



Operations Playbook

## BY SOLO AVIATION SERVICES, LLC



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## **Solo Aviation Services Playbook**

**CHAPTER 1** 

## **Overview**

This playbook provides standardized procedures for Solo Aviation Services. It covers aircraft handling, maintenance operations, and service delivery processes.



### **Generate PDF Documentation**

./build\_playbook.sh

This creates: solo-aviation-services-playbook.pdf (287KB document)

To open the PDF: bash open solo-aviation-services-playbook.pdf

# **Playbook Structure**

### **Main Categories**

- 1. **[FBO Services](content/01-fbo-services/)** Core customer-facing operations
- 2. [Maintenance Operations](content/02-maintenance-operations/) Aircraft maintenance and repair procedures
- 3. [Flight School Operations](content/03-flight-school-operations/) Training and education services
- 4. [Safety and Compliance](content/04-safety-compliance/) Regulatory and safety procedures
- 5. [Marketing and Customer Retention](content/05-marketing-customer-retention/) Business development activities
- 6. [Administrative and Financial](content/06-administrative-financial/) Business operations and financial management

### **Directory Structure**

```
playbook/
 — content/
                               # Main playbook procedures
    — 01-fbo-services/
                                        # 15 FBO service procedures
     — 02-maintenance-operations/
                                       # 15 maintenance procedures
     — 03-flight-school-operations/  # 15 flight training procedur
                                       # 15 safety and compliance procedures
    — 04-safety-compliance/
    05-marketing-customer-retention/ # 15 marketing procedures
    └─ 06-administrative-financial/
                                       # 15 admin/financial procedures
   templates/
                               # Procedure templates
   assets/
                               # Supporting materials
    -- forms/
                              # Operational forms
     — images/
                              # Diagrams and photos
     — references/
                              # Quick reference materials
    .cursor/rules/
                              # Documentation standards
```

# **Quick Navigation**

### FBO Services (15 Procedures)

- 1. Aircraft Arrival and Departure Handling
- 2. Fueling Operations (Jet-A and Avgas)
- 3. Hangar and Ramp Space Allocation
- 4. Customer Check-In and Concierge Services
- 5. Aircraft Marshalling and Parking
- 6. Ground Support Equipment (GSE) Management
- 7. Maintenance Coordination for Visiting Aircraft
- 8. Crew and Passenger Transportation Arrangements
- 9. Billing and Invoicing for Services
- 10. Safety and Security Inspections
- 11. Facility Maintenance and Cleaning
- 12. Weather Briefing and Flight Planning Support
- 13. Customs and Immigration Coordination (International Flights)
- 14. Catering and In-Flight Service Requests

#### 15. Emergency Response and Incident Reporting

### **Maintenance Operations (15 Procedures)**

- 1. Work Order Creation and Scheduling
- 2. Pre-Maintenance Aircraft Inspection
- 3. 100-Hour and Annual Inspection Execution
- 4. Scheduled Maintenance (Airframe, Engine, Avionics)
- 5. Unscheduled Repair and Troubleshooting
- 6. Parts Inventory Management and Ordering
- 7. Maintenance Logbook Updates and Documentation
- 8. FAA Regulatory Compliance and Reporting
- 9. Quality Control and Post-Maintenance Checks
- 10. Tool and Equipment Calibration and Maintenance
- 11. Technician Training and Certification Tracking
- 12. Customer Communication and Work Approval
- 13. Hazardous Materials Handling and Disposal
- 14. Shop Safety and Cleanliness Protocols
- 15. Billing and Invoicing for Maintenance Services

### Flight School Operations (15 Procedures)

- 1. Student Enrollment and Onboarding
- 2. Flight Lesson Scheduling
- 3. Aircraft Maintenance and Inspection
- 4. Student Progress Tracking and Certification
- 5. Safety Incident Reporting
- 6. Ground School Curriculum Delivery
- 7. Instructor Scheduling and Certification Renewal
- 8. Flight Simulator Session Management
- 9. TSA Security Clearance for International Students

