

Line Technician Responsibility Standards

1. **CUSTOMER SERVICE IS THE LINE TECHNICIANS PRIMARY RESPONSIBILITY.**
2. The Line Technician's number one job is to assist customers, whether walking in or flying in. All secondary jobs shall immediately cease so that you may assist your customer.
3. **LINE TECHNICIANS SHALL FLAG IN EVERY TRANSIENT AIRCRAFT AND LEA HANGARED AIRCRAFT.**
4. Line Technicians shall have the ramp cart ready prior to the aircraft's arrival with the following supplies:
 - a. Two sets of chalks
 - b. Two Red Carpets
 - c. Set of four cones.
 - d. Wands
 - e. Hearing protection
 - f. Window cleaner and micro fiber rags.
5. Line technicians shall have rental cars parked on the ramp prior to the aircraft's arrival.
 - a. Rental cars shall be parked where the aircraft is intended to park
 - b. Water and candy will be placed in cup holders of rental cars.
6. Line Technicians shall flag in every transient aircraft and LEA hangared aircraft
7. Line technicians shall do the following after flagging and parking aircraft:
 - a. Chalk nose tire
 - b. Place red carpet at door of every aircraft; place two red carpets if aircraft has two doors.
 - c. Place four cones around aircraft.
8. Line Technicians will offer the following to all transient aircraft customers;
 - a. Offer water or soda
 - b. Offer to clean aircraft's windscreen
 - c. Offer to clean aircraft's Leading Edge on wings
 - d. Offer to assist with baggage
 - e. Offer other services, ie. Fuel, oil, oxygen, etc.
9. Line Technicians shall assist all flight school aircraft to include pushing back the aircraft in the parking stall, offer water or soda, clean windscreen, and clean leading edges of wings.
Note: This duty is second to assisting transient and local aircraft customers.
10. Line Technicians shall tie down every small aircraft, including flight school aircraft, at the close of each day or if winds exceed 15 knots.
11. Line technicians shall double chalk every aircraft parked on our tarmac at the close of each day or if winds exceed 15 knots.

12. Line Technicians shall follow all local aircraft to their hangar or tie down area.
13. Line Technicians shall offer the following to all local aircraft customers:
 - a. Offer water or soda
 - b. Offer to clean aircrafts windscreen
 - c. Offer to clean aircraft's Leading Edges on wings
 - d. Offer to assist pushing aircraft into the hangar or help tie down the aircraft.
 - e. Offer other services, ie. Fuel, oil, oxygen, etc.
14. Line technicians shall acknowledge all customers and greet them, whether at the door or in the hallway.
15. Line technicians shall assist all customers and open doors for them.
16. Line technicians shall answer the phone by the third ring when you are responsible for answering the phone.
17. Line technicians shall ask the question before the customer does.
18. Line Technicians shall maintain an upbeat and exciting attitude.
19. Line Technicians shall exceed our customer's expectations.

I, _____, understand the above line technician's responsibility standards and have all my questions answered. I further understand that my job may be terminated if I fail to follow one or all of the above standards.

Signature

Date