responsibilities

Emergency Response Coordinator: Coordinate emergency response activities and maintain communication with emergency services while ensuring team member and client safety Implement emergency procedures and coordinate with management for

incident resolution and operational recovery

Safety Officer: Oversee emergency response compliance and coordinate incident investigation while maintaining regulatory reporting requirements Conduct emergency training and coordinate with authorities for emergency response planning and procedure updates

Operations Supervisor: Implement immediate emergency response actions and coordinate with team members for safety measures and operational continuity Monitor emergency situations and coordinate with emergency response coordinator for effective incident management

Incident Investigation Team: Conduct thorough incident investigations and document findings while coordinating with regulatory authorities for compliance reporting Analyze incident causes and coordinate corrective actions to prevent future occurrences

Process Steps

Immediate Response Phase

- [ ] **Recognize emergency situation** - Identify emergency situations and implement immediate response actions while ensuring team member and client safety
- [ ] **Notify emergency services** - Contact appropriate emergency services including fire, medical, and law enforcement with accurate situation information
- [ ] **Implement immediate safety actions** - Execute evacuation procedures, area isolation, and hazard mitigation as required
- [ ] **Activate emergency response team** - Mobilize emergency response team and coordinate response activities while maintaining emergency service communication

Assessment and Coordination Phase

- [ ] **Assess situation and communicate** - Evaluate emergency situation severity and communicate with management, authorities, and affected parties
- [ ] **Coordinate response resources** - Manage emergency response resources including equipment, personnel, and external services for effective incident management
- [ ] **Assess operational impact** - Evaluate operational impact and implement continuity measures while maintaining essential services and safety standards
- [ ] **Document incident details** - Record incident details including timeline, actions taken, and personnel involved while maintaining accurate records

Notification and Communication Phase

- [ ] **Notify regulatory authorities** - Contact appropriate regulatory authorities and coordinate compliance reporting requirements within established timeframes
- [ ] **Communicate with affected clients** - Inform affected clients regarding incident impact and coordinate alternative service arrangements as required
- [ ] **Coordinate media communication** - Manage media communication through appropriate channels while maintaining accurate information and company representation
- [ ] **Initiate incident investigation** - Begin comprehensive incident investigation and coordinate with authorities and internal teams for thorough analysis

Recovery and Improvement Phase

- [ ] **Implement corrective actions** - Execute corrective actions based on investigation findings and coordinate with team members for procedure improvements
- [ ] **Conduct follow-up monitoring** - Monitor corrective actions and coordinate with authorities for compliance verification
- [ ] **Integrate lessons learned** - Incorporate lessons learned into emergency procedures and coordinate training updates for continuous improvement

- [ ] **Update emergency procedures** - Review and update emergency response procedures based on incident experience and regulatory requirements

Process Mapping

Flowchart showing emergency recognition, response activation, incident management, and recovery procedures with decision points for escalation and regulatory compliance.

Tools and Resources

- Emergency response equipment including first aid, fire suppression, and communication systems
- Emergency contact directory and notification systems
- Incident documentation forms and investigation procedures
- Regulatory reporting systems and compliance reference materials
- Emergency communication systems and backup power supplies
- Training materials and emergency procedure references

Success Metrics

Completion Time: Emergency response initiated within 3 minutes of incident recognition. **Quality Standard:** 100% compliance with emergency response procedures and regulatory reporting requirements. **Safety Standard:** Zero preventable injuries and effective incident containment and resolution. **Client Satisfaction:** 90% client satisfaction with emergency communication and alternative service coordination.

Common Issues and Solutions

Issue: Communication system failures during emergency situations affecting

coordination effectiveness **Solution:** Maintain backup communication systems and coordinate with emergency services for alternative communication methods

Issue: Multiple simultaneous incidents exceeding available response resources **Solution:** Implement incident prioritization procedures and coordinate with external emergency services for additional resource support

Issue: Regulatory reporting requirements conflicting with operational recovery priorities **Solution:** Coordinate with legal counsel and regulatory authorities for reporting timeline adjustments while maintaining compliance

Safety Considerations

⚠️ **WARNING**: Prioritize life safety above all other considerations and coordinate with emergency services for professional response ⚠️ **WARNING**: Never compromise team member or client safety for operational continuity or property protection ⚡ **CAUTION**: Follow established emergency procedures and coordinate with trained emergency response personnel ℹ️ **NOTE**: Maintain current emergency contact information and coordinate regular emergency response training ✅ **BEST PRACTICE**: Conduct regular emergency drills and maintain current emergency equipment and supplies