- 10. Billing and Payment Processing
- 11. Pre-Flight Briefing and Checklist Execution
- 12. Post-Flight Debriefing and Logbook Updates
- 13. Emergency Response and Evacuation Procedures
- 14. Fuel Management and Refueling Operations
- 15. Customer Feedback and Satisfaction Surveys

## **V** Safety and Compliance (15 Procedures)

- 1. Safety Incident Reporting and Investigation
- 2. Aircraft Fueling Safety Procedures
- 3. Ground Handling Safety Protocols
- 4. FAA and OSHA Compliance Audits
- 5. Emergency Response Plan Execution
- 6. Fire Safety and Hazardous Materials Handling
- 7. Ramp and Hangar Safety Inspections
- 8. Employee Safety Training and Certification
- 9. Security Screening for Personnel and Visitors
- 10. TSA Compliance for International Flight Operations
- 11. Environmental Compliance (Spill Prevention and Response)
- 12. Equipment Maintenance and Safety Checks
- 13. Runway Incursion Prevention Training
- 14. Safety Management System (SMS) Implementation
- 15. Regulatory Documentation and Record-Keeping

### **✓** Marketing and Customer Retention (15 Procedures)

- 1. Customer Segmentation and Targeting
- 2. Digital Marketing Campaign Management
- 3. Promotional Offer Development
- 4. Event Hosting and Sponsorship

- 5. Customer Feedback Collection and Analysis
- 6. Loyalty Program Management
- 7. Personalized Customer Follow-Up
- 8. Referral Program Administration
- 9. Content Creation
- 10. Partnership Development with Local Businesses
- 11. Customer Complaint Resolution
- 12. Social Media Engagement and Reputation Management
- 13. Pilot Community Outreach
- 14. Seasonal Marketing Campaigns
- 15. Customer Retention Analytics and Reporting

### Administrative and Financial (15 Procedures)

- 1. Customer Billing and Invoicing
- 2. Payment Processing and Collections
- 3. Budget Planning and Monitoring
- 4. Expense Tracking and Approval
- 5. Payroll Administration for Staff
- 6. Vendor and Supplier Contract Management
- 7. Financial Reporting and Reconciliation
- 8. Tax Filing and Compliance
- 9. Insurance Policy Management
- 10. Employee Scheduling and Timekeeping
- 11. Record-Keeping for Regulatory Compliance
- 12. Inventory Management for Fuel and Supplies
- 13. Customer Account Management in CRM
- 14. Purchase Order Processing
- 15. Audit Preparation and Support

# **Usage Guidelines**

### **For Operations Staff**

- Each procedure includes step-by-step instructions
- Safety warnings and cautions are clearly marked
- Cross-references link to related procedures
- Forms and checklists are readily accessible

### For Management

- Procedures include quality control checkpoints
- Compliance requirements are clearly identified
- Performance metrics and KPIs are integrated
- Training requirements are specified

#### For Training

- New employee onboarding procedures
- Certification tracking and renewal requirements
- Safety training protocols
- Performance evaluation criteria

#### **CHAPTER 1**



# PDF Generation System

## **☑** Implementation Status

PDF generation is set up and working!

### X What Was Implemented

### Kitabu Setup

- **Ruby gem installed**: Kitabu 3.1.0 for PDF generation
- **Project structure**: Organized in kitabu/ directory
- Configuration: Customized for Solo Aviation Services Playbook branding

#### **Content Organization**

- Automated script: organize\_content.rb structures your Markdown files
- 9 chapters: Introduction + 6 operational sections + guidelines + templates
- Asset handling: Images and references properly integrated
- Clean formatting: Navigation links removed, YAML stripped, links fixed

#### **Build Automation**

- Shell script: build\_playbook.sh for simple one-command builds
- **Ruby script**: build\_playbook.rb alternative with detailed output
- Manual process: Step-by-step commands for customization

#### **Output Options**

- **PDF format**: ~287KB document
- Multiple formats: PDF, HTML, EPUB available
- **Styling**: Clean typography and layout
- Table of contents: Automatic generation from headers

### **Generated Files**

Your PDF generation creates: - solo-aviation-services-playbook.pdf - Main document (287KB) [Root directory] - kitabu/output/kitabu.html - Web version - kitabu/output/kitabu.print.pdf - Print-optimized version

