



LUFTHAVNS | VIKAR

AIRLINE SUPERVISION & SERVICES

CPH



# LUFTHAVNS | VIKAR

## Airline Supervision & Services in CPH

### Who are we?

Lufthavnsvikar is the largest independent provider of flexible and affordable all-round airport solutions when it comes to staffing, recruiting and passenger services in CPH. In our catalogue of services we have an innovative and flexible solution for airlines seeking additional support in *any* area of their operations in CPH. From full 24/7 station- and area management to short time quality/performance audits we embrace every possible demand in between.

Currently we work together with several airlines providing a vast variety of different services within the areas of operation-, service- and commercial affairs. Our experience and network in CPH provides us with the tools to take on all possible tasks.

### Who use us?

Our client airlines are very different in size, structure and representation in CPH. We have expertise in working with European legacy airlines, Middle Eastern carriers, low cost as well as startup airlines and we take pride in being able to adapt and accommodate all shapes and sizes. Each of our client airlines have been individually handled according to their desires and their challenges in hand. Below are a

handful of our client airlines. Our products are very affordable and can cut costs significantly in an industry with a lot of seasonal variation.



### Examples on what we offer

- Check in / gate / ramp supervision making sure the ground handler act as per the airline GOM and SLA
- Act as local station manager or simply “airlines eyes in the field”
- Comprehensive reporting, evaluation and recommendations forwarded to predefined key post holders within the airline
- Negotiations on airline’s behalf with ground handler, airport and external partners
- Aircraft search and safety management
- Performance and quality measurements, eg. baggage processing times
- Short ad-hoc assignments (eg. FQTV promotions, airline start-up, handout of passenger documents at check-in etc.)

## Check-in / Gate

### ➔ Supervision

Monitoring of check-in/boarding process from start to finish ▪ Guidance and briefing of check in/gate staff ▪ Enforce airlines policies and procedures

### ➔ Representation – Station Management

Liaison between crew and ground handler ▪ Enforcing hand baggage rules ▪ Ensure OTP

### ➔ Gauging performance

Evaluation of staffs' performance ▪ OTP monitoring and evaluation



## Ramp

### ➔ Supervision

Ensure Loading Instruction compliance ▪ Supervise correct handling of DG ▪ Ensure prioritizing of NOTOC and special cargo

### ➔ Representation

Make airline demands clear and visible ▪ Ensure OTP ▪ Coordinating turn around (loading, fueling, catering, grooming etc.)

### ➔ Gauging performance

Evaluation on ramp staffs performance ▪ Compliance with arrival/departure procedures



# When we do Operations...



## Management

### ➔ Operational matters

Making operational decisions together with airline and ground handler ▪ Handling IRROP accordingly ▪ Time critical decision making

### ➔ Representation

Act on airlines behalf at AOC boards ▪ Negotiations on airlines behalf with ground handler/airport/external partners

### ➔ Feedback

Constant feedback to airlines' home base ▪ Daily/weekly/monthly reports containing key figures according to airlines' wish ▪ Recommendations



## Safety

### ➔ Operational matters

Aircraft search ▪ Evaluation and creation of airline's safety plans ▪ Ensure obedience to local airport restrictions ▪ Conduct audits

### ➔ Representation

Act on airlines behalf at safety boards ▪ Representing airline in safety violation cases ▪ Liaison between airline and local CAA (act as Security Manager)

### ➔ Feedback

Create Safety recommendations ▪ Comprehensive reporting in case of safety violations

## When we do Passenger Services...

### → Making passengers feel welcome

- Act as airline/travel agent appointed person performing general customer service tasks
- Assistance to passengers in terminal and gate area
- Handling ticketing enquires/selling tickets
- Handle excess baggage fee collection
- Irregularity operations and passenger care
- VIP/CIP passenger services
- Promotion of airline and related services (eg. FQTV-program etc.)
- Ensure proper signage and queuing facilities