Regulatory References

- OSHA 29 CFR 1910.38 - Emergency Action Plans
- 14 CFR Part 139 - Airport Emergency Response Requirements
- NFPA emergency response and fire protection standards
- Local emergency services coordination requirements
- Company Emergency Response Plan and Safety Management System

Revision History

Date	Version	Changes	Author	Reviewer
2024-01-15	1.0	Initial creation	FBO Operations Team	Safety Officer

Review Date: Annual review required by January 15, 2025

Procedure Owner: Safety and Emergency Response Manager

Emergency Contact: Emergency Services - 911 / Operations Center - Extension 2100

Maintenance Operations

Comprehensive aircraft maintenance procedures ensuring airworthiness, regulatory compliance, and customer satisfaction. These procedures cover all aspects of aircraft maintenance from routine inspections to complex repairs.

Procedures in this Section

[Work Order Creation and Scheduling Process](01-work-order-creation-scheduling.md)

Manage work order creation and scheduling to ensure efficient maintenance operations and optimal resource utilization. - Client consultation and needs assessment - Work scope definition and documentation - Resource planning and scheduling coordination

[Pre-Maintenance Aircraft Inspection Process](02-pre-maintenance-inspection.md)

Conduct thorough pre-maintenance inspections to identify all maintenance requirements and establish accurate work scope. - Initial aircraft assessment - Discrepancy identification and documentation - Work scope verification and adjustment

[100-Hour and Annual Inspection Execution Process](03-100hr-annual-inspection.md)

Execute regulatory inspections in compliance with FAA requirements to maintain aircraft airworthiness certification. - Regulatory inspection requirements - Systematic inspection procedures - Documentation and certification processes

[Scheduled Maintenance Process](04-scheduled-maintenance.md)

Perform scheduled maintenance on airframe, engine, and avionics systems according to manufacturer specifications and regulatory requirements. - Manufacturer maintenance program compliance - Component replacement and servicing - System testing and verification

[Unscheduled Repair and Troubleshooting Process](05-unscheduled-repair-troubleshooting.md)

Diagnose and repair unscheduled maintenance issues to restore aircraft to airworthy condition efficiently and safely. - Problem diagnosis and root cause analysis - Repair planning and execution - System testing and return to service

[Parts Inventory Management and Ordering Process](06-parts-inventory-ordering.md)

Manage parts inventory and procurement to ensure availability of quality components for maintenance operations. - Inventory tracking and control - Parts sourcing and procurement - Quality verification and receiving procedures

[Maintenance Logbook Updates and Documentation Process](07-logbook-documentation.md)

Maintain accurate maintenance records and logbook entries to ensure regulatory compliance and historical documentation. - Regulatory documentation requirements - Logbook entry procedures - Record retention and management

[FAA Regulatory Compliance and Reporting Process](08-faa-compliance-reporting.md)

Ensure compliance with FAA regulations and manage required reporting to maintain operational certificates and approvals. - Regulatory requirement tracking - Compliance verification procedures - Mandatory reporting obligations

[Quality Control and Post-Maintenance Checks Process](09-quality-control-checks.md)

Perform quality control inspections and operational testing to verify maintenance work meets safety and performance standards. - Final inspection procedures - System operational testing - Client delivery preparation

[Tool and Equipment Calibration and Maintenance Process](10-tool-equipment-calibration.md)

Maintain tool and equipment accuracy through systematic calibration and maintenance programs to ensure quality work output. - Calibration schedule management - Equipment maintenance procedures - Accuracy verification and documentation

[Technician Training and Certification Tracking Process](11-technician-training-certification.md)

Manage technician training and certification requirements to maintain qualified workforce and regulatory compliance. - Training requirement management - Certification renewal tracking - Competency assessment and documentation

[Client Communication and Work Approval Process](12-customer-communication-approval.md)

Maintain effective communication with clients throughout maintenance process and obtain required approvals for work changes. - Progress reporting procedures - Change order management - Client approval and sign-off processes

[Hazardous Materials Handling and Disposal Process](13-hazmat-handling-disposal.md)