### Customization Options

- Styling: Edit templates/styles/pdf.css
- **Branding**: Modify config/kitabu.yml
- Content: Update source files and rebuild

• Structure: Customize organize\_content.rb

### Additional Documentation

See PDF-GENERATION.md for documentation including: - Setup instructions - Customization options - Troubleshooting guide - Enhancement ideas

#### **CHAPTER 1**

## **Document Standards**

All procedures follow standardized formatting rules defined in [.cursor/rules/markdown-rules.md](.cursor/rules/markdown-rules.md) to ensure consistency and usability.

## **Revision Control**

This playbook is a living document that requires regular updates to reflect: - Regulatory changes - Operational improvements - Safety enhancements - Technology updates

**Total Procedures**: 90

**PDF Generation**: **✓** Ready for use **Technology**: Kitabu (Ruby-based)

Output Quality: Aviation documentation standard

**Build Time**:  $\sim$ 5 seconds for playbook

Last Updated: [Current Date]

Version: 1.0

Maintained by: FBO Operations Team

### **FBO Services**

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

#### **CHAPTER 2**

## **Procedures in this Section**

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

- Aircraft marshalling and parking coordination
- Customer greeting and service coordination
- Departure preparation and assistance

#### 2. [Fueling Operations (Jet-A and Avgas)](02-fueling-operations.md)

- Fuel quality control and safety procedures
- Aircraft fueling protocols
- Fuel system maintenance and monitoring

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

• Space reservation and assignment

- Hangar door operations
- Ramp traffic management

# 4. [Customer Check-In and Concierge Services](04-customer-checkin-concierge.md)

- Customer reception and registration
- Concierge service coordination
- Amenity provision and facility tours

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

- Ground guidance procedures
- Parking space optimization
- Safety protocols for aircraft movement

#### 6. [Ground Support Equipment (GSE) Management](06-gse-management.md)

- Equipment inventory and maintenance
- Operator training and certification
- Service scheduling and deployment

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

- Service request processing
- Vendor coordination and oversight
- Quality assurance and customer communication

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

- Ground transportation coordination
- Hotel and accommodation booking
- Local area information and recommendations

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

- Service tracking and documentation
- Invoice generation and processing
- Payment collection and account management

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

- · Daily facility safety checks
- Security protocol implementation
- Incident prevention and reporting

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

- Scheduled maintenance protocols
- Cleaning standards and procedures
- Equipment upkeep and replacement

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

- Weather information services
- Flight planning assistance
- Regulatory briefing support

# 13. [Customs and Immigration Coordination (International Flights)](13-customs-immigration-coordination.md)

- International arrival procedures
- · Customs and immigration liaison
- Documentation and compliance requirements

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

- Catering vendor coordination
- Special service arrangements

- Quality control and delivery timing
- 15. [Emergency Response and Incident Reporting](15-emergency-response-incident-reporting.md)
  - Emergency procedure activation
  - Incident documentation and reporting
  - Follow-up and corrective action coordination

## **Quick Reference**

• Emergency Contact: [Phone Number]

• Operations Manager: [Name/Extension]

• Customer Service Hours: [Hours]

• After-Hours Contact: [Phone Number]

# **Training Requirements**

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

## **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.

#### **CHAPTER 3**

## **Procedures in this Section**

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

- Customer consultation and needs assessment
- Work scope definition and documentation
- Resource planning and scheduling coordination

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

- Initial aircraft assessment
- Discrepancy identification and documentation
- Work scope verification and adjustment

### 3. [100-Hour and Annual Inspection Execution](03-100hr-annual-inspection.md)

• Regulatory inspection requirements

- Systematic inspection procedures
- Documentation and certification processes

## 4. [Scheduled Maintenance (Airframe, Engine, Avionics)](04-scheduled-maintenance.md)

- Manufacturer maintenance program compliance
- Component replacement and servicing
- System testing and verification

# 5. [Unscheduled Repair and Troubleshooting](05-unscheduled-repairtroubleshooting.md)

- Problem diagnosis and root cause analysis
- Repair planning and execution
- System testing and return to service