## When we do Performance Assurance...

### → Key Performance Indicators and Measurements

- Measuring passenger process times
- Baggage process times (Fbag, Lbag etc.) / priority baggage handling
- Passenger surveys and interviews
- Reports on KPI's and results
- Adherence to airline procedures (eg. gate speak, priority boarding, correct tags on bags etc.)
- Follow up on excess baggage fee collections



## Our staff

The team in CPH currently consists of 5 airline supervisors and consultants, each with different backgrounds and skills. Some have 20+ years of experience in the airport environment - others are young talents yet already experienced in the field of passenger service. Despite their differences they all share a passion for the airline environment and are all chosen for their sublime problem solving skills. We are pleased to have a versatile team offering different approaches to the subject of airline supervision and consultancy. As we have multiple supervisors on our team we can quickly accommodate situations where more manpower is needed (IRROPS etc.). Additionally we can work in shifts if required. All staff is currently based in our offices in Copenhagen Airport (Terminal 3).

## Training

Each airline is different and we appreciate that a thorough dialogue has to be performed before a partnership can take off. Also a very important aspect is training of our staff to handle the challenges in hand. We have, in the past, undergone training at airline's home base, at our offices in CPH and on-site in the airport. The airline chooses location and whether or not more people have to be trained. We can recommend "train-the-trainer" as a useful tool to conduct the training quick and efficient. – The airline trains one supervisor and we deal with the rest. Distance instruction (email, telephone etc.) can also be performed on shorter assignments.



## Challenges - and solutions....

If your airline faces one or more of the challenges below, Lufthavnsvikar's Supervision and Consulting platform could provide possible solutions.

<i>Challenges</i>	<i>Lufthavnsvikar's solution</i>
Large seasonal variation in number of departures and passenger loads	A flexible staffing solution where airline pays per hour used for any given predefined task(s). If time critical: Quick allocation of staff (within a few hours, sometimes even less) from our offices located in CPH
Shortage of time to perform routine tasks	
Difficulty allocating enough staff if IROPS, special occasions, big travel days etc. (staff shortage and sickness etc.)	
New airline in CPH or airline with no offices in the airport	Lufthavnsvikar has offices in the airport and our team has worked in CPH for many years and has experience from the handling companies and airline clients.
No or little knowledge of CPH and local procedures	
Difficulty in implementing airline's standards in CPH and a need for representation	

## Prices

Since the nature of our services is very flexible, so is our pricing. The advantage of our pricing structure is that the airline will pay only for the hours used for any given task. Savings will add up as no full time or part time employee will needed to be paid for in periods of low activity. – Simply pay for what you need. Please contact us if you want a copy of our price list or if you want to discuss the structure of a partnership.





*Lufthavnsvikar has played a significant part in Iraqi Airways' successful introduction to the Danish market since we commenced operations in 2013. We have utilized Lufthavnsvikar as our check-in/gate supervision partner on all our flight to Bagdad, Erbil and Najaf and are very pleased with the results of their efforts. Additionally we have been using their extensive knowledge about CPH as well as their network to support our growth. We would without hesitation recommend a partnership with Lufthavnsvikar to any airline wanting their monies worth in CPH.* - 2014



**- Hussein Anamedia Al-ameri, Country Manager, Iraqi Airways**



*Air Canada has used Lufthavnsvikar's Airport Supervisor product since 2011. Additionally we have an Aircraft Search Team involved on all our departures from CPH – also provided by Lufthavnsvikar. As a great partner dedicated to all airport related subjects we continue to cooperate with Lufthavnsvikar on our long-haul operations to Toronto with great satisfaction. I would certainly recommend them to any other airline that wishes to have local representation in CPH.* - 2014



**- Marc Sam, Country Manager, Air Canada**



**LUFTHAVNS | VIKAR**  
**& REKRUTTERINGSSERVICE**

Kastrup Lufthavn, Terminal 3, 1. sal Vest  
2770 Kastrup  
Denmark

 (+45) 21 39 00 80

 [support@lufthavnsvikar.dk](mailto:support@lufthavnsvikar.dk)