Safely handle and dispose of hazardous materials in compliance with environmental regulations and safety standards. - Safe handling procedures - Storage and inventory

management - Disposal and environmental compliance

[Shop Safety and Cleanliness Protocols Process](14-shop-safety-cleanliness.md)

Maintain safe and clean work environment to protect personnel and ensure quality maintenance operations. - Workplace safety standards - Housekeeping procedures - Personal protective equipment requirements

[Billing and Invoicing for Maintenance Services Process](15-billing-invoicing-maintenance.md)

Manage accurate billing and invoicing for maintenance services while tracking labor and materials costs. - Time and material tracking - Invoice generation and review - Client billing and collection procedures

Quick Reference

- **Maintenance Manager**: [Name/Extension]
- **Quality Assurance**: [Name/Extension]
- **Parts Department**: [Extension]
- **Emergency Maintenance**: [Phone Number]

Regulatory References

- **14 CFR Part 43** - Maintenance, Rebuilding, and Alteration
- **14 CFR Part 91** - General Operating and Flight Rules
- **14 CFR Part 145** - Repair Station Operating Certificate (if applicable)
- **AC 43-9C** - Maintenance Records
- **AC 43.13-1B** - Acceptable Methods, Techniques, and Practices

Training Requirements

All maintenance personnel must maintain: - [ ] Appropriate FAA certificates (A&P, IA, etc.) - [ ] Manufacturer training certifications - [ ] Safety training (annual) - [ ] Hazmat training (recurrent) - [ ] Quality system training

Shop Certifications

- [ ] FAA Repair Station Certificate (if applicable)
- [ ] ISO 9001 Quality Management System
- [ ] Environmental Management System
- [ ] Safety Management System

Flight School Operations

Comprehensive training operations for student pilots, from initial enrollment through certification. These procedures ensure safe, effective flight training while maintaining regulatory compliance and high educational standards.

Procedures in this Section

[Student Enrollment and Onboarding Process](01-student-enrollment-onboarding.md) Manage student enrollment and onboarding to ensure smooth transition into flight training programs with proper documentation and orientation. - Student application processing - Documentation verification and collection - Orientation and program introduction #### [Flight Lesson Scheduling Process](02-flight-lesson-scheduling.md) Coordinate flight lesson scheduling to optimize aircraft and instructor utilization while meeting student training needs. - Schedule coordination and management - Aircraft and instructor assignment - Weather and operational considerations #### [Aircraft Maintenance and Inspection Process](03-aircraft-maintenance-inspection.md) Maintain training aircraft airworthiness through systematic maintenance and inspection programs to ensure safe flight operations. - Scheduled maintenance coordination - Pre-flight inspection procedures - Maintenance record management #### [Student Progress Tracking and Certification Process](04-student-progress-certification.md) Track student progress and manage certification requirements to ensure students meet regulatory standards and training objectives. - Progress monitoring and documentation - Certification requirement tracking - Performance evaluation procedures #### [Safety Incident Reporting Process](05-safety-incident-reporting.md) Manage safety incident reporting and investigation to maintain safe training environment and regulatory compliance. - Incident documentation and reporting - Investigation procedures - Corrective action implementation #### [Ground School Curriculum Delivery Process](06-ground-school-curriculum.md) Deliver ground school curriculum to provide students with essential aviation knowledge and regulatory understanding. - Curriculum planning and delivery - Student assessment and evaluation - Resource management and coordination

[Instructor Scheduling and Certification Renewal Process](07-instructor-scheduling-certification.md) Manage instructor scheduling and certification renewal to maintain qualified instruction staff and regulatory compliance. - Instructor assignment and scheduling - Certification tracking and renewal - Professional development coordination #### [Flight Simulator Session Management Process](08-flight-simulator-management.md) Coordinate flight simulator sessions to enhance student training with cost-effective and safe simulation experiences. - Session scheduling and management - Equipment maintenance and calibration - Training scenario development #### [TSA Security Clearance for International Students Process](09-tsa-security-clearance.md) Manage TSA security clearance requirements for international students to ensure compliance with federal regulations. - Application processing and submission - Background check coordination - Compliance monitoring and documentation #### [Billing and Payment Processing Process](10-billing-payment-processing.md) Process student billing and payments to maintain accurate financial records and ensure timely collection of training fees. - Invoice generation and processing - Payment collection and recording - Account management and follow-up #### [Pre-Flight Briefing and Checklist Execution Process](11-preflight-briefing-checklist.md) Conduct pre-flight briefings and checklist execution to ensure safe and effective flight training sessions. - Briefing preparation and delivery - Safety checklist verification - Training objective establishment #### [Post-Flight Debriefing and Logbook Updates Process](12-postflight-debriefing-logbook.md) Conduct post-flight debriefings and maintain accurate logbook records to reinforce learning and track flight experience. - Performance review and feedback - Logbook entry verification - Progress assessment and planning #### [Emergency Response and Evacuation Procedures Process](13-emergency-response-evacuation.md) Implement emergency response and evacuation procedures to protect students and staff during emergency situations. - Emergency procedure activation - Evacuation coordination and management - Communication and notification protocols #### [Fuel Management and Refueling Operations Process](14-fuel-management-refueling.md) Manage fuel operations for training aircraft to ensure safe, efficient, and cost-effective fuel management. - Fuel planning and procurement - Refueling safety procedures - Fuel quality control and monitoring #### [Client Feedback and Satisfaction Surveys Process](15-customer-feedback-surveys.md) Collect and analyze client feedback to continuously improve training programs and maintain high satisfaction levels. - Feedback collection and

management - Survey development and distribution - Analysis and improvement implementation

Safety and Compliance

Critical safety procedures and regulatory compliance requirements that form the foundation of all airport operations. These procedures ensure the safety of personnel, aircraft, and facilities while maintaining full regulatory compliance.

Procedures in this Section

[Safety Incident Reporting and Investigation Process](01-safety-incident-reporting-investigation.md)

Manage comprehensive safety incident reporting and investigation to identify root causes and implement corrective actions. - Incident documentation and reporting - Investigation procedures and analysis - Corrective action development and implementation

[Aircraft Fueling Safety Procedures Process](02-aircraft-fueling-safety.md)

Implement safety protocols for aircraft fueling operations to prevent accidents and ensure regulatory compliance. - Fueling safety protocols and procedures - Equipment inspection and maintenance - Personnel training and certification

[Ground Handling Safety Protocols Process](03-ground-handling-safety.md)

Establish ground handling safety protocols to protect personnel and aircraft during ramp operations. - Ground handling safety standards - Equipment operation procedures - Personnel protection protocols

[FAA and OSHA Compliance Audits Process](04-faa-osha-compliance-audits.md)

Manage regulatory compliance audits to ensure adherence to FAA and OSHA requirements and maintain operational certificates. - Audit preparation and coordination - Compliance verification procedures - Corrective action implementation

[Emergency Response Plan Execution Process](05-emergency-response-plan.md)

Execute emergency response procedures to protect personnel and property during emergency situations. - Emergency response activation - Personnel coordination and communication - Recovery and continuity procedures

[Fire Safety and Hazardous Materials Handling Process](06-fire-safety-hazmat.md)

Implement fire safety and hazardous materials handling procedures to prevent incidents and ensure regulatory compliance. - Fire prevention and suppression systems - Hazardous materials storage and handling - Emergency response and containment

[Ramp and Hangar Safety Inspections Process](07-ramp-hangar-safety-inspections.md)

Conduct systematic ramp and hangar safety inspections to identify and address potential hazards. - Inspection scheduling and procedures - Hazard identification and assessment - Corrective action tracking and verification

[Team Member Safety Training and Certification Process](08-employee-safety-training.md)

Manage team member safety training and certification to ensure competent and safe operations. - Training program development and delivery - Certification tracking and

renewal - Competency assessment and documentation

[Security Screening for Personnel and Visitors Process](09-security-screening.md)

Implement security screening procedures for personnel and visitors to maintain airport security standards. - Background check procedures - Access control and monitoring - Security clearance management

[TSA Compliance for International Flight Operations Process](10-tsa-compliance-international.md)

Ensure TSA compliance for international flight operations to meet federal security requirements. - International flight security procedures - Documentation and reporting requirements - Compliance monitoring and verification

[Environmental Compliance Process](11-environmental-compliance.md)

Implement environmental compliance procedures including spill prevention and response to protect environmental resources. - Spill prevention and response procedures - Environmental monitoring and reporting - Regulatory compliance verification