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

- Inventory tracking and control
- Parts sourcing and procurement
- Quality verification and receiving procedures

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

- Regulatory documentation requirements
- Logbook entry procedures
- Record retention and management

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

- Regulatory requirement tracking
- Compliance verification procedures

- Mandatory reporting obligations
- 9. [Quality Control and Post-Maintenance Checks](09-quality-control-checks.md)
  - Final inspection procedures
  - System operational testing
  - Customer delivery preparation
- 10. [Tool and Equipment Calibration and Maintenance](10-tool-equipment-calibration.md)
  - · Calibration schedule management
  - Equipment maintenance procedures
  - Accuracy verification and documentation
- 11. [Technician Training and Certification Tracking](11-technician-training-certification.md)
  - Training requirement management
  - Certification renewal tracking
  - Competency assessment and documentation
- 12. [Customer Communication and Work Approval](12-customer-communication-approval.md)
  - Progress reporting procedures
  - Change order management
  - Customer approval and sign-off processes
- 13. [Hazardous Materials Handling and Disposal](13-hazmat-handling-disposal.md)
  - Safe handling procedures
  - Storage and inventory management
  - Disposal and environmental compliance

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

- Workplace safety standards
- Housekeeping procedures
- Personal protective equipment requirements

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

- Time and material tracking
- Invoice generation and review
- Customer billing and collection procedures

#### **CHAPTER 3**

## **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.

#### **CHAPTER 4**

## **Procedures in this Section**

- 1. [Student Enrollment and Onboarding](01-student-enrollment-onboarding.md)
- 2. [Flight Lesson Scheduling](02-flight-lesson-scheduling.md)
- 3. [Aircraft Maintenance and Inspection](03-aircraft-maintenance-inspection.md)
- 4. [Student Progress Tracking and Certification](04-student-progress-certification.md)
- 5. [Safety Incident Reporting](05-safety-incident-reporting.md)
- 6. [Ground School Curriculum Delivery](06-ground-school-curriculum.md)
- 7. [Instructor Scheduling and Certification Renewal](07-instructor-scheduling-certification.md)
- 8. [Flight Simulator Session Management] (08-flight-simulator-management.md)
- 9. [TSA Security Clearance for International Students] (09-tsa-security-clearance.md)

- 10. [Billing and Payment Processing](10-billing-payment-processing.md)
- 11. [Pre-Flight Briefing and Checklist Execution](11-preflight-briefing-checklist.md)
- 12. [Post-Flight Debriefing and Logbook Updates](12-postflight-debriefing-logbook.md)
- 13. [Emergency Response and Evacuation Procedures](13-emergency-response-evacuation.md)
- 14. [Fuel Management and Refueling Operations](14-fuel-management-refueling.md)
- 15. [Customer Feedback and Satisfaction Surveys](15-customer-feedback-surveys.md)

## **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.

#### **CHAPTER 5**

## **Procedures in this Section**

- 1. [Safety Incident Reporting and Investigation](01-safety-incident-reporting-investigation.md)
- 2. [Aircraft Fueling Safety Procedures](02-aircraft-fueling-safety.md)
- 3. [Ground Handling Safety Protocols](03-ground-handling-safety.md)
- 4. [FAA and OSHA Compliance Audits](04-faa-osha-compliance-audits.md)
- 5. [Emergency Response Plan Execution](05-emergency-response-plan.md)
- 6. [Fire Safety and Hazardous Materials Handling](06-fire-safety-hazmat.md)
- 7. [Ramp and Hangar Safety Inspections](07-ramp-hangar-safety-inspections.md)
- 8. [Employee Safety Training and Certification](08-employee-safety-training.md)
- 9. [Security Screening for Personnel and Visitors](09-security-screening.md)
- 10. [TSA Compliance for International Flight Operations](10-tsa-compliance-international.md)

- 11. [Environmental Compliance (Spill Prevention and Response)](11-environmental-compliance.md)
- 12. [Equipment Maintenance and Safety Checks](12-equipment-maintenance-safety.md)
- 13. [Runway Incursion Prevention Training](13-runway-incursion-prevention.md)
- 14. [Safety Management System (SMS) Implementation](14-sms-implementation.md)
- 15. [Regulatory Documentation and Record-Keeping](15-regulatory-documentation.md)

### **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.

#### **CHAPTER 6**

## **Procedures in this Section**

- 1. [Customer Segmentation and Targeting](01-customer-segmentation-targeting.md)
- 2. [Digital Marketing Campaign Management](02-digital-marketing-campaigns.md)
- 3. [Promotional Offer Development](03-promotional-offer-development.md)
- 4. [Event Hosting and Sponsorship](04-event-hosting-sponsorship.md)
- 5. [Customer Feedback Collection and Analysis](05-customer-feedback-analysis.md)
- 6. [Loyalty Program Management](06-loyalty-program-management.md)
- 7. [Personalized Customer Follow-Up](07-personalized-customer-followup.md)
- 8. [Referral Program Administration](08-referral-program-administration.md)
- 9. [Content Creation] (09-content-creation.md)
- 10. [Partnership Development with Local Businesses](10-partnership-development.md)

- 11. [Customer Complaint Resolution](11-customer-complaint-resolution.md)
- 12. [Social Media Engagement and Reputation Management](12-social-media-reputation.md)
- 13. [Pilot Community Outreach](13-pilot-community-outreach.md)
- 14. [Seasonal Marketing Campaigns](14-seasonal-marketing-campaigns.md)
- 15. [Customer Retention Analytics and Reporting](15-customer-retention-analytics.md)

#### **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.

#### **CHAPTER 7**

## **Procedures in this Section**

- 1. [Customer Billing and Invoicing](01-customer-billing-invoicing.md)
- 2. [Payment Processing and Collections] (02-payment-processing-collections.md)
- 3. [Budget Planning and Monitoring](03-budget-planning-monitoring.md)
- 4. [Expense Tracking and Approval](04-expense-tracking-approval.md)
- 5. [Payroll Administration for Staff] (05-payroll-administration.md)
- [Vendor and Supplier Contract Management] (06-vendor-supplier-contracts.md)
- 7. [Financial Reporting and Reconciliation](07-financial-reporting-reconciliation.md)
- 8. [Tax Filing and Compliance](08-tax-filing-compliance.md)
- 9. [Insurance Policy Management](09-insurance-policy-management.md)
- 10. [Employee Scheduling and Timekeeping](10-employee-scheduling-timekeeping.md)
- 11. [Record-Keeping for Regulatory Compliance](11-regulatory-record-

#### keeping.md)

- 12. [Inventory Management for Fuel and Supplies](12-inventory-management.md)
- 13. [Customer Account Management in CRM](13-customer-account-crm.md)
- 14. [Purchase Order Processing](14-purchase-order-processing.md)
- 15. [Audit Preparation and Support](15-audit-preparation-support.md)

## **Content Guidelines for FBO Operations Playbook**

**CHAPTER 8** 

# Vocabulary Standards Compliance

**CRITICAL**: All aviation content must strictly adhere to organizational vocabulary standards defined in .cursor/rules/vocabulary-standards.mdc.

Key requirements: - Use "clients" (never "customers") - Use "team members" (never "employees" or "staff")

- Use "leaders" (never "managers" or "supervisors") - Use "experience" for client-facing contexts (not "service") - Apply operational language: opportunities, solutions, initiatives, excellence

## **Aviation Industry Standards**

#### **Terminology and Acronyms**

Always use standard aviation terminology consistently:

#### **Aircraft Types**

- Use proper manufacturer designations: Cessna 172, Piper Cherokee, King Air 350
- Include model variants when relevant: Cessna 1725, Beechcraft Bonanza A36
- Use ICAO aircraft type codes when appropriate: C172, PA28, BE20

#### Aviation Acronyms (Define on first use)

- FAA: Federal Aviation Administration
- ICAO: International Civil Aviation Organization
- **FBO**: Fixed Base Operator
- ARFF: Aircraft Rescue and Fire Fighting
- TSA: Transportation Security Administration
- **NOTAM**: Notice to Airmen
- METAR: Meteorological Aerodrome Report
- TAF: Terminal Aerodrome Forecast
- IFR: Instrument Flight Rules
- VFR: Visual Flight Rules

#### **Fuel Specifications**

- Jet A: Turbine engine fuel (specify Jet A-1 for international)
- 100LL: 100 Low Lead aviation gasoline
- Mogas: Motor gasoline (automotive fuel approved for aircraft use)

#### **Radio Communications**

Use standard phraseology: "Podunk Ground, Cessna 123AB, ready to taxi with Information Alpha" "Cessna 123AB, Podunk Ground, taxi to Runway 27 via Alpha, contact Tower 118.1"

#### **Regulatory References**

Always reference current regulations: - 14 CFR (Code of Federal Regulations) - Use specific part numbers - FAA Advisory Circulars (AC) - Include AC number and title - OSHA Standards - Reference specific standard numbers - EPA Regulations - Include relevant environmental standards

#### Safety Language Standards

#### **Warning Levels**

Use consistent hierarchy:

▲ WARNING: Immediate danger to life or limb - Use for: Fire hazards, toxic exposure, electrical dangers, aircraft prop/engine hazards - Example: "▲ WARNING: Never approach a running aircraft engine from the front or sides"

- **CAUTION**: Risk of equipment damage or operational problems
- Use for: Equipment misuse, procedural errors, minor safety concerns Example: "

  CAUTION: Ensure fuel nozzle is properly grounded before connecting"
- **NOTE**: Important operational information Use for: Best practices, reminders, clarifications Example: "**INOTE**: Always verify fuel type before beginning fuel operations"
- **BEST PRACTICE**: Recommended approaches for optimal results Use for: Industry standards, efficiency tips, quality improvements Example: "**▼ BEST PRACTICE**: Complete marshalling signals training annually"

## **Writing Style Guidelines**

#### **Tone and Voice**

- Professional but approachable: Clear, direct communication
- Action-oriented: Use active voice and imperative mood
- Precise: Avoid ambiguous language; be specific about requirements
- Consistent: Use the same terms for the same concepts throughout

#### **Procedure Writing**

- 1. Start with the end goal: What should be accomplished?
- 2. List prerequisites clearly: What's needed before starting?
- 3. Use numbered steps for sequence: When order matters
- 4. Use bullets for options: When order doesn't matter
- 5. **Include verification steps**: How to confirm completion
- 6. Address common problems: What to do when things go wrong

#### **Formatting Standards**

#### **Headers and Structure**

```
# Main Title (H1) - Procedure name
## Overview (H2) - Purpose and scope
### Major Steps (H3) - Main procedure phases
#### Detailed Actions (H4) - Specific tasks
##### Sub-actions (H5) - Detailed steps
##### References (H6) - Additional details
```

#### **Lists and Checklists**

- Sequential procedures: Use numbered lists (1, 2, 3...)
- Non-sequential items: Use bullet points (-)
- Verification items: Use checkboxes (- [ ])
- **Sub-items**: Indent consistently (use 2 or 4 spaces)

#### **Tables for Reference Data**

```
| Aircraft Type | Fuel Type | Capacity | Notes |
|-----|
| Cessna 172 | 100LL | 56 gal | Standard trainer |
| King Air 350 | Jet A | 539 gal | Turboprop |
```

#### **Code Blocks for Examples**

Use for radio calls, forms, or structured data: FUEL ORDER EXAMPLE: Aircraft: N123AB (Cessna 172) Fuel Type: 100LL Quantity: Full tanks (56 gallons) Special Instructions: Check for water contamination

#### **CHAPTER 8**

## **Quality Standards**

#### **Accuracy Requirements**

- Technical specifications: Verify with manufacturer data
- Regulatory information: Confirm with current CFR/FAA sources
- Contact information: Verify all phone numbers and extensions
- Cross-references: Ensure all links work and point to correct content

#### **Review Process**

- 1. Technical review: Subject matter expert verification
- 2. Safety review: Safety officer approval for safety-related content
- 3. Regulatory review: Compliance officer verification
- 4. Editorial review: Grammar, style, and consistency check
- 5. **Leadership approval**: Final authorization for publication

#### **Maintenance Standards**

- Annual review: All procedures reviewed yearly minimum
- Event-driven updates: Changes due to regulation updates, equipment changes, or incident lessons learned
- Version control: Track all changes with date, author, and reason
- **Distribution control**: Ensure all team members have current versions

#### **CHAPTER 8**

## **Content Organization**

#### **File Naming**

- Use kebab-case: aircraft-arrival-handling.md
- Include section prefix: 01-aircraft-arrival-handling.md
- Keep names descriptive but concise
- Avoid special characters and spaces

#### **Cross-Referencing**

- Internal links: [Procedure Name] (../section/procedure-name.md)
- External links: [FAA Regulation](https://www.faa.gov/...)
- Form references: [Form Name] (../../assets/forms/form-name.pdf)

 Image references: ![Description](../../assets/images/imagename.jpg)

#### **Metadata Requirements**

All procedures must include frontmatter with: yaml

**CHAPTER 8** 

## **Subject Matter Expertise**

#### **Required Reviewers by Category**

- FBO Services: Operations Leader, Client Experience Lead
- Maintenance: Chief of Maintenance, Quality Assurance Leader
- Flight Training: Chief Flight Instructor, Training Leader
- Safety: Safety Officer, Compliance Leader
- Marketing: Marketing Leader, Client Relations Leader
- Administrative: Business Leader, Finance Leader

#### **Regulatory Expertise**

Ensure procedures involving these areas have appropriate regulatory review: - Aircraft

**maintenance**: A&P mechanic or IA review - **Flight operations**: Commercial pilot or CFI review - **Fuel operations**: Fuel safety specialist review - **Security**: TSA compliance officer

review - Environmental: Environmental compliance officer review

**Document Owner**: Operations Management

**Review Frequency**: Annual or as regulations change **Distribution**: All department leaders and content creators

### **FBO Procedure Template Format**

**NOTE**: This is the master template format. To create actual procedures, use the procedure generation prompt found in .cursor/rules/markdown-rules.md

**CHAPTER 9** 

## **Purpose**

Explain why this process exists and its intended outcome.

**CHAPTER 9** 

## Roles and Responsibilities

List the roles involved and their specific responsibilities.

Role 1 (e.g., Line Service Technician):

Role 2 (e.g., Customer Service Representative):

**Role 3 (e.g., Operations Supervisor):** 

**CHAPTER 9** 

## **Process Steps**

Detail each step in a clear, numbered sequence. Include inputs, outputs, and tools used.

Step 1:

Step 2:

Step 3:

Step 4:

Step 6:			
Step 7:			
Step 8:			
Step 9:			
Step 10:			
Step 11:			
Step 12:			
Step 13:			
Step 14:			
Step 15:			

## **Process Mapping**

Flowchart to show sequential steps

**CHAPTER 9** 

## **Tools and Resources**

List all tools, software, or templates required to execute the process.

## **Success Metrics**

Define measurable indicators to evaluate process effectiveness.

**Completion Time:** Process completed within [X hours/days].

**Quality Standard:** [Specific quality measure]

**Safety Standard:** [Safety requirement met]

**Customer Satisfaction:** [Target satisfaction level]

## Common Issues and Solutions

Identify potential challenges and their resolutions.

**Issue:** [Describe common problem] **Solution:** [Describe resolution steps]

**Issue:** [Describe another common problem] **Solution:** [Describe resolution steps]

## **Safety Considerations**

- ▲ WARNING: [Critical safety information that could result in injury or damage]
- **CAUTION:** [Operational cautions that could result in equipment damage or service issues]
- **INOTE:** [Important operational information or reminders]

## **Regulatory References**

- [FAA Regulation/Advisory Circular]
- [OSHA Standard]
- [Company Policy Reference]
- [Industry Standard/Best Practice]

## **Notes:**



## **Revision History**

Date Version Changes Author Reviewer

YYYY-MM-DD 1.0 Initial creation [Name] [Name]

Next Review Date: [Date]

**Procedure Owner**: [Department/Role] **Emergency Contact**: [Phone/Extension]



### **Operations Playbook**

Operations Playbook

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