



Chapter 02: FBO Services

04. Client Check-In and Concierge Services

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

Purpose

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

Roles and Responsibilities

Client Service Representative:

- Manage client communications and service requests
- Process documentation and billing
- Obtain client authorizations and approvals
- Coordinate scheduling and aircraft availability
- Maintain professional client relationships

Operations Leader:

- Oversee daily operations and coordinate between departments
- Authorize emergency response procedures and resource allocation
- Monitor safety compliance and operational excellence
- Coordinate scheduling across departments for operational coverage
- Review billing disputes and approve service adjustments
- Ensure regulatory compliance across all operations

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 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

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
-  **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