[Equipment Maintenance and Safety Checks Process](12-equipment-maintenance-safety.md)

Maintain equipment safety through systematic maintenance and safety checks to ensure reliable and safe operations. - Equipment inspection and maintenance schedules - Safety check procedures and documentation - Preventive maintenance programs

[Runway Incursion Prevention Training Process](13-runway-incursion-prevention.md)

Provide runway incursion prevention training to maintain situational awareness and prevent runway safety incidents. - Situational awareness training - Communication procedures and protocols - Incident prevention strategies

[Safety Management System Implementation Process](14-sms-implementation.md)

Implement and maintain Safety Management System to systematically manage safety risks and promote safety culture. - SMS policy and procedures development - Risk assessment and management - Safety performance monitoring

[Regulatory Documentation and Record-Keeping Process](15-regulatory-documentation.md)

Maintain regulatory documentation and records to ensure compliance with aviation safety and operational requirements. - Documentation requirements and procedures - Record retention and management - Regulatory reporting obligations

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Marketing and Customer Retention

Strategic marketing initiatives and customer relationship management procedures designed to attract new customers, retain existing clients, and build strong community relationships within the aviation industry.

Procedures in this Section

[Client Segmentation and Targeting Process](01-customer-segmentation-targeting.md)

Develop client segmentation strategies and targeting approaches to optimize marketing efforts and improve client acquisition. - Market analysis and segmentation - Target audience identification - Marketing strategy development

[Digital Marketing Campaign Management Process](02-digital-marketing-campaigns.md)

Plan, execute, and manage digital marketing campaigns to increase brand visibility and generate qualified leads. - Campaign planning and development - Multi-channel execution and coordination - Performance tracking and optimization

[Promotional Offer Development Process](03-promotional-offer-development.md)

Create and manage promotional offers to attract new clients and encourage repeat business from existing clients. - Offer strategy and design - Implementation and promotion - Performance evaluation and adjustment

[Event Hosting and Sponsorship Process](04-event-hosting-sponsorship.md)

Plan and execute aviation events and sponsorship opportunities to build community relationships and enhance brand presence. - Event planning and coordination - Sponsorship opportunity evaluation - Community engagement and networking

[Client Feedback Collection and Analysis Process](05-customer-feedback-analysis.md)

Systematically collect and analyze client feedback to identify improvement opportunities and enhance client satisfaction. - Feedback collection methodology - Data analysis and interpretation - Action planning and implementation

[Loyalty Program Management Process](06-loyalty-program-management.md)

Develop and manage loyalty programs to reward repeat clients and encourage long-term business relationships. - Program design and structure - Client enrollment and engagement - Reward fulfillment and tracking

[Personalized Client Follow-Up Process](07-personalized-customer-followup.md)

Implement personalized follow-up procedures to maintain client relationships and identify additional service opportunities. - Follow-up strategy and timing - Personalization and customization - Relationship building and maintenance

[Referral Program Administration Process](08-referral-program-administration.md)

Manage referral programs to leverage existing client relationships for new business development. - Referral program structure and incentives - Tracking and reward management - Program promotion and communication

[Content Creation Process](09-content-creation.md)

Develop engaging content for marketing channels to educate clients and promote services effectively. - Content strategy and planning - Creation and production workflows - Distribution and performance monitoring

[Partnership Development with Local Businesses Process](10-partnership-development.md)

Build strategic partnerships with local businesses to create mutual referral opportunities and enhance client experience. - Partnership identification and evaluation - Agreement development and management - Collaboration and mutual promotion

[Client Complaint Resolution Process](11-customer-complaint-resolution.md)

Manage client complaints effectively to maintain satisfaction and turn negative experiences into positive outcomes. - Complaint intake and documentation - Investigation and resolution procedures - Follow-up and relationship recovery

[Social Media Engagement and Reputation Management Process](12-social-media-reputation.md)

Manage social media presence and online reputation to build brand awareness and maintain positive public perception. - Social media strategy and content planning - Community engagement and interaction - Reputation monitoring and management

[Pilot Community Outreach Process](13-pilot-community-outreach.md)

Engage with the pilot community through outreach initiatives to build relationships and establish market presence. - Community event participation - Pilot organization engagement - Educational and networking initiatives

[Seasonal Marketing Campaigns Process](14-seasonal-marketing-campaigns.md)

Develop and execute seasonal marketing campaigns to capitalize on seasonal opportunities and maintain year-round engagement. - Seasonal opportunity identification - Campaign development and execution - Performance evaluation and optimization

[Client Retention Analytics and Reporting Process](15-customer-retention-analytics.md)

Analyze client retention metrics and generate reports to guide strategic decisions and improve client retention rates. - Data collection and analysis - Reporting and visualization - Strategic insights and recommendations

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Administrative and Financial

Essential business operations and financial management procedures that support all aspects of FBO operations. These procedures ensure efficient business processes, accurate financial management, and regulatory compliance.

Procedures in this Section

[Client Billing and Invoicing Process](01-customer-billing-invoicing.md)

Manage client billing and invoicing operations to ensure accurate charges and timely payment collection for all services. - Service charge calculation and verification - Invoice generation and distribution - Billing accuracy and dispute resolution

[Payment Processing and Collections Process](02-payment-processing-collections.md)

Process payments and manage collections to maintain healthy cash flow and minimize outstanding receivables. - Payment method processing and reconciliation - Collections procedures and follow-up - Account status management and reporting

[Budget Planning and Monitoring Process](03-budget-planning-monitoring.md)

Develop and monitor budgets to ensure financial planning accuracy and operational cost control. - Budget development and approval - Performance monitoring and variance analysis - Forecasting and adjustment procedures

[Expense Tracking and Approval Process](04-expense-tracking-approval.md)

Track and approve expenses to maintain cost control and ensure proper authorization

for all expenditures. - Expense documentation and submission - Approval workflow and authorization - Expense reporting and analysis

[Payroll Administration for Team Members Process](05-payroll-administration.md)

Administer payroll operations to ensure accurate and timely compensation for all team members. - Payroll calculation and processing - Tax withholding and compliance - Benefits administration and reporting

[Vendor and Supplier Contract Management Process](06-vendor-supplier-contracts.md)

Manage vendor and supplier contracts to ensure favorable terms and reliable service delivery. - Contract negotiation and execution - Performance monitoring and evaluation - Renewal and termination procedures

[Financial Reporting and Reconciliation Process](07-financial-reporting-reconciliation.md)

Generate financial reports and perform reconciliations to maintain accurate financial records and support decision-making. - Financial statement preparation and analysis - Account reconciliation procedures - Reporting accuracy and compliance verification

[Tax Filing and Compliance Process](08-tax-filing-compliance.md)

Manage tax filing and compliance obligations to meet regulatory requirements and minimize tax liability. - Tax calculation and preparation - Filing procedures and deadlines - Compliance monitoring and audit support

[Insurance Policy Management Process](09-insurance-policy-management.md)

Manage insurance policies to ensure adequate coverage and cost-effective risk management. - Coverage assessment and policy selection - Claims processing and management - Policy renewal and adjustment procedures

[Team Member Scheduling and Timekeeping Process](10-employee-scheduling-timekeeping.md)

Manage team member scheduling and timekeeping to optimize staffing and ensure accurate payroll processing. - Schedule development and coordination - Time tracking and verification - Attendance monitoring and reporting

[Record-Keeping for Regulatory Compliance Process](11-regulatory-record-keeping.md)

Maintain regulatory records to ensure compliance with aviation and business regulations. - Record retention and organization - Compliance documentation and verification - Audit preparation and support

[Inventory Management for Fuel and Supplies Process](12-inventory-management.md)

Manage fuel and supply inventory to ensure adequate stock levels while minimizing carrying costs. - Inventory tracking and control - Procurement planning and execution - Stock level optimization and monitoring

[Client Account Management in CRM Process](13-customer-account-crm.md)

Manage client accounts in CRM system to maintain accurate client information and support relationship management. - Account setup and maintenance - Data accuracy and completeness - Reporting and analysis capabilities

[Purchase Order Processing Process](14-purchase-order-processing.md)

Process purchase orders to ensure proper authorization and accurate procurement of goods and services. - Purchase order creation and approval - Vendor coordination and delivery tracking - Receipt verification and payment processing

[Audit Preparation and Support Process](15-audit-preparation-support.md)

Prepare for and support audit activities to ensure compliance verification and operational transparency. - Audit planning and preparation - Documentation organization and provision - Audit coordination and follow-up procedures

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Operations Playbook

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