

Opening Procedures

1. Open lobby gates and turn on lights
 2. Start up your computer and clock in
 3. Check the front desk inbox and printer for relevant papers
 - a. Also check front desk for notes
 4. Check in with the line – they may also have notes or have taken a phone call
 - a. Check in to see if they changed the coffee out
 5. Check TFBO Customer Super Screen for reservations for the day
 6. Complete any tickets or cash transactions from the previous evening
 - a. Place previous day's tickets in Marla's box (Paperclip or rubber band together)
 7. Check flight school planes back in and complete transactions
 8. Check flight aware
 - a. Look for incoming tales
 - i. Check to see if those tails are in the concierge system and make sure info is correct
 1. Check times. Make necessary adjustments if needed
 - ii. Check if unreserved tails are in the system and add as required
 1. Check CAA status and add to customer info
 - a. Make sure to add warning message in tab 4
 - i. Include: Expiration date, tails covered and a note to not charge Handling or Infrastructure.
 - iii. Check back throughout your shift and repeat as necessary.
9. Check overnight board
 - a. Update as necessary
 - b. Familiarize yourself with who may be departing
 - c. Erase people who pay and leave
 - i. If someone pays but they are still here, notate "Paid" on the board
10. Check your email
 - a. Respond to catering or handling requests
 - i. Remember to CC info@bli-jet.com
 - b. Add fuel releases to concierge system – make a new reservation if necessary
11. Check Flight Schedule Pro
 - a. Pre-Dispatch flights as appropriate
 - b. Contact line service to ensure aircraft are out of the hangar in a timely manner
 - i. If unsure, line staff can help determine the location of the aircraft
12. Count till and petty cash

Closing Procedures

- Complete tickets
 - You should be completing tickets as they come in.
 - Make it a priority to complete the evenings tickets.
 - If you are unable to complete them leave them in the front desk inbox for the next morning.

Start 30 Minutes Before Shift Ends

- Close all charge batches
 - Print copies of each and place in Marla's box
- Count till
 - Run and Print a Sales Receipt Report (Staple to back of till form and invoices)
 - Accounting > Invoicing > Reports and Listings > Sales Receipt Report
- Count Petty Cash
- Clean Customer Areas
 - Conference Room
 - Lobby
 - Flight Planning Area
- Close Lobby Gates (If you are the closer at 2000)

Other Duties

- Rotate Magazine Stock
 - Keep informative magazines longer
 - King Air, Twin and Turbine, Professional Pilot
 - Only keep the lasted ad publications around
 - Controller, Executive Controller, Bellingham Alive
- Keep customer areas tidy
- Periodically check on the cleanliness of the kitchen
 - Wiping down counters
 - Checking coffee and making more as needed
 - Dishes
- Periodically check on the cleanliness of the bathroom
 - You only need to check your bathroom
 - The line should be cleaning the bathrooms but picking up paper towels and wiping done the counter will help stay on top of